

VII. Caseload Management

7.1.040 Waiting Lists

Authority 2008 7 CFR 246.7(f) (1) & FNS Instr. 803-6

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POLICY: The local agency (LA) shall establish waiting lists only when/if the contracted year-to-date caseload percentage equivalent is exceeded and when no contract amendment to increase the caseload allocation can be authorized by the SA.

The LA shall establish and maintain waiting lists in accordance with the priority ranking system.

The LA shall explain to applicants why placement on a waiting list is necessary and shall explain the realistic possibilities of receiving future benefits. This must be done within 20 days of the applicant's visit to the LA to request program benefits. LA may not refuse to place any applicant on a waiting list if the applicant requests to be placed on such a list.

For participants due for recertification, the LA shall reassess and determine eligibility status for current priority or sub-priority being served.

The LA shall not place on a waiting list any transfer requests whether they come from another state with a valid verification of certification (VOC) or from another LA in Missouri.

When caseload opening occurs at the LA, the agency shall contact applicants on the waiting list to schedule certification appointments or food instrument issuance/nutrition education appointments.

PROCEDURES:

- A. Waiting lists are not needed for any priority or sub-priority closed statewide unless placement on one is requested by a participant or applicant.
- B. Prior to requesting to establish a waiting list, the LA must:
 1. Track the contracted year-to-date caseload percentage equivalent on the Participant Totals Report.
 2. Determine the projected caseload for the remainder of the fiscal year.
 3. Consult with the state technical assistance (TA) team regarding available funds to reallocate caseload to the LA.
 4. Determine which priorities and/or sub-priorities the LA can continue to serve, based on factors including, but not limited to:
 - a. Current caseload characteristics such as:
 - i. Percentage in each priority and sub-priority.
 - ii. Percentage of women, infants and children served.
 - iii. Size of age groups served for children.

- b. Agency no-show rates.
 - c. New and recertification appointments scheduled for the next thirty to ninety days.
- C. If funds for reallocation are not available, the state TA team will provide the LA written approval to establish a waiting list. Such approval will include which priorities and sub-priorities will go on the waiting list.
- D. When approved to establish a waiting list, the LA shall:
 - 1. Screen the applicant for residency and income eligibility.
 - 2. Screen the applicant for anthropometric, biochemical, and physical/medical problems.
 - a. If medical data (height, weight, and hemoglobin/hematocrit values) are available, the presence of an anthropometric, biochemical, or physical/medical risk can be assessed, which would place the applicant in a higher priority category than if only a dietary inadequacy were present.
 - b. If the applicant applies for program benefits without the medical information necessary to determine an anthropometric, biochemical, or physical/medical risk, s/he will be placed on the appropriate lower priority waiting list for those persons having dietary risks only. Self-reported information on past or current medical problems may be accepted by the LA for purposes of assessing the applicant's potential priority.
 - c. A dietary assessment may be performed, but is not required to determine the individual's potential priority.
 - 3. Place the applicant on a waiting list according to his/her potential priority in chronological order of application. For priority assignment, refer to the WIC priority ranking system in the federal regulations [CFR 246.7\(e\) \(4\)](#).
 - 4. Inform the applicant, either verbally or in writing, that s/he has been placed on a waiting list. This must be done within 20 days of the applicant's visit to the LA to request program benefits.
 - 5. For participants due for recertification, the LA shall reassess and determine eligibility status for current priority or sub-priority being served.
 - a. If determined eligible for a priority or sub-priority being served, will continue to be served.
 - b. If determined eligible for a priority or sub-priority not being served, will be placed next in line on waiting list.
 - 6. The LA shall not place on a waiting list any transfer requests with a valid VOC. Whether they come from another state or another LA in Missouri, the LA shall serve these persons regardless of priority or sub-priority.
- E. The following waiting lists may be established if authorized in the following order:
 - 1. Priority seven recertified participants. A health assessment is required to determine placement in this priority. Sub-prioritization shall be done in the

following order (lowest to highest), as needed:

- a. Non-breastfeeding postpartum women with nutritional status regression.
 - b. Children with nutritional status regression.
 - c. Breastfeeding women with nutritional status regression.
 - d. Homeless or migrant status.
2. Priority six applicants and participants potentially eligible in this priority.
 3. Priority five certified or recertified applicants and participants. (A health assessment is required to determine placement in this priority). Sub-prioritization shall be done in the following order (lowest to highest), as needed:
 - a. Children who have reached their fourth, but not their fifth birthday.
 - b. Children who have reached their third, but not their fourth birthday.
 - c. Children who have reached their second, but not their third birthday.
 - d. Children who have reached their first, but not their second birthday.
 4. Priority four (4) applicants and certified or recertified applicants and participants. (A health assessment is required to determine placement of all except prenatal certified with risk factor 503 (presumptive eligible) in this priority.) Sub-prioritization shall be done in the following order (lowest to highest), as needed.
 - a. Breastfeeding women.
 - b. Infants.
 - c. Prenatal.
 5. Priority three applicants and participants. Sub-prioritization shall be done in the following order (lowest to highest), as needed.
 - a. Children who have reached their fourth, but not their fifth birthday.
 - b. Children who have reached their third, but not their fourth birthday.
 - c. Children who have reached their second, but not their third birthday.
 - d. Children who have reach their first, but not their second birthday.
- F. The waiting list shall include, at a minimum, the following information:
1. Name of applicant or participant.
 2. Name of guardian for infant or child.
 3. Mailing address.
 4. Phone number, message phone, or other method by which agency can contact applicant.
 5. Date(s) applied and/or placed on the waiting list.
 6. Category (i.e. woman & condition, infant, child).
 7. Date of birth.

8. Expected date of confinement (EDC) for prenatal.
 9. Delivery date for postpartum.
 10. Potential priority.
- G. When caseload opening occurs at the LA, the agency shall contact applicants on the waiting list to schedule certification appointments or food instrument issuance/nutrition education appointments if prior health assessment already established eligibility.
1. Contact applicants by telephone or letter, starting with those individuals on the highest priority waiting list.
 - a. Telephone call must:
 - i. Be received directly by the adult applicant, the participant or guardian of an infant or child.
 - ii. Schedule an appointment.
 - iii. Inform of removal from the waiting list if the appointment is not kept.
 - iv. If a message must be left for the responsible party, the LA shall follow-up with a second telephone call or with written notification.
 - b. Written notification must:
 - i. Include the LA return address and telephone number.
 - ii. Inform of the opportunity to schedule an appointment.
 - iii. Request a response either in writing or by phone within two (2) weeks of the date the notification is postmarked.
 - iv. Inform of removal from the waiting list if no response is received.
 2. After all applicants on the highest priority waiting list have been contacted, proceed to other lists in order of priority.

Example: A LA which has been maintaining waiting lists for priorities six and seven now has 25 spaces available for enrollment. The LA would begin contacting applicants from the priority seven waiting list. After all priority seven applicants had been contacted for a certification appointment, the LA would proceed to priority six (6) waiting list.
 3. If a LA does not have sufficient caseload available to enroll all applicants within a priority, the LA may enroll applicants on a first-come, first served basis or on the basis of the severity of the risk factors, as determined by the LA nutritionist/CPA.
 4. If an applicant fails to keep the scheduled certification appointment, s/he shall be removed from the waiting list.
- H. A current participant whose priority is lower than applicants on the waiting list shall be disqualified at the end of the current certification period in order to make space available for higher priority applicants. The participant shall then be placed on the appropriate waiting list for his/her priority ranking if the agency reasonably expects to serve that

priority in the future.