

**Use referrals in MI-WIC
as a way to adhere to
BFPC contact policies**

MI-WIC Policy

4.02 Client Breastfeeding Education

3. Required contacts
 - a. Pregnant clients opting to receive peer counseling services shall be contacted during the prenatal period to provide anticipatory guidance on how WIC supports breastfeeding.
 - b. An attempt to contact a client for breastfeeding support must be made within one to two business days after notification of a baby's birth and the family's intention to breastfeed. Attempts may be made by a phone call, text message, video conferencing, or home, hospital, or WIC clinic visit. If the family calls to report the birth of their baby or request a new appointment, breastfeeding support will be offered during the call.
 - c. If the client requests breastfeeding assistance, an immediate referral shall be made to appropriate breastfeeding staff and follow-up shall be provided within one to two business days.
 - d. If the client has been issued a breast pump, the client must be contacted within two business days to assess effectiveness and proper usage. If the client is experiencing discomfort or other pump issues, breastfeeding staff shall contact the client the next business day.

Use Referral Screen in MI-WIC to Create Required Contacts

Create new separate resources under the BF Peer Counselor Resource

Examples:

- **WIC Breastfeeding Peer Counselors** (MI-WIC Policy 4.02 3a.- Must be informed of BFPC services during pregnancy)
- **New Add List** (MI-WIC Policy 4.02 3b.- Contacted within 1-2 business days once informed of birth of a new baby)
- **Please Call** (MI-WIC Policy 4.02 3c.-Clients have immediate breastfeeding concerns must be contacted within 1-2 business days)
- **Pumps Issued** (MI-WIC Policy 4.02 3d- clients issued pumps must be contacted within 2 business days)

Steps to Create a New Resource

- Log-in to Admin Module
- Agency/Clinic Setup
- Resource Management
- Click on 'New'

The screenshot displays the MI-WIC software interface. The top navigation bar includes menus for File, Scheduler, User Setup, Agency / Clinic Setup, Breast Pumps, FRESH, Data Maint., Reports, and Help. The date is Wed 4/13/2022. The left sidebar contains a tree view of the application's structure, with 'Agency/Clinic Setup' highlighted. The main content area shows the 'Community Resource' form, which includes fields for 'Community Resource', 'Address', 'Contact Information', and 'Notes'. A 'Categories' table is visible on the right, listing various resource types. At the bottom, a row of buttons includes 'Resource by Category', 'New', 'Delete', 'Save', 'Cancel', and 'Close'. A large red arrow points to the 'New' button.

MI-WIC
Michigan's Management Information for WIC

Scheduling Tasks
User Setup
Agency/Clinic Setup
Demographics
Caseload Assignment
Resource Management
Community Resources by Referral Category
Nutrition Services Plan
Closing Clinic Transfer
LA Equipment Inventory
Clinic Notifications Preferences
On Demand Notifications

Breast Pumps
Time Study
Project FRESH
Project FRESH EBT
Data Maintenance
Exit

File Scheduler User Setup Agency / Clinic Setup Breast Pumps FRESH Data Maint. Reports Help Wed 4/13/2022

Community Resource: Active Inactive

Address
Street Line 1*:
Street Line 2:
Zip/City/State*: ...
County:

Contact Information
Last: First: MI:
Title:

Notes:

Categories

	Description
<input type="checkbox"/>	211
<input type="checkbox"/>	Autism Resources
<input type="checkbox"/>	BF Community Support
<input type="checkbox"/>	BF Lactation Consultant
<input type="checkbox"/>	BF Lactation Specialist
<input type="checkbox"/>	BF Peer Counselor
<input type="checkbox"/>	Car Seat Program
<input type="checkbox"/>	Child Support Services
<input type="checkbox"/>	Child care centers
<input type="checkbox"/>	Children's Hosp of MI/Metabolic Clinic
<input type="checkbox"/>	Children's Special Health Care Services (CSHCS)

Phones

Phone Type*	Phone Number*	Ext.

Resource by Category

9.0 CODYL1454 500000 Macomb County Health Department miwic

Enter the New Resource

Name the resource/ list

Click 'ok'

The screenshot displays a web application interface for managing community resources. The background shows a form with fields for 'Community Resource' (a dropdown menu), 'Address' (with sub-fields for 'Street Line 1*', 'Street Line 2*', 'Zip/City/State*', and 'County'), and 'Contact Information' (with fields for 'Last:', 'First:', and 'Title:'). A 'Rename' button is visible next to the 'Community Resource' dropdown. To the right, a table lists various resources with checkboxes and descriptions, including '211', 'Autism Resources', 'BF Community Support', 'BF Lactation Consultant', 'BF Lactation Specialist', 'BF Peer Counselor', and 'Car Seat Program'. Below the table are 'Add' and 'Remove' buttons. In the foreground, a modal dialog box titled 'Community Resource Name - Google...' is open, containing a text input field and 'Ok' and 'Cancel' buttons. A red arrow points from the 'Title:' field in the background form to the text input field in the modal. Another red arrow points from the bottom to the 'Ok' button in the modal.

	Description
<input type="checkbox"/>	211
<input type="checkbox"/>	Autism Resources
<input type="checkbox"/>	BF Community Support
<input type="checkbox"/>	BF Lactation Consultant
<input type="checkbox"/>	BF Lactation Specialist
<input type="checkbox"/>	BF Peer Counselor
<input type="checkbox"/>	Car Seat Program
	Port Services
	Centers
	Hosp of MI/Metabolic Clinic
	Special Health Care Services (CSHCS)

Save under the BF Peer Counselor Category

Make sure to check the BF Peer Counselor Category so it appears in the correct referral

Enter the address of main LA site & phone number

Save and/or close

Repeat for all New resources/ lists you want to create under the BF Peer Counselor Referral

MI-WIC
Michigan's Management Information for WIC

Scheduling Tasks
User Setup
Agency/Clinic Setup
Demographics
Load Assignment
Resource Management
Community Resources by Referral Category
Nutrition Services Plan
Closing Clinic Transfer
Equipment Inventory
Clinic Notifications
References
In Demand
Notifications

Breast Pumps
Time Study
Project FRESH
Project FRESH EBT
Data Maintenance
Exit

File Scheduler User Setup Agency / Clinic Setup Breast Pumps FRESH Data Maint. Reports Help Wed 4/13/2022

Active Inactive

Community Resource:
Pumps Issued Rename

Address
Street Line 1*: 21185 Dunham Rd
Street Line 2: Ste 13
Zip/City/State*: 48036 Clinton Township, MI
County: Maccomb

Contact Information
Last: First: MI:
Title:

Notes:

Categories

	Description
<input type="checkbox"/>	211
<input type="checkbox"/>	Autism Resources
<input type="checkbox"/>	BF Community Support
<input type="checkbox"/>	BF Lactation Consultant
<input type="checkbox"/>	BF Lactation Specialist
<input checked="" type="checkbox"/>	BF Peer Counselor
<input type="checkbox"/>	Car Seat Program
<input type="checkbox"/>	Child Support Services
<input type="checkbox"/>	Child care centers
<input type="checkbox"/>	Children's Hosp of MI/Metabolic Clinic
<input type="checkbox"/>	Children's Special Health Care Services (CSHCS)

Phones

Phone Type*	Phone Number*	Ext.
Home Phone	(586) 469-6062	

Add Remove

Resource by Category New Delete Save Cancel Close

9.0
CODYL1454
505052 Warren
miwic

Double Check to Make Sure New Resources are Listed

Click on Community Resources by Referral Category

Filter by selecting 'BF Peer Counselor' category and all of your lists should be there

The screenshot shows the MI-WIC software interface. The top navigation bar includes menus for File, Scheduler, User Setup, Agency / Clinic Setup, Breast Pumps, FRESH, Data Maint., Reports, and Help. The date is Wed 4/13/2022. The main title is "Referral/Community Resources for Macomb County Health Department". A filter dropdown is set to "BF Peer Counselor" with "Go" and "No Filter" buttons. Below is a table with columns for Status, Community Resource, and Notes.

Status	Community Resource	Notes
search	search ...	search ...
Active	BF Peer Counselor New Add	
Inactive	BFI Peer (Mother to Mother)	home visits, hospital visits, phone
Active	BFPC Please call:see BF Notes	
Active	Pumps Issued	
Active	WIC Breastfeeding Peer Counselors	

At the bottom, it shows "1 - 5 of 5 records" and navigation buttons for Prev, 1, Next, and a right arrow.

Start Using the Referral Screen

Go to 'Referrals' section
on Guided Script

Select 'BF Peer
Counselor' and add a row

Choose appropriate
referral or list from drop
down menu and save

The screenshot shows a web browser window titled 'Client Ref Provider - Google Chrome' with the URL 'miwic-prod.state.mi.us/MIWICP/Clinic/WebForms/Intake/ClientRefProvider.aspx?fi...'. The main content area is titled 'BF Peer Counselor' and contains a table with the following data:

	Disc	Date	Referral/Community Resource	UserID
	<input type="checkbox"/>	04/19/2022		CODYL1454
	<input type="checkbox"/>	10/27/2021	WIC Breastfeeding Peer Counselors	MCGINNISD2127
	<input type="checkbox"/>	10/21/2021	BF Peer Counselor New Add	GREENG7117

Below the table is an 'Add' button. An inset window titled 'BF Peer Counselor' is overlaid on the table, showing a dropdown menu for the 'Referral/Community Resource' column. The dropdown menu is open, showing a list of options: 'BF Peer Counselor New Add', 'BFPC Please call:see BF Notes', 'Pumps Issued', and 'WIC Breastfeeding Peer Counselors'. The 'WIC Breastfeeding Peer Counselors' option is currently selected. The inset window also has 'Add' and 'Remove' buttons, and a 'Save' button at the bottom right.

Which staff member should *make* the referral?

- **WIC Breastfeeding Peer Counselors** (MI-WIC Policy 4.02 3a.- Must be informed of BFPC services during pregnancy) **CPA**
- **New Add List** (MI-WIC Policy 4.02 3b.- Contacted within 1-2 business days once informed of birth of a new baby) **Clerk/tech, PC or CPA**
- **Please Call** (MI-WIC Policy 4.02 3c.-Clients have immediate breastfeeding concerns must be contacted within 1-2 business days) **Clerk/tech or CPA**
- **Pumps Issued** (MI-WIC Policy 4.02 3d- clients issued pumps must be contacted within 2 business days) **PC or CPA**

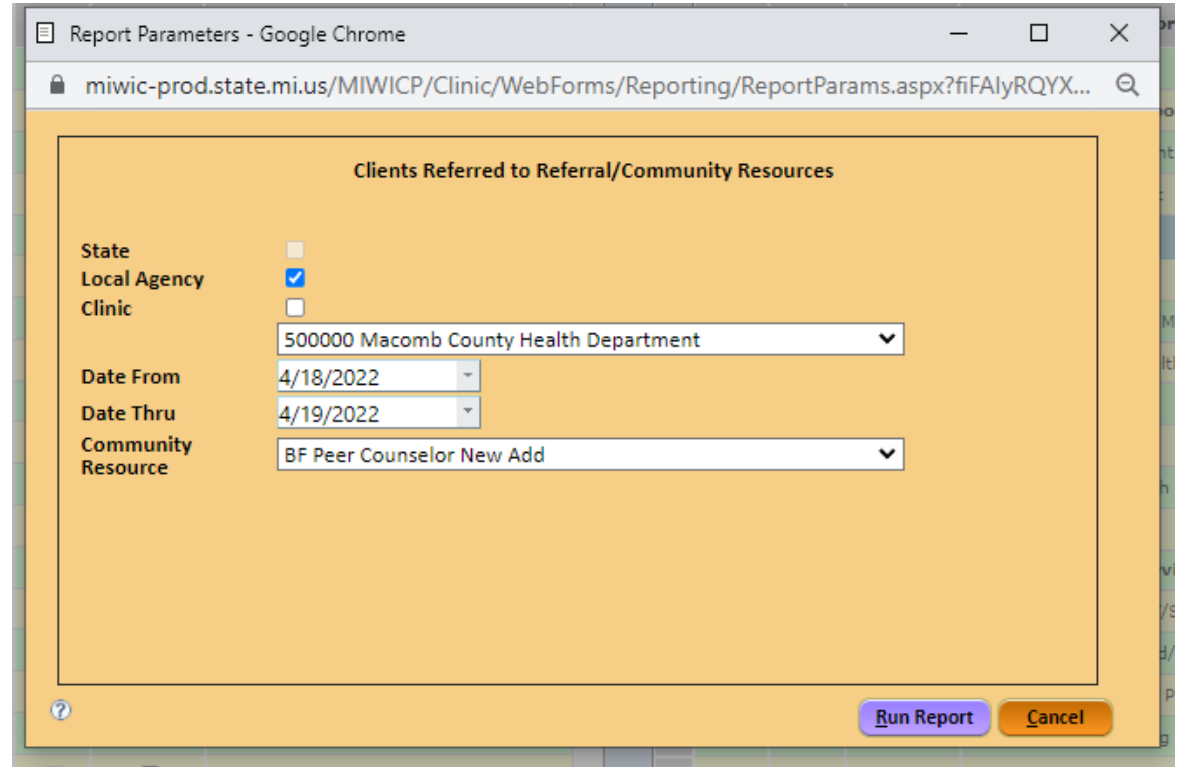
Set Report Parameters

Select 'Local Agency' or 'Clinic'

Choose dates i.e. New Add and Please Call lists are pulled multiple times a day

Select call list to generate by choosing the community resource created in steps above

Run report



The screenshot shows a web browser window titled "Report Parameters - Google Chrome" with the URL "miwic-prod.state.mi.us/MIWICP/Clinic/WebForms/Reporting/ReportParams.aspx?fiFAlYRQYX...". The main content area is titled "Clients Referred to Referral/Community Resources" and contains the following form fields:

- State:**
- Local Agency:**
- Clinic:**
- Agency:** A dropdown menu showing "500000 Macomb County Health Department".
- Date From:** A date picker showing "4/18/2022".
- Date Thru:** A date picker showing "4/19/2022".
- Community Resource:** A dropdown menu showing "BF Peer Counselor New Add".

At the bottom of the form, there are two buttons: "Run Report" (in a blue box) and "Cancel" (in an orange box). A small question mark icon is located at the bottom left of the form area.

Which staff member should pull the referral report?

Typically, the PC would pull the reports but need to assign another staff person if the PC is unavailable.

Which staff member should make client calls?

- **WIC Breastfeeding Peer Counselors** (MI-WIC Policy 4.02 3a.- Must be informed of BFPC services during pregnancy) **PC**
- **New Add List** (MI-WIC Policy 4.02 3b.- Contacted within 1-2 business days once informed of birth of a new baby) **PC or CPA**
- **Please Call** (MI-WIC Policy 4.02 3c.-Clients have immediate breastfeeding concerns must be contacted within 1-2 business days) **PC or Level 3 BF Staff**
- **Pumps Issued** (MI-WIC Policy 4.02 3d- clients issued pumps must be contacted within 2 business days) **PC or CPA**

Call from the generated list!

Michigan WIC Program
Clients Referred to Community Resources
500000 Macomb County Health Department
From: 4/18/2022 To: 4/19/2022
Community Resource: BF Peer Counselor New Add

Page 1 of 1

ate: 04/19/2022



ID	Cat	Referral Date	Language	Referral Category	Phone
301 99[REDACTED]	IBP	04/18/2022	English	BF Peer Counselor	(313) 562-6634
301 99[REDACTED]	PG	04/18/2022	Other (system note)	BF Peer Counselor	(313) 765-0223
301 98[REDACTED]	PG	04/18/2022	English	BF Peer Counselor	(313) 765-0226
301 97[REDACTED]	PG	04/18/2022	English	BF Peer Counselor	(313) 363-1129
301 93[REDACTED]	PG	04/18/2022	English	BF Peer Counselor	(313) 464-6626
301 93[REDACTED]	PG	04/18/2022	English	BF Peer Counselor	(586) 329-6626
301 99[REDACTED]	IBE	04/18/2022	English	BF Peer Counselor	(586) 499-0286
301 99[REDACTED]	PG	04/18/2022	English	BF Peer Counselor	
301 99[REDACTED]	PG	04/18/2022	English	BF Peer Counselor	