



COMMODITY SUPPLEMENTAL FOOD PROGRAM
POLICY AND PROCEDURE MANUAL

SUBJECT:	Waiting Lists	Chapter:	2
		Section:	2.6
REFERENCES:	7 CFR 247.11 and 247.15(a) and Public Law 110-246, Section 4221	Page:	1 of 2
		Revised:	04-2014

PURPOSE: To provide guidance for establishing and serving from a waiting list of individuals who apply for the Missouri Commodity Supplemental Food Program when applications exceed the caseload level.

POLICY: If all caseload has been filled, the local agency shall assure that certification sites maintain a waiting list of individuals who apply for the program in accordance with federal regulation.

PROCEDURES:

- A. The Missouri Department of Health and Senior Services assigns caseload to each local agency, who in turn, allots caseloads to each certification site. See Chapter 3. Caseload Management. When applications exceed the assigned caseload level the local agency shall assure the certification site implements waiting lists using Attachment 2.5, Participant Waiting List or similar document developed by the contractor.
- B. See Section 2.1, paragraph J (2), regarding notification in writing to applicants determined to be eligible **within 10 days of their request for benefits** when waiting lists are in place. Attachment 2.6, Notification of Applicant Status may be used to notify applicants. The date written notice was provided to applicant must be entered on the Participant Application. Applicants placed on the waiting list are determined to be qualified but ARE NOT certified.
- C. The certification period of elderly participants may be extended in accordance with Section 2.1 paragraph L. Applicants on the waiting list will be served on a first come first serve basis when caseload slots become available. Examples of when slots may become available are:
 - 1. The certification period is not extended for an elderly participant.
 - 2. Current participant moves from the area, moves to a nursing home, or voluntarily stops participating in the program.
 - 3. Participant is discontinued or disqualified. See Sections 2.7 and 3.2.
 - 4. Site received additional caseload slots.
 - 5. Upon the death of a current participant.



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- D. When waiting lists are required, available caseload authorizations must be offered to the first individual listed. Reasonable efforts must be made to contact individuals in the order they were placed on the list until all available caseload authorizations are filled.
- E. **When there are waiting applicants, at least 15 days before the expiration of a certification period**, participants not eligible for certification extension must be notified in writing that eligibility for the Program is about to expire **using Attachment 2.6 Notice of Certification Status (see Section 2.1 paragraph M)**. Notification of appeal rights is not required at the expiration of a certification period, per 7 CFR Ch. II, Part 247.33(a).
- F. When an applicant is certified after being on a waiting list, the applicant must review and update the Participant Application and then sign and date the second signature line. The certifying official must complete the “Date Certified” and “Period of Certification” and provide written notice in accordance with Section 2.1 paragraph J.1.
- G. To facilitate caseload management, the State authorizes one month certification periods to be offered to waiting applicants when food boxes remain undistributed at the end of the monthly distribution period.
1. Sites must establish a monthly distribution period ending prior to the end of the distribution month. All participants must be notified of the distribution period and of the “No Show” policy when boxes are not picked up during the monthly distribution period, see Section 3.2.
 2. When there are “No Shows” or when boxes remain undistributed after the monthly distribution period, sites may offer one month certification to waiting individuals starting with the first person on the list as indicated in D above.
 3. Participants offered one month certification must sign the ONE MONTH CERTIFICATION STATEMENT AND SIGN-IN SHEET, Attachment 2.5B thus certifying they understand that the period of certification is one month and that they return to being a waiting applicant after receiving one food package.
 4. This process may be repeated each month that there are undistributed food packages after the monthly distribution period ends. Each time this process is repeated, the certifying official must start with the first person on the waiting.