

**Indiana WIC Program
Indiana State Department of Health**

Waiting List

Policy

When the state WIC program reaches a maximum participation level an applicant waiting list may be implemented. The decision to close a priority and begin a waiting list will be a directive of the state WIC director upon receiving approval from USDA.

Authority

7 CFR Part 246.7(e)(4); (f)(1); (h)(3)(ii)(A)(B); (j)(9)

Procedures

- I. All individuals expressing an interest in receiving program benefits, and who are likely to be served, shall be placed on the waiting list.
 - A. In no case shall an applicant who requests placement on the waiting list be denied inclusion.
 - B. Staff must explain the WIC priority system and the priority designation to the individual.
 - C. Staff shall make referrals to local food assistance programs, including food stamps and TANF, when appropriate.
- II. The ADP automates the waiting list process. The waiting list consists of the following:
 - Applicant Name
 - WIC Status
 - Appointment Scheduled
 - Telephone Number
 - Called flag
 - Letter Sent flag
 - Waiting List Date
 - Application Date

III. New applicants

- A. The ADP determines priority for the waiting list in two ways:
 - 1. For prescreens, the probable priority is determined by the applicant's status. The highest priority is assigned based on the status.
 - 2. For completed certifications, the actual priority is determined based on risk factor and status.
- B. The applicant is then added to the waiting list according to either the probable priority if prescreened, or actual priority if certification is completed.
- C. The waiting list is sorted in descending order of eligibility to receive WIC benefits.
- D. Applicant's must be informed of their placement on the waiting list, either verbally or in writing, within 20 days of the request for program benefits. A Waiting List Notification Letter can be generated through the ADP.

IV. Current participants

- A. If a priority closes during a certification period, the participant shall be advised in writing not less than 15 days before disqualification. Letter A must be sent to these individuals.
- B. If necessary, the local agency will notify persons already scheduled that their appointment is cancelled and their name is being placed on a waiting list. Letter A must be sent to these individuals.

V. Transferring participants

- A. If a transferring participant with a current Verification of Certification (VOC) card applies for continuing services they shall be placed on a waiting list ahead of all other persons on the waiting list regardless of priority.
- B. If more than one transferring participant with a current VOC card must be placed on a waiting list, she/he shall be placed in order of priority.

VI. When priority is reopened

- A. Applicants/participants will be notified and scheduled for an appointment in the order in which they were placed on the waiting list. A Waiting List Activation Notice can be generated through the ADP.
- B. If an applicant fails to keep the scheduled appointment, she/he shall be removed from the waiting list.

Priority I

- Pregnant Women
 - medical
- Breastfeeding Women
 - medical
- Infants
 - medical

Priority II

- Infants (up to 6 months of age) whose mothers participated in WIC or could have participated due to nutrition or medical risk.

Priority III

- Children
 - medical
- NBF Postpartum Adolescents
 - medical

Priority IV:

- Infants
 - dietary
 - non-med/non-dietary
- Pregnant Women
 - dietary
 - non-medical/non-dietary
- Breastfeeding Women
 - dietary
 - non-medical/non-dietary

Priority V:

- Children
 - dietary
 - non-medical/non-dietary
- NBF Postpartum Adolescents
 - dietary
 - non-medical/non-dietary

Priority VI:

- NBF Postpartum Adults
 - dietary
 - medical