

## Waiting Lists

- I. Caseload reductions will be made as equitable as possible on a statewide basis to ensure participants have equal access to the program throughout the state. When reductions are necessary, all clinics must follow the same procedure for removing participants. Applicants with the lowest priority will be the first to be placed on a waiting list.
- II. The State agency will determine who will be denied WIC benefits during caseload management. The decision will be based on the following criteria: priority, nutrition risk factors, category, age and/or income.
- III. Local agencies will be notified, in writing, of the need for wait lists, the type of list, which priorities are to be placed on the wait list, and the date to implement the list. A local agency may not implement caseload management without written approval.
- IV. If participants are to be removed midcert due to caseload management, the state WIC office must contact Food and Nutrition Services for prior approval. Local agencies must notify all participants 15 days in advance that they may be removed from the program due to caseload management.
- V. During caseload management, each local agency must keep a wait list of all individuals who express interest in receiving WIC benefits, either in person or by telephone.
- VI. Applicants who are placed on a wait list must be notified of their placement on the list within 20 days of their request.
- VII. A Notice of Waiting List must be printed from the VISION system and given or mailed to the applicant at this time. Documentation that the letter was given or sent must be made.
- VIII. All wait lists must include the person's name, address, phone number, status, age and date placed on the wait list.
- IX. Clinic staff must explain to applicants why placement on a waiting list is necessary, and what it means in terms of the realistic possibilities of receiving benefits, so that it does not create false expectations on the part of the applicant.

- X. There are two types of wait lists - certified and uncertified. During caseload management, one or both types may be implemented as determined by the State Agency.
  - a. **Uncertified wait lists** include applicants who are interested in applying for the WIC program but have not been screened. These applicants must be placed on the list based on their highest potential priority (Priority 1 for pregnant and breastfeeding women and infants, Priority 3 for children and Priority 6 for postpartum women.) Uncertified wait lists are manually recorded on a log.
  - b. **Certified wait lists** include applicants who have been certified eligible through screening, but whose priority is not currently being served. Certified wait lists will be created by the computer system after the certification information has been entered into the computer. The lists will be grouped by priority.
- XI. Participants with a valid VOC who are transferring into the local agency from out of state must be placed at the top of the list regardless of priority.
- XII. When funds become available, applicants will be served in order of application, based on priority.
- XIII. During caseload management, all applicants must be referred to other health and social service agencies such as food banks, SNAP, soup kitchens, etc.
- XIV. Discontinuation of wait lists will be the decision of the State WIC office. The decision will be based on the availability of funds. Written notification will be provided to the local agencies with instructions as to the date to discontinue wait lists.
- XV. When discontinuing wait lists, applicants on the list are to be contacted in the following manner:
  - a. Locate the list with the highest priority. Contact the first person on the list, either by letter or telephone, scheduling them for an appointment to determine eligibility.
  - b. It should be made clear to the applicant that this is only the completion of screening and does not mean that they will automatically be put on the program.

- c. Applicants should be contacted to schedule an appointment within the processing standard time frames of 10 days or 20 days according to policies outlined in the Processing Standards and Appointment Times policy section.
  - d. Document that notice was given. This information can be placed directly on the wait list.
  - e. If an attempt is made to contact an applicant by phone and the individual cannot be reached, a follow up letter must be sent to notify the applicant to complete the screening process. Document that the letter was sent.
  - f. Continue through all lists, contacting each person on the list.
  - g. Applicants who do not respond to notification after 15 days from the date of the letter or phone notice may be crossed off the list. Applicants who miss their appointment may also be crossed off the list.
  - h. If the applicant is no longer categorically eligible when being removed from the wait list (i.e. child is 5), they should be sent a Notice of Ineligibility. Document that the letter was given or sent.
- XVI. Applicants removed from the wait list and responding to the notification of their removal from the list shall complete screening necessary to determine eligibility.
- a. Check income if data is older than 30 days.
  - b. Collect anthropometric and blood work data if not taken at time of application, if > 60 days old, or does not reflect current category.
  - c. Once an applicant has completed the screening visit and has been determined eligible or ineligible, his/her name may be removed from the wait list.