

Division of Community Nutrition

<i>Subject:</i> Waiting Lists		<i>Policy:</i> ADM 02.1
<i>Reference:</i> CFR § 246.7	<i>Effective:</i> May 1, 2026	<i>Supersedes:</i> August 12, 2013

I. Policy:

When the maximum caseload supported by federal funds is met, a waiting list must be implemented by the State WIC Office (SWO). Local agencies must maintain, by specific written direction from the SWO, a waiting list of all persons who visit the local agency to express interest in receiving WIC program benefits and who are likely to be served or requests placement on the waiting list. Local agencies must not make unilateral decisions to implement a waiting list.

Only applicants who visit a local agency must be placed on the waiting list. Applicants must be notified of their placement on a waiting list within 20 calendar days of the request for WIC benefits. The Competent Professional Authority (CPA) must apply the nutritional risk priority system, in accordance with [CRT 06.5](#) to the waiting list to ensure that the highest priority persons are served first.

II. Procedure(s):

- A. All applicants who visit a local agency and request to be placed on the waiting list must be placed on the waiting list.
 - 1) The waiting list policy and procedures must be explained to the applicant, including why placement on a waiting list is necessary and what are realistic expectations for receiving benefits.
 - 2) Each applicant must be placed on the appropriate waiting list for their assigned category/priority.
 - a. VOC transfers must be placed at the top of the waiting list, if one is applicable to the participant's category/priority.
 - 3) The waiting list must include the applicant's name, address, phone number, category, birth date, and date he or she was placed on the waiting list.
 - 4) All applicants placed on the waiting list must be referred to other programs and resources (e.g., Food Banks, SNAP, Salvation Army.)
 - 5) The Notice of Waitlist, WIC-316, must be issued.
- B. As openings become available, the CPA must contact applicants assigned the highest priority according to their position on the waiting list.
 - 1) The applicant must be contacted by the preferred method they selected.

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- C. If the applicant does not return to the local agency within 10 calendar days of notification, his/her name must be removed from the waiting list and the next eligible applicant on the list must be notified.

- D. Local agencies must report waiting list information as required by the State WIC Office.