

# New Hampshire WIC Policy & Procedure Manual

## Chapter 7. CASELOAD MANAGEMENT

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### Waiting List

**Purpose** To assure that higher priority applicants are enrolled before lower priorities, in the event funding limits the availability of caseload.

**Policy** When notified by the State Agency, local agencies shall activate the StarLINC waiting list in order to organize applicants based on their priority. Persons with the most serious health conditions are of highest priority. A waiting list shall be maintained for all applicants who visit, write, or call the WIC agency or clinic to receive benefits. No one shall be denied placement on the waiting list.

**Authority** 246.7(e)(4)  
246.7(f)(1)

**Procedure** When notified by the State Agency, all local agencies shall start maintaining a waiting list immediately. The State Agency will issue guidance on which categories and priorities shall be served immediately, and which priorities shall go onto the waiting list.

The waiting list is organized by the applicant's assigned priority.

**Priority 1:** Pregnant women, breastfeeding women, and infants at nutritional risk as demonstrated by hematological or anthropometric measurements, or other documented nutritionally related medical conditions which demonstrate the need for supplemental foods.

**Priority 2:** Except those infants who qualify for Priority 1, all infants up to six months of age born to a WIC mother who participated during pregnancy, and infants up to six months of age born to women who were not certified during pregnancy but whose medical records document that they were at nutritional risk during pregnancy due to nutritional conditions detectable by biochemical or anthropometric measurements or other documented nutritionally related medical conditions which demonstrated the person's need for supplemental foods. Breastfeeding women of a priority 2 infant.

**Priority 3:** Children at nutritional risk as demonstrated by hematological or anthropometric measurements or other conditions that demonstrate the child's need for supplemental foods.

**Priority 4:** Pregnant women, breastfeeding women, and infants at nutritional risk because of an inadequate dietary pattern, or other conditions that demonstrate the need for supplemental foods, including homelessness.

**Priority 5:** Children at nutritional risk because of an inadequate

## New Hampshire WIC Policy & Procedure Manual

### Chapter 7. CASELOAD MANAGEMENT

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dietary pattern, including homelessness.

**Priority 6:** Postpartum women at nutritional risk as demonstrated by hematological or anthropometric measurements or other conditions that demonstrate the need for supplemental foods, including homelessness.

#### **Determining Priority**

The CPA/Nutritionist must apply the priority system, taking into account the applicant's category and known medical and/or nutritional factors. Information may be obtained through the assessment interview or through referral information from a healthcare provider. If an applicant is reapplying, the information collected at the previous certification may be used to determine probably priority.

#### **Determining Date Placed on the Waiting List**

New applicants applying for the first time are placed on the waiting list with the date the applicant first requests WIC benefits by phone, mail or in person. At their certification appointment if it is determined they have a lower priority than what is being served, they are placed on the waiting list using the date of the original application. The waiting list information shall include the name, address, phone number, category and date.

Participants reapplying who are no longer within the current priority being served are placed on the waiting list. The date used for the waiting list is based on the certification date.

Participants with current certification who request reinstatement following termination, or suspension due to participant violation, the date placed on the waiting list will be the date of request for the reinstatement. This date must be after the suspension period.

Participants transferring in from another state with a valid VOC are placed at the top of the waiting list, ahead of all other individuals, regardless of priority.

In the event an applicant provides the local agency with health information that would increase the original priority assigned, the original date used to be placed on the waiting list will remain, but the priority shall be adjusted.

#### **Notification Requirement**

Individuals who express interest in receiving WIC benefits shall be notified of their placement on the waiting list (verbally or in writing) within 20 days after they apply (this includes walk-ins, mail and

# New Hampshire WIC Policy & Procedure Manual

## Chapter 7. CASELOAD MANAGEMENT

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phone). An applicant shall remain on the waiting list for six months from the date of the application. The local agency shall notify the applicant that they will be removed from the waiting list after six months and will need to reapply for an appointment at that time.

The State Agency requires local agencies to provide information on other food assistance programs (such as SNAP, TEFAP, soup kitchens and food pantries) to applicants who are placed on a waiting list.

### **Waiting List No-Shows**

Applicants who miss their scheduled appointment will be removed from the waiting list. When the applicant calls to make another appointment, they shall be placed back on the waiting list, however, the date placed on the list will be the date of the second request.

### **Enrollment from the Waiting List**

At the time of enrollment from the waiting list, an applicant's income shall be re-screened if it has been greater than 30 days from the original date of eligibility determination. The following participants are exempt from this 30 days

- Migrant farm workers
- Transferring participants with a valid VOC

### **StarLINC Report**

The following report is available to run in StarLINC

- Wait List Benefits Impact Report

**Exception**

None