

Section 3.4: Waiting List

AUGUST 2004

References: C 7CFR 246.7 (f)(l)

Policy: The Local Agency must serve all eligible individuals in each priority, unless otherwise instructed by the State Agency. If the State Agency determines a Waiting List is necessary, the Local Agency must follow these procedures.

Purpose: As long as adequate federal funds are available; the Minnesota WIC Program intends to serve all eligible applicants. If funds become inadequate, this policy is to ensure fair and consistent access statewide to WIC benefits by persons with the greatest need, according to the federal WIC priority system.

Procedures

A Waiting List is a list of applicants who have met the general eligibility criteria of category (WIC type), residency, and income, but who cannot currently be enrolled in the Program.

Do not implement a Waiting List unless specifically instructed to do so by the State Agency.

In the event that the State Agency determines that Waiting Lists are necessary, the State will notify Local Agencies of the category(s) temporarily not being served.

The Local Agency must then create, manage and enroll from the Waiting List as described below.

A. Creating a Waiting List

Minimum Waiting List Information

When notified by the State Agency that a Waiting List is necessary, the Local Agency must collect from new applicants, the following information:

- Applicant name
- Applicant address and/or telephone number
- DOB

SECTION 3.4: WAITING LIST

- WIC Type (pregnant, postpartum breastfeeding woman, postpartum non-breastfeeding woman, infant, or child)
- Date of application

This information can be collected in Prescreening in the WIC Information System or by some other method identified by the Local Agency.

Determining Date Placed on Waiting List

- **New applicants:** the date the person requested WIC benefits, whether by phone, mail, e-mail, or in person.
- **Transfers** (person in a valid certification period transferring from another state or local agency): this person must be placed **at the top** of the waiting list, and served before all non-transferring applicants.

Organization of the Waiting List

- The Waiting List must be organized by category (WIC Type) and within each category, organized by date applicants are placed on the Waiting List.

B. Notification Requirements

Local Agencies must notify applicants of their placement on a Waiting List within 20 days of their initial request for services.

C. Enrolling from the Waiting List

- When an appointment becomes available, local Agency staff must notify the next person on the Waiting List. Staff must reevaluate income and residency eligibility before enrolling the individual.
- Once an appointment is scheduled, it may not be cancelled by the local Agency or given to another person who may apply (even if higher risk/priority).
- Persons must be notified that they can be removed from the Waiting List for missed appointments and if they reapply, the reapplication date will be used to determine their place on the Waiting List.
- No person can be denied the right to apply to the Program, regardless of how many appointments he/she has missed.

Guidance

In establishing clinic schedules, Local Agencies should always set aside appointment times for certifying pregnant women, infants, migrants, and other high-risk applicants, to meet processing standards.

SECTION 3.4: WAITING LIST

If the State Agency determines that Waiting Lists are necessary, the State will provide additional guidance to Local Agencies on creating and managing a Waiting List, including information for using HuBERT to accomplish this.

See related policies:

[Section 3.2: Processing Standards-Timeframes for scheduling certification appointments \(PDF\)](#)

[Section 3.3: Transferring Participants \(PDF\)](#)

Reference – Complete Listing of Hyperlinks

[Section 3.2: Processing Standards-Timeframes for scheduling certification appointments \(PDF\)](#)
(https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch3/sctn3_2.pdf)

[Section 3.3: Transferring Participants \(PDF\)](#)
(https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch3/sctn3_3.pdf)

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