

6. WIC staff must issue a **Waitlist Notification** from the **Crossroads Computer System** upon completion of screening or appointment.
7. Crossroads will automatically remove applicants from the waiting list screen the day after the waiting list certification ends. All applicants will need to reapply after their waiting list certification end date.

B. Transition off Waiting List to WIC Program Participant

1. When an opening(s) becomes available, the State Agency will activate the waitlist clients certification on the Wait List screen in Crossroads based on 1) VOC, 2) highest priority, 3) the longest days waiting, and for children 4) age. The State Agency will notify the local agency waiting list administrator of the participants whose certification has been activated.
2. The Nutritionist/Nutrition Associate (CPA) will contact the applicant(s)/participant(s) transitioned from the waitlist. An individual Nutrition Care Plan must be completed by the Nutritionist (CPA) or the Nutrition Associate (CPA) for every participant documenting removal from the waitlist, complete the Prescribe Food screen, issue benefits and schedule future appointments. Participants cannot be denied benefits during an active certification period.
 - a. The participant will be contacted via address, phone number, or email address; whichever is their preferred contact method.

REFERENCES:

1. WIC Regulations 246.7, Certification of Participants
2. FNS Instruction 803-6, Waiting Lists
3. USDA Policy Memorandum 92-1, WIC Appointments and Waiting Lists
4. Virginia WIC Policy ADM 02.1 Waiting Lists, August 2013
5. North Carolina WIC Program Manual, Chapter 6E: Certification/Participation – Certification In Special Situations, Section 3: Waiting Lists, October 2022