

Texas WIC Health and Human Services Commission

Effective August 1, 2017

Policy No. CS:02.0 (T)

Timeframes for Processing Applicants

Purpose

To provide program benefits expediently to individuals in nutritional need.

Authority

7 CFR Part 246.7 (f) (2) (ii)

Policy

The local agency (LA) shall process applicants within specific time frames.

Definitions

Processing - screening, determining (in)eligibility, notifying applicants of their (in)eligibility or placement on a waiting list, and/or issuing food benefits to eligible applicants.

Migrant farm worker - an individual whose principal employment is in agriculture on a seasonal basis, who has been so employed within the last 24 months, and who establishes, for the purpose of such employment, a temporary abode.

Procedures

- I. Applicants shall be processed within the following time frames:
 - A. Pregnant women, infants under six months, and members of migrant household who state they shall be leaving the LA's service area within 30 days, shall be processed within 10 calendar days of the date they first request program benefits. (Under certain circumstances, the state agency (SA) shall consider extending the 10-day processing time frame to a maximum of 15 calendar days. LAs shall submit, for SA

<p style="text-align: center;">Texas WIC Health and Human Services Commission</p>

Effective August 1, 2017

Policy No. CS:02.0 (T)

- approval, a written request with sufficient justification for an extension).
- B. All other applicants shall be processed within 20 calendar days of the date they first request program benefits.
 - C. In the MIS, staff will select walk-in or telephone. However, processing time frames are determined based on category and the appointment date.
- II. The LA staff shall select the appropriate reason from the dropdown list for all appointments provided to an applicant outside of the stated processing time frames, i.e., applicant requests an appointment past the processing time frame.
- III. Appointments for recertification shall be on or before the certification expiration date of the current certification period.
- IV. Unless the participant has already received benefits for the month, the LA shall issue benefits to participants at the same time they are notified of their eligibility. If eligibility is determined while the participant is at the LA, the participant shall be notified and issued benefits at that time.