



WIC Client Services

Quality nutrition services are the centerpiece of the WIC program. WIC's committed, results-oriented, and entrepreneurial staff stretch resources to serve all eligible women and children while ensuring program effectiveness and integrity. WIC's client services extend beyond core nutrition services to meet additional health and safety needs of participants.

1. Collection of Basic Client Data

Name, address, phone number, birth date, sex, date of initial contact, income, number in household, race, ethnicity, migrancy, residence, voter registration, foster care, homeless status (if applicable)

2. Health Screening

- » Height & weight measurement
- » Current nutrition-related health status
- » Hematocrit/hemoglobin
- » Nutrition-related health history
- » Immunization Screening

3. Nutrition and Health Risk Assessment

- » Nutrition history
- » Dietary intake and infant/child feeding practices
- » Breastfeeding practices
- » Nutrition risks
- » Nutrition-related economic and social information

4. Food Package

- » Review of medical and nutrition needs, and cultural or religious considerations
- » Medical food/formula prescriptions as required
- » Food package selection and tailoring

5. Nutrition Education

- » Completed at certification and quarterly thereafter
- » Individual high risk counseling and group classes
- » WIC Farmer's Market promotion
- » Other methods of education such as self-paced modules and the internet

6. Breastfeeding Promotion and Support

- » Education on benefits of breastfeeding
- » Individual, group and peer counseling
- » Breast pumps and supplies allocation
- » Specialized breastfeeding support

7. Referrals

- » Medicaid
- » SNAP
- » Immunization
- » TANF
- » EFNEP
- » Head Start coordination, if appropriate
- » Local resources for drug and abuse counseling
- » Local resources for smoking cessation
- » Routine pediatric and obstetric care (including EPSDT - early periodic Diagnosis and Treatment - well child checkup)
- » Prenatal care coordination services
- » Medical Nutrition Therapy
- » Services for Children with Special Health Care Needs
- » Public health nursing
- » Dental care
- » Family planning
- » Migrant and community health center coordination
- » Other local food assistance programs
- » Other health referrals, if necessary
- » Child support enforcement, if appropriate

8. Program Information

- » Dual participation
- » Length of eligibility
- » Non-discrimination clause
- » Transfer information
- » Policy on termination
- » Local food delivery systems
- » WIC check cashing instructions
- » Process for fair hearings
- » EBT instructions
- » WIC Farmer's Market checks and instructions
- » Procedures for using food checks in supermarkets
- » Client's rights and responsibilities
- » Confidentiality

9. Additional Services/Info in Many States

- » Parenting classes
- » Smoking cessation protocol
- » Lead screening and data collection
- » Breastfeeding helpline/hotline
- » Domestic violence protocol
- » Earned income tax credit information
- » Other state subsidized healthcare services