

2.09 Notification of Ineligibility

POLICY:

The Local Agency will provide written notice of ineligibility to all applicants/participants found to be ineligible for Program benefits. The written form will include the reason(s) for ineligibility and of the right to a fair hearing (see **Attachment #1**). The reasons for ineligibility shall be properly documented and shall be retained by the Local Agency in accordance with **Policy 1.04 Record Retention**.

PROCEDURE:

A. Verbal Verification

1. The participant or parent/guardian will be verbally informed at each certification that their WIC Program eligibility will expire for the following reasons:
 - a. Categorically ineligible (i.e. child five years or older, woman six months postpartum, breastfeeding woman one year postpartum); or
 - b. Failure to keep a certification appointment.

B. Telephone Screening of Income Eligibility

1. An applicant who is screened for income eligibility during an initial phone contact and could be ineligible, can keep their certification appointment at the WIC clinic to determine if they are income eligible (see **Policy 2.06 Income Eligibility Requirements**).
2. A **Crossroads** generated **Notice of Ineligibility** will not be issued for telephone screenings when income documentation has not been provided.
 - a. WIC staff will encourage the applicant to provide income documentation at the clinic.
 - b. A **Notice of Ineligibility** will be given when the applicant provides documentation at the WIC clinic that shows they are not income eligible.

C. Ineligibility During a Certification Appointment

1. A copy of the **Crossroads** generated **Notice of Ineligibility** will be given when the applicant provides documentation at the WIC clinic that shows they are ineligible
 - a. A copy of the **Crossroads** generated **Notice of Ineligibility** will be scanned into the applicant's chart on the **Income Information Screen**.
2. If the applicant is determined income ineligible, a copy of the documented income will be scanned into the applicant's chart on the **Income Information Screen**.

D. Documentation of Ineligibility

2.09 **Notification of Ineligibility**

1. A copy of the **Crossroads** generated **Notice of Ineligibility** will be scanned into the applicant's chart on the **Income Information Screen**.
2. If the applicant is determined income ineligible, a copy of the documented income will be scanned into the applicant's chart on the Income Information Screen.

ATTACHMENTS:

1. Crossroads Generated Notice of Ineligibility Form

REFERENCES:

1. WIC Regulations 7 CFR 246.7 Certification of Participants
2. FNS Instruction 803-9 WIC Program – Certification, Actions Which Affect Participants in Mid-Certification