

WIC (Women, Infants & Children) INTAKE APPOINTMENT GUIDE

WIC is a program offered through the Department of Human Assistance (DHA) that provides support to pregnant and new moms with children under the age of 5. You are responsible for transportation (and help with check-in if needed); for confidentiality reasons, you are not allowed to be with the family during the appointment. It is recommended that you wait at the WIC location since the appointment is generally less than an hour. Translation is provided by WIC (or a family member if they speak English).

Before Leaving Your Home

- Locate the apartment unit and local WIC office on your GPS device (Optional)

At the Family's Apartment

- Greet family and be sure family brings the following:
 - Passports/Visas or I-94's for ALL family members
 - Proof of income (printout or letter from DHA that shows their monthly payment amounts)
 - Rental agreement
 - MediCal cards (if received) and Birth certificates (if available) for ALL family members
 - Proof of pregnancy (if applicable)
 - Car seats (if applicable)

At local WIC office (Locations vary based on family's address)

- Drive all family members to the designated WIC office
 - Check email from World Relief coordinator for WIC address
- Check in at Receptionist Window
 - Parent completes a one-page form for entire family (this form may be available in their native language)
 - A translator may meet the family (or a phone translator may be requested, if needed)
- Wait for the family in the lobby as they meet with their WIC intake worker
 - Appointment generally lasts between 30-60 minutes.
- Drive family home
 - Remember to give car seats back to family when you drop them off

After Taking Family Home

- Log volunteer hours on Track It Forward and include family's LAST NAME in the "Notes" section.
Example: "Sadat. WIC completed"

Frequently Asked Questions (FAQ's)

What do I do if the family does not have their car seats?

Please do not take children under age 8 without using car seats. It is against the law and we want to make sure you are not putting yourself (or the children) at risk. Check with the family to see if they can ask a friend or neighbor to borrow their car seats. Otherwise, check with the Transportation Volunteer Coordinator for assistance. We may be able to bring an extra set of car seats to you or we will discuss with the family that they will miss this appointment and we will need to reschedule another one.

What do I do if the family is not ready when I arrive?

Remember that part of your role as a Roadrunner is a cultural guide to the refugee. Please gently share that, in America, it is expected to arrive on time (or early) to appointments or the appointment may be canceled and need to be rescheduled. Then see if you can assist with helping the family get ready (i.e. getting the car seats and installing them in your vehicle).

What if we need a gate code to get into the apartment complex?

All the information regarding the family's apartment will be provided in the email from the Transportation Volunteer Coordinator. If no gate code is found, you may call the refugee to meet you outside the complex – be sure they bring their car seats (if applicable). You may dial *67 before the refugee's phone number to block your number (it will appear as "Private" or "Anonymous"). If you cannot reach the refugee, please call the Transportation Volunteer Coordinator for further assistance.

What happens after this intake appointment?

WIC will grant the family a small amount of additional funds in the form of vouchers to help with extra food, formula, etc. and will require that the family attends short classes (often just 15-30 min) on parenting topics each month in order to continue receiving this funding. It is the family's responsibility to arrange for future transportation to the WIC office to attend these classes and receive these vouchers.

What do I do if the family invites me in for tea or a meal after taking the family home?

This depends on several factors. If you do not have the extra time, simply decline politely. Typically, this invitation is given as a courtesy, as expected by their culture, so it is likewise customary for a guest to politely decline the first invitation. If you assist the family in the future, it would be appropriate to accept a second invitation (if your schedule allows). However, if you believe the family genuinely wants to connect with you, you are welcome to stay for tea/meal if you are invited and have the extra time. For many of our families, this is their way to express thanks for your service.

What counts as volunteer hours in Track It Forward? Why do we have to log volunteer hours?

Please only record the hours and mileage from the refugee family's apartment to RHC and back (World Relief cannot accept travel time to/from your own home). **Remember to include the refugee family's last name in the "Notes" section.** World Relief is required to match all hours to specific families served. Logging hours is vital to the success of our programs, including grants that rely heavily on documentation of volunteer participation. World Relief reaches out to donors with the total number of volunteer hours served and receives further funding to help refugees both locally and abroad. For further questions about Track It Forward, please email Jessica Alvarado at JAlvarado@wr.org.