

Division of WIC & Community Nutrition Services

<i>Subject:</i> Processing Electronic Applications		<i>Policy:</i> INT 02.3
<i>Reference:</i> N / A	<i>Effective:</i> October 15, 2017	<i>Supersedes:</i> December 1, 2015

I. Policy:

All electronic Virginia WIC online applications shall be collected by each clinic daily after running an online applicant report in the Crossroads system.

II. Procedure:

- A. The Local Agency WIC Coordinator or designee shall run a daily online applicant report by clinic.
- B. Staff will be assigned to contact online applicants to make an appointment within the next day or within processing standards.
 - 1) Upon receipt of the application, the local agency shall facilitate contacting the applicant to make an appointment and follow the usual required certification policies and procedures. Information on the application shall be used to facilitate notifying the applicant of documentation needed at their appointment.
 - 2) The local agency may dispose of the application following an eligibility determination, or if it has been over 30 days without a response after the applicant has been contacted.
 - 3) All Crossroads system errors and problems running the report are to be referred to the Help Desk.