

## New Hampshire WIC Policy & Procedure Manual

### Chapter 8 CERTIFICATION, ELIGIBILITY & COORDINATION OF SERVICES D. Processing Standards

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#### Processing Standards

**Purpose** To assure that applicants receive WIC services in a timely manner and in order of priority (i.e. those groups at highest risk would receive faster services).

**Policy** The local agency shall accept applications, determine eligibility, notify the applicant of the decision and, if the applicant is to be enrolled and provide nutrition education. All of these actions shall be accomplished within the timeframes set forth below.

<b>Category</b>	<b>Must be notified of (in)eligibility:</b>
Pregnant woman	Within 10 days from initial date of application
Breastfeeding woman	Within 10 days from initial date of application
Members of migrant farm worker household	Within 10 days from initial date of application
Infant < 6 months of age	Within 10 days from initial date of application
Infant > 6 months of age	Within 10 days from initial date of application
Child	Within 20 days from initial date of application
Postpartum Woman	Within 20 days from initial date of application

**Authority** 7 CFR 246.7(f)(2)

**Procedure** For the purpose of processing a certification, days are calendar days, not working days. The initial date of application means when the applicant first contacts the local agency during clinic office hours to make a request for Program benefits. An application may be made in person, by telephone, mail or email. The date of the application is the date of the initial contact to the local agency.

At that time, the local agency shall record in StarLINC, at a minimum:

- Date of contact (automatic by StarLINC)
- Applicant's name
- Applicant's date of birth
- Applicant's address
- Applicant's phone number (if available)
- Applicant's stated category

The remainder of the information necessary to determine eligibility shall be obtained at the time of certification.

Incomplete applications are not a reason to delay the scheduling of an appointment date, provided the local agency has been provided sufficient information to contact the applicant to schedule the appointment and

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complete the pre-application process.

An applicant shall be offered an appointment within the appropriate processing timeframe. It is the applicant's responsibility to attend the certification appointment offered within the appropriate processing timeframe. If the certification appointment is not held within the required processing timeframe specific to the applicant's category, it shall be documented in StarLINC with a reason. An applicant may choose to decline the appointment offered in order to reschedule an appointment at a clinic closer to the applicant's geographical area or for personal convenience. The reason shall be documented in StarLINC notes.

If a current or former participant re-applies for WIC this re-application is considered to be the same as a new application. No special processing consideration shall be given because of prior or current enrollment.

#### **Exception**

A local agency may request an extension beyond the required processing time of up to 15 days, based on geographical considerations. Such a request shall be in writing to the State Agency and shall include justification of need. The State Agency may deny the request or may limit it to specific areas or towns within the local agency's geographical service area. The local agency is expected to continue reasonable efforts to provide services within the processing timeframes listed above.

Expedited WIC services for pregnant and breastfeeding women, infants, and members of migrant families may be extended from 10 to 15 days if the applicant makes a request for services by mail, email or phone but does not provide a telephone number for follow up.