

Subject: Client Wait List**Effective Date:** October 1, 2019**Revised Date:** August 1, 2021

Policy: When available funding cannot support the anticipated statewide participation, Central Office will institute a statewide wait list. The Central Office will notify the FNS Southeast Region Supplemental Food Programs Branch of the necessity of a wait list. Clients will be added to the wait list as they are certified based on priorities established by Central Office. Those applicants who ask to be put on a wait list must be so placed. Active WIC clients changing categories (e.g. breastfeeding to postpartum) are subject to wait list assessment.

Central Office will determine which priorities of WIC clients will be placed on the wait list. Clients will be placed on the wait list in the order given below by TNWIC as certified.

Order Placed on Wait List	Priority Level	Group
1	Priority 7	All Categories
2	Priority 6	Postpartum Women
3	Priority 5	Postpartum Women
4	Priority 5	Children > 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 > 6 months of age
10	Priority 4	Infants < 6 months of age
11	Priority 3	Postpartum Women
12	Priority 3	Children > 3 years of age
13	Priority 3	Children 1 to 3 years of age
14	Priority 2	Breastfeeding Women
15	Priority 2	Infants > 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 Central Office determines there is funding to serve additional caseload, the TNWIC system will be modified to allow the regions/metros to begin serving those categories no longer on the wait list in chronological order by the client's placement on the wait list (those on the list longest come off the list first). Region/Metro will be notified of all changes in the wait list priorities.

Clients must receive written notification that they have been placed on a wait list within the category's processing standards. The wait list letter will be printed by the TNWIC 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 wait list.

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

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 wait list as appropriate based upon their priority and category.

Reference: 7CFR §246.7 (b) (3); 246.7 (e)(4); 246.7 (f) (1); 246.7 (k) (3)

Procedure:

To implement the wait list in the Region/Metro:

1. When a wait list is active, the criteria section of the Find Client window displays the text, "Wait List Active" to alert user. A message regarding the active wait list will also appear on the TNWIC Dashboard.
2. Set appointments for all new applicants and active clients requiring recertification within processing standards for that category of client.
3. Collect needed demographic information for each new applicant using the TNWIC System. Applicants may be placed on a manual wait list at their request.
4. Complete the certification process including residency, identity, and income eligibility, anthropometric, biochemical and physical/medical assessment.
5. Assign appropriate nutrition risk factors which will include priority assignment by TNWIC.
6. Document all actions at the certification appointment in the TNWIC system.
7. If the client meets the criteria to be assigned to the wait list, a popup message appears on the TNWIC screen indicating that the client will be placed on a wait list when the user clicks [Complete Certification.]
 - a. The message states the specific priority and age cut off used to place the client on the wait list.
 - b. The message in TNWIC reads:

"A WIC Wait List is active for () through Level ().
The current policy places this client on the Wait List for benefits.
WL Criteria - Client Category: () Priority Cutoff: () Age Cutoff: ()
Client is risk eligible. If you press SAVE, the client will be certified for WIC and placed on the Wait List for benefits."
8. When the client is saved to the wait list, TNWIC records the date and the statement, "Assigned to Wait List" in the Client Contact History.
9. Notify the client that they have been placed on a wait list and will not receive benefits at this appointment.

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10. Issue the wait list letter printed by TNWIC printed in English or Spanish. Using a telephonic interpreter service or qualified staff interpreter, orally translate the “Assigned to Wait List Letter” for non- Spanish speaking persons with limited English proficiency.
11. Provide the client with a copy of the community resource listing indicating local food assistance resources.
12. TNWIC maintains the wait list.
13. Wait list clients can be found using Find Client. Find Client searches for and returns only wait listed clients when the “Display Wait List Clients Only” check box is selected. (This option is only available when the wait list is active.) A pink “W” is displayed to the left of the client name for any client that is currently on the wait list.
14. Central Office will notify the region/metro when there is funding to serve additional caseload. Notification to clinics will be found on the Dashboard screen with the display “Wait List Ended.” Authorized staff must run the Wait List Benefits Availability Report found under the Clinic Administration tab and select the clients to be released from the Wait List. This report contains the information listed below for each client. The region/metro contacts clients on the Wait List, using the information on the TNWIC Wait List Benefits Availability Report.
 - a. Date Assigned to Wait List
 - b. Client ID
 - c. Client Name
 - d. Category
 - e. Name of caregiver
 - f. Telephone Number
 - g. Letter – Yes (A letter will print when a client is selected and the [Release] button chosen. A contact will be recorded for a “Released from Wait List Letter.” If the wait list is large a clinic may want to release clients in batches chronologically.
15. 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 on the TNWIC Certification Guide may need to be completed to issue benefits.
16. Clients who change categories while on the Wait List must be recertified, e.g. client changes category from BF to PP or vice versa.

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17. If a client's risk factors change to a priority not wait listed, the clinic must call Central Office to request consideration for the client to be reinstated and removed from the Wait List. If Central Office agrees to reinstate the client, the TNWIC Helpdesk must be called by Central Office and a database administrator reinstate the client. Additional certification links on the TNWIC Certification Guide may need to be completed to issue benefits.
18. An additional report is available in Client Services "Wait List Benefits Impact Report"