

Subject: Client Waiting List

Effective Date: October 1, 2012

Revised from: October 1, 2011

Policy: The State Agency (SA) will institute a statewide waiting list when available funding cannot support the anticipated statewide participation. Clients will be added to the waiting list as they are certified as prioritized by the SA.

The SA will determine which priorities of WIC clients will be placed on the waiting list. Clients will be placed on the waiting list in the order given below by KWIC as certified.

Order Placed on Waiting List	Priority	Group
1	Priority 7	All Categories
2	Priority 6	Postpartum Women
3	Priority 5	Postpartum Women
4	Priority 5	Children \geq 3 years of age
5	Priority 5	Children 1 to 3 years of age
6	Priority 4	Postpartum Women
7	Priority 4	Pregnant Women
8	Priority 4	Breastfeeding Women
9	Priority 4	Infants \geq 6 months of age
10	Priority 4	Infants < 6 months of age
11	Priority 3	Postpartum Women
12	Priority 3	Children \geq 3 years of age
13	Priority 3	Children 1 to 3 years of age
14	Priority 2	Breastfeeding Women
15	Priority 2	Infants \geq 6 months of age
16	Priority 2	Infants < 6 months of age
17	Priority 1	Pregnant Women
18	Priority 1	Breastfeeding Women
19	Priority 1	Infants

When the SA determines there is funding to serve additional caseload, the KWIC system will be modified to allow the LA to begin serving those categories no longer on the waiting list in chronological order by the client's placement on the waiting list (those on the list longest come off the list first). Local Agencies will be notified of all changes in the waiting list priorities.

Clients must receive written notification that they have been placed on a waiting list within the category's processing standards (See Policy [CRT 02.00.00.](#)) The waiting list letter will be printed by the KWIC system. Applicants/clients must also receive a copy of the community resource listing which includes local food assistance resources at the time they are placed on the waiting list.

During the time a waiting list is in effect, active clients, including in-state transfers, shall not be terminated in the middle of a certification.

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If an out-of-state transferring client with a current Verification of Certification (VOC) card applies for continuing services, the client will be placed on the program for the remainder of their current certification period. When the current certification expires, the client will be recertified and placed on a waiting list as appropriate based upon their priority and category.

Reference: CFR §246.7 (b) (3); 246.7 (e)(4); 246.7 (f) (1); 246.7 (k) (3)

Procedure:

To implement the waiting list in the LA:

1. When a waiting list is active, the criteria section of the Find Client window will display the text, "Waiting List is Active."
2. Set appointments for all new applicants and active clients requiring recertification within processing standards for that category of client (See [CRT 02.00.00](#)). Collect needed demographic information for each new applicant using the KWIC System
3. Complete the certification process including residency, identity, and income eligibility, anthropometric, biochemical and physical/medical problems.
4. Assign appropriate nutrition risk factors including priority assignment by KWIC. Document all actions at the certification appointment in the KWIC system.
5. If the client meets the criteria to be assigned to the waiting list, a popup message will appear on the KWIC screen indicating that the client has been placed on a waiting list when the user clicks [Complete Certification.] The message reads "A WIC Waiting List is currently active for category _____. This client is subject to the waiting list and may not be certified. Assignment to the Waiting List is based on these criteria: (the message then states the criteria used to place this client on the Waiting List.)" Clicking the [Save] button adds the client to the Waiting List.
6. Notify the client that they have been placed on a waiting list and will not receive checks at this appointment.
7. Issue the waiting list letter printed by KWIC.
8. Provide the client with a copy of the community resource listing indicating local food assistance resources.
9. KWIC will maintain the waiting list.
10. Waiting list clients can be found using Find Client. Find Client will search for and return only waiting listed clients when the "Show Wait Listed Clients Only" check box

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is selected. A pink “W” will be displayed to the left of the client name for any client that is currently on the waiting list.

11. When the SA determines that there is funding to served additional caseload, the LA will contact clients on the Waiting List, using information on the KWIC Waitlisted WIC Applicant Report. The Waitlisted WIC Applicant Report contains the following information for each client.
 - a. Date Placed on Waiting List
 - b. Name of caregiver
 - c. Telephone Number
 - d. Client ID Number
 - e. Name of Client
 - f. Date of Birth
 - g. Category
 - h. Priority
 - i. Wait List Status

12. Clients must be contacted in the order placed on the Waiting List (first on, first off.) Clients should be contacted by phone or letter (if no phone number available) and offered an appointment. The actual appointment date is determined by the client’s availability and the availability of appointment slots. Additional certification links may need to be completed to print checks.

13. Clients who change categories while on the Waiting List must be recertified, e.g. client changes category from BF to PP or vice versa.

14. If a client’s risk factors change to a priority not wait listed, the client will become eligible to be served. The Client Header will be updated and the Waiting List indicator no longer displayed. Additional certification links may need to be completed to print checks.

15. Two additional reports are available in Client Services, “WIC Waiting List Projected Participation Impact Report” and “WIC Waiting List Actual Participant Impact Report.”