

3.0 Program Maintenance

3.02 Waiting List Maintenance

Effective Date: 03/16/10

PURPOSE: To establish criteria for waiting lists for WIC clients and applicants in accordance with USDA regulation and policy.

A. POLICY:

1. All agencies, regardless of caseload, shall notify the state WIC Program if applicants/clients cannot be scheduled within the processing timeframes for applicants for a prolonged period of three months or more. (Refer to Policy 3.01, Processing Timeframes and Appointment Scheduling)
2. Agencies shall notify MDCH/WIC Division prior to discontinuing certifying or serving applicants of any waiting list group. Agencies may not fail to provide appointments for certain categories of clients (i.e. non-lactating postpartum women) without instituting a waiting list.
3. A waiting list is required if high priority clients cannot be scheduled within processing standards. Local agencies shall establish waiting lists when directed by the MDCH WIC Division, in order to provide additional certification appointments for high priority clients. The need for a waiting list is for creating priority certifications appointments, even if the local agency is meeting their current caseload requirement.
4. When a WIC agency has been given permission by the state WIC program to establish a waiting list, the WIC coordinator shall be authorized to initiate and maintain a waiting list in the MI-WIC system. Once the WIC Coordinator selects the Wait List Group check box, the Wait List process is established in MI-WIC.
5. When a Waiting List is initiated, current clients shall be notified of the implementation of a Waiting List.
 - a. Clients who have a recertification appointment scheduled within 20 days shall not have their appointments cancelled. These clients may be recertified. (Twenty days is given to provide a cushion for the required 15-day notification.)
 - b. Clients with an appointment scheduled more than 20 days from the initiation of the Waiting List shall have their appointment cancelled (this is performed automatically by MI-WIC). The appropriate cancellation notification will be automatically sent.
 - c. Local agencies shall provide all current clients without a scheduled certification appointment notice of placement on the Waiting List at the next appointment, or mail the notice if the appointment is missed.

6. Current clients in Wait List Order Groups shall continue to receive services until the end of their current certification period, since terminating such clients will not create additional certification appointment slots.
7. Transferring individuals within a valid certification period, regardless of priority ranking, shall be offered an appointment within 20 calendar days or as early as possible, so as not to interrupt program benefits. At the end of the certification period, the client will be ranked according to status and priority.
8. When making an appointment with a new applicant, ask if the applicant has a health or growth concern, as prompted by the MI-WIC system. This will place the applicant in the correct Wait List Order Group based on the response to the question.
9. Breastfeeding women who change category to non-lactating postpartum will be immediately wait-listed, provided their Actual Delivery Date (ADD) is within six months. Staff will need to manually add the client's record to the Appointment Waiting List in the CLINIC module, Scheduler menu of MI-WIC.
10. Verbal or written notice shall be provided to individuals belonging to wait-listed groups, including the following (See Policy 2.20 Notice of Ineligibility, Mid-certification Termination and Expiration of Certification):
 - a. Clients who will not receive a recertification appointment.
 - b. Applicants who will not receive an initial certification appointment.
 - c. Breastfeeding women whose infants are less than six months old and change category to NPP.
11. Clients/applicants who are offered waiting list status shall be referred to other programs, e.g. CSFP or Special Nutrition Assistance Program (SNAP), whenever possible.
12. Waiting lists shall be established and maintained according to priority Wait List Order Groups, which are based on Federal ranking. (See item 13 and 3.02A Federal Regulations on WIC Priority)

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13. If the six Wait List Order Groups below are insufficient, the state WIC consultant must be notified to assist in the wait list management process.

Wait List Order Groups (Fed. Priority Ranking)	Criteria for Placing on the Waiting List
1. Non-lactating Postpartum (VI)	non-lactating women who are over sixteen years old
2. Non-lactating Postpartum (VI)	non-lactating women who are sixteen years old and under
3. Children age four (V)	a. new applicants and whose screen did not identify a health or nutrition risk. b. who are due for recertification and are without a risk in the 100-300 code series in their present certification period.
4. Children age three (V)	a. new applicants and whose screen did not identify a health or nutrition risk. b. who are due for recertification and are without a risk in the 100-300 code series in their present certification period.
5 Children age two (V)	a. new applicants and whose screen did not identify a health or nutrition risk. b. who are due for recertification and are without a risk in the 100-300 code series in their present certification period.
6 Children age one (V)	a. new applicants and whose screen did not identify a health or nutrition risk. b. who are due for recertification and are without a risk in the 100-300 code series in their present certification period.

B. GUIDANCE

1. Note: MI-WIC will provide an estimate based on enrollment and past history of appointments to aid in selecting the Wait List Groups. MI-WIC will also provide tools for managing the Wait List, once it is established.
2. In the MI-WIC system, once a waiting list is established by the WIC Coordinator according to the above procedures, any future applicant meeting the criteria of applicants in a waiting list group will automatically be placed on the waiting list, which can be accessed in the Clinic module under the Scheduler menu. If the program determines it can serve clients on the waiting list, the check box “eligible for appt” can be checked. An appointment can now be scheduled for that client.

3. When the WIC Coordinator determines an entire Wait List Group can now be served, the check box for that group will be unchecked, removing that group from wait list status.

Note: Before the coordinator unchecks a Wait List Group in the Admin Module, all the clients in that group on the Waiting List in the Clinic Module must be removed from the Waiting List.

C. DEFINITIONS:

Priority Codes - Codes based on category and risk criteria (Policy 2.13, Nutritional Risk Criteria) as established by USDA in Federal Regulation. See Exhibit 3.02A.

Waiting List - List maintained by agency in order to provide WIC services to those at higher priority than others, according to federal regulations. The Waiting List specifies those Wait List Order Groups (and corresponding Federal Priorities) that will no longer be served by the agency until appointments can be provided within processing guidelines.

References:

CFR 246.7
USDA Policy Memo 92-12

Cross References:

2.13 Nutritional Risk Criteria
2.20 Notice of Ineligibility, Mid-certification Termination and Expiration of Certification
3.01 Processing Timeframes and Appointment scheduling