

Agency Referral Protocol

As an EFNEP Educator, part of your job is to refer participants to programs that they are eligible for, but not participating in (see EFNEP Educator Job Description). It is also your job to help participants access community resources that they may need (for example: referring a recently-diagnosed diabetic to a diabetes dietitian). Making agency referrals is something that your supervisor evaluates you on during your performance evaluation.

The EFNEP State Office has identified agency referrals as a priority for the coming years; therefore, we will be conducting additional evaluation on each EFNEP Educator's ability to make agency referrals.

Below is the process you should use with each class/individual that you teach to make agency referrals:

- 1) After Lesson 1, review participant entry forms thoroughly for completeness. Pay special attention to their reported income, household members listed and the federal assistance programs they are participating in.
- 2) Using the *Program Eligibility and Application Information for WIC and SNAP* and the *Poverty Guidelines*, determine if participants qualify for WIC and/or SNAP, and if they are participating in these programs.
- 3) Make a list of these participants and the programs they qualify for but aren't participating in on the *Agency Referral Table*.
- 4) When calling participants to remind them of the time and date of Lesson 2, talk to the participants on the *Agency Referral Table* about the programs they qualify for (see agency referral script). Tell them you will have brochures of these programs with more information at the next class.
- 5) At Lesson 2, bring WIC and SNAP brochures to distribute. During Lesson 2, follow the instructions added to the lesson plan that discuss WIC and SNAP. Pass around the brochures for participants to take if they are interested OR
 - a.* Discreetly offer to appropriate participants after class (if you choose this option, be sure to ask these participants to stay a few minutes after class when doing your reminder calls).

A few things to remember:

- Be sure to make contact with the WIC and SNAP offices in your county so you have an agency contact person.
- SNAP brochures can be ordered from the EFNEP State Office through the ordering website.
- WIC brochures are obtained locally by your supervisor.

- The WIC and SNAP brochures will have space for you to put local agency contact information. The EFNEP State Office provides labels with local WIC and SNAP office contact information. Put these customized labels on your copies of the WIC and SNAP brochures.
- Use your county resource list to refer participants to other programs they qualify for and/or need in your community.

**Keep the Program Eligibility and Application Information for WIC and SNAP, Poverty Guidelines, and Agency Referral Table handouts in your Educator Notebook. This way, if you find time on your hands while out in the field, you can utilize this protocol.*