

<p style="text-align: center;">Texas WIC Health and Human Services Commission</p>
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Effective June 1, 2002

Policy No. CS:30.0

Caseload Management

Purpose

To ensure the delivery of WIC benefits to persons with the greatest need.
To ensure that all participants/applicants are treated equally.

Authority

State Policy

Policy

Upon notification by the state agency (SA), the local agency (LA) shall submit local caseload management policies for approval by the SA.

Procedures

- I. The LA shall submit any local caseload management plans to the SA for approval before implementation.
- II. Approval letters shall be kept on file for audit review.
- III. Caseload management policies shall be adhered to consistently and fairly with all participants.
- IV. The termination or ineligibility determination of participants/applicants for caseload management shall be documented on the Supplemental Information Form (SIF) and signed by the Certifying Authority (CA).