

## 2.05 Time Frames for Processing Applicants

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### **POLICY:**

Time frames for processing applicants are intended to allow WIC personnel to expediently determine eligibility and provide Program benefits to individuals with a nutritional need.

### **PROCEDURE:**

#### **A. Application Date**

The application date is assigned by STORC as the date when a prospective participant or authorized representative first requests benefits either by phone, in writing or in person.

#### **B. Pre-certification**

1. At the time of the initial request for benefits, record in the **STORC Pre-certification Screen:**

- < The WIC family identification number;
- < Participant name and payee name;
- < Address and phone number;
- < Applicant's date of birth, WIC condition and sex;
- < Due date or delivery date for women; and
- < Household size family income information.

2. The remainder of the information required to determine eligibility will be obtained during the initial appointment.

#### **C. Pre-certification at Outreach Events**

The **Pre-Certification Form (WIC-31)** must be used when conducting pre-certifications outside of the WIC clinic.

1. The form will be completed by WIC personnel at the outreach event.
2. A search in STORC for an existing record will be conducted at the WIC clinic.
3. If it is a new record, the information on the form will be entered into the **STORC Pre-certification Screen**.

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4. WIC personnel will schedule an appointment and send an appointment letter.

### D. Time Frames

When the Local Agency is not serving its maximum caseload, the Local Agency will accept applications, determine eligibility, notify the applicant of eligibility or ineligibility and issue food instruments within the following time frames:

- < Within ten (10) calendar days of the application date for benefits for Priority I women, all infants and members of migrant farm worker households; and
- < Within twenty (20) calendar days of the application date for all other applicants.

### E. Notification of Ineligibility

1. An applicant who is screened for income eligibility during an initial phone contact will have the opportunity to be screened at the WIC clinic if they are determined to exceed the income guidelines.
2. A **Notice of Ineligibility** will be generated from the **STORC Pre-certification Screen** or a **Notice of Ineligibility Form (WIC-11)** will be issued when an applicant provides documentation at the WIC clinic that shows they are over income (**see Policy 2.06, Income Eligibility Requirements**).
3. A copy of the **Notice of Ineligibility** for the applicant determined to be over income will be filed in either:
  - < The participant's chart; or
  - < A file maintained by the WIC clinic for those who do not have a participant chart.

### REFERENCES:

1. WIC Regulations 246.7, Certification of Participants
2. FNS Instruction 803-15, Processing Time Frames