

1.09 **Waiting List Management**

3. Referral to other health/social services will be made when appropriate.

C. **High Priority Applicants Only Placed on the Waiting List**

If caseload management eliminates low priorities or if there are not enough caseload slots to enroll low priorities, it is not necessary to place individuals within those priorities by completing a screening assessment of applicants.

1. This would enable the placement of only high priority applicants on the waiting list.
2. The nutritional assessment and diet counseling must be completed at the time of enrollment.

***Example:** The Local Agency maintains a waiting list and only enrolls priorities I through IV. It is determined that a 3-year old child is income and residence eligible, so they measure height, weight and hemoglobin. When the nutritionist determines that he could not qualify as a priority III, the screening is stopped prior to the examination of the dietary recall and the applicant is informed of their ineligibility. When the child qualifies as priority III, he is placed on a waiting list until a caseload slot becomes open. Upon enrollment, the dietary recall is assessed to identify all risk conditions.*

D. **Maintenance of the Waiting List**

It is not necessary to maintain a list of all persons who inquire about the WIC Program.

1. The waiting list will consist of those persons who can most likely be served within the next sixty (60) days.
2. The Local Agency that has not been able to serve applicants below Priority III for the past six (6) months will not carry Priority IV, V or VI on its waiting list.
3. When an applicant insists on being placed on a waiting list, he/she must be placed on it.

E. **Applicants with Referral Data**

Applicants with referral data must not be given priority for enrollment or placement on a waiting list over applicants without referral data.

F. **Verification of Certification (VOC) Transfers**

1. When the Local Agency has a waiting list, but is enrolling some new participants, a person requesting a VOC transfer will be enrolled and allowed to finish their certification period, even if the Local Agency is not serving their priority level.

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2. If the Local Agency is not serving any new persons, the person requesting a VOC transfer must be placed on the list ahead of all waiting applicants, regardless of the priority level under which he/she was certified, and regardless of whether the Local Agency is currently serving that category.
3. When the participant reapplies at the end of the certification period, he/she will be treated as any other applicant, placed in the appropriate priority level and, when necessary, put on the waiting list.

G. Estimation of Available Caseload Slots

1. Available caseload slots may be estimated by determining the number of participants whose certification expires plus those who will be terminated as categorically ineligible or terminated for other reasons.
2. The Local Agency will evaluate the caseload weekly in order to determine an estimated number of caseload slots which will become available.

H. Recall of Applicants/Participants from the Waiting List

The Local Agency will recall applicants/participants from the waiting list based upon priority (**see Policy 2.02, Priority System**) and date of eligibility determination as caseload openings occur.

1. Certified applicants/participants will be recalled from the waiting list in the following order:
 - a) Out-of-State transfers within a certification period:
 - < Priority order; then
 - < Chronological order - oldest date to most recent.
 - b) All other applicants:
 - < Priority order;
 - < High risk; then
 - < Chronological order - oldest date to most recent.
2. Screening information may be used when an applicant is recalled from the waiting list.
 - a) Income eligibility must have been determined within the previous thirty (30) days and clinical data must have been obtained within the previous sixty (60) days of actual enrollment.

