

POLICY MANUAL

3. Clinic Operations.

3.01. Caseload Management

A. POLICY OVERVIEW:

Pennsylvania Women, Infants and Children (WIC) program shall manage Federal Food and Nutrition Services Administration funds to maximize program participation among eligible applicants and maintain a waiting list when funding is insufficient to serve all applicants.

B. DEFINITIONS:

Caseload/Enrollment: The number of individuals who are within a valid certification period and eligible to receive benefits.

Note: It is understood Local Agencies (LA)s may use caseload to mean workload which includes applicants applying for the program but are not enrolled. However, for the purposes of the State Agency (SA) and the reports run in the Management Information System (MIS), caseload and enrollment are interchangeable.

Participation: The number of enrolled women, infants and children within a reporting period who receive benefits. This includes fully breastfed infants and women partially breastfeeding an infant who are not eligible for food benefits.

Participation Assignment: The number of participants the SA assigns the LA to serve on a monthly basis.

Target Population: An estimated number of women, infants and children residing in Pennsylvania who may be income eligible for the program. Numbers are calculated using the most recent health and economic data available from the Department of Health, Bureau of Informatics and Information Technology, Division of Health Informatics.

C. POLICY:

1. The SA shall make participation assignments to LAs based upon availability of funds. These assignments may be adjusted monthly.
 - a. The LA shall manage its participation within the range specified in the LA's grant agreement.
 - b. The LA shall consider the following demographic items for targeting enrollment:
 - (1) Census data (age, income, racial-ethnic and other socio-economic factors);
 - (2) Natality statistics; and
 - (3) Neonatal and infant mortality statistics.
 - c. Evaluate the distribution of priorities (P&P 3.02, Program Eligibility) served each month in each clinic.
 - (1) Increase outreach efforts to reach higher priority levels when there is a decrease.
 - (2) When priority levels being served vary significantly, consider this fact along with need ranking and the percent of unserved when targeting enrollment.

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d. Follow-up by phone, text or post card with participants who miss scheduled appointments. Follow-up should especially be directed to high priority women, infants and participants designated as "high-risk" by the LA. (7 CFR 246.7 (b)(5))

2. Waiting List: The SA will make a determination when a waiting list needs to be implemented.

a. Applicants who are placed on a waiting list shall be notified of that action within 20 calendar days of their request for benefits. At that time, such individuals shall also be notified in writing of their right to a fair hearing.

b. As openings become available to provide program benefits, individuals on the waiting list who have a valid Verification of Certification (VOC) shall be contacted and served first, regardless of category or priority. They should be contacted to receive service according to the date they requested benefits.

c. As clinic openings become available, applicants shall be given an appointment for eligibility determination in order of highest-ranking category by chronological date of request for benefits. Pregnant or breastfeeding women, infants, and children who are called, but are determined to be at a lower priority than the LA can currently enroll, shall be returned to the waiting list and recalled when those priorities can be served.

d. Waiting list documents shall be retained on file by the LA until the LA program review and fiscal audit for the time period are completed and closed.

e. No applicant who requests placement on the waiting list shall be denied inclusion.

Reference(s):

1. WIC Regulations: 7 CFR 246.7(f)(1).
2. WIC Regulations: 7 CFR 246.7 (e).
3. WIC Regulations: 7 CFR 246.7 (k)(3).
4. WIC Regulations: 7 CFR 246.16 (d)(1).
5. WIC Regulations: 7 CFR 246.7 (b)(5).
6. FNS Instruction 803-6 Certification: Waiting Lists.
7. Current State Agency Plan of Program Operation and Administration.

Policy Status:

1. This Policy supersedes P&P Number 3.01 dated, June 3, 2018.
2. This P&P supersedes P&P Number 1.16, dated March 16, 2004.
3. This P&P supersedes P&P Number 1.17, dated March 28, 2004.

