



Bridging Families to Community & Clinical Services

There are many factors that contribute to Montgomery County's high quality of life; however, pockets of poverty within the county are found to have poorer health outcomes. These areas tend to have a low per capita income, are predominately minority, have high rates of uninsured individuals and a large majority of individuals who receive SNAP or Medicaid benefits. Many families may receive referrals, but do not have the self-efficacy to follow through. Other families may not choose to access primary care services due to other competing priorities.

To address these issues the Healthy Jumpstart Coalition was formed to engage in community improvements. The Healthy Jumpstart coalition enables WIC participants to access services within the organization and throughout the community. The resource navigator is the link that assists families in accessing preventative services. The resource navigator facilitates the "warm handoff" technique to assist families in creating appointments with primary care physicians and encouraging them to attend their appointments. Currently there are resource navigators available at 3 CCI-WIC centers.

BEST PRACTICES

Establish strong relationships with community partners to reach a wide swatch of the population

Set realistic goals and objectives in community action plan

Utilize the voices from the community to design and implement an effective program

objectives

- Design and implement seamless referral process
- Improve CCI-WIC enrollment in the county
- Increase referrals to medical home providers
- Provide cultural competency trainings
- Conduct outreach efforts on basic training on WIC services and benefits

outcomes

- Established community partners (providers, vendors, food banks, K-12 schools, government agencies, military facilities, faith based organizations, farmers' market) to facilitate trainings & WIC benefits education & providing healthy food options
- Linked CCI-WIC participants to resource navigators and interagency collaboration which has resulted in 441 participants linked to primary care & preventative services in the month of February alone
- Created a community resource database shared among resource navigators, community health workers, social work interns
- Provided cultural competency trainings for all 300 employees at CCI Health & Wellness Services
- Disseminated information through TV appearances, Social Media, Newsletter, etc.

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