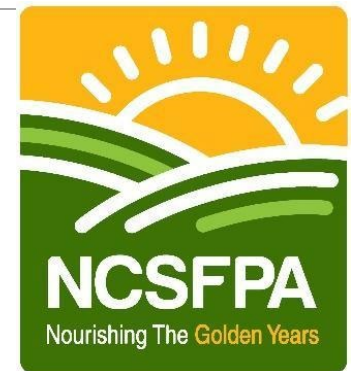


# Navigating the Waitlist

---

HOW CAN HAVING A WAITLIST ENHANCE YOUR PROGRAM?

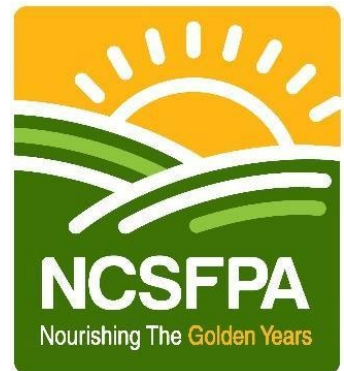


# Thank you for joining us!

---

Please,

- ❖ Rename yourself and include your name and organization
- ❖ Put yourself on mute when others are speaking
- ❖ State your name, state, and organization when speaking
- ❖ Feel free to enter comments and questions in the chat



# Topics Covered Today

---



RELATED WAITLIST REGULATIONS



HOW A WAITLIST CAN IMPACT  
YOUR CASELOAD AND  
PARTICIPANTS



MANAGING YOUR CASELOAD  
AND USING THE WAITLIST

# Regulations

---

## § 247.11 Applicants exceed caseload levels

(a) ***What must the local agency do if the number of applicants exceeds the local agency's caseload level?*** If all caseload has been filled, the local agency must maintain a waiting list of individuals who apply for the program. In establishing the waiting list, the local agency must include the date of application and information necessary to allow the local agency to contact the applicant when caseload space becomes available. Unless they have been determined ineligible, applicants must be notified of their placement on a waiting list within 10 days of their request for benefits in accordance with [§ 247.15](#).

(b) ***What are the requirements for serving individuals on the waiting list once caseload slots become available?*** The local agency must certify eligible individuals from the waiting list consistent with civil rights requirements at [§ 247.37](#). For example, a local agency may certify eligible individuals from the waiting list based on the date the application was received on a first-come, first-served basis.

# Regulations

---

## § 247.16 Certification Period

### (a) *How long is the certification period -*

(1) **Minimum certification period.** The State agency must establish certification periods that are not less than one year but not more than three years in duration. If the State agency chooses to establish a certification period that exceeds one year, the State must first receive approval from FNS by submitting a State Plan amendment. FNS shall approve State requests for a certification period exceeding one year on the condition that, on an annual basis, local agencies do the following:

(i) Verify the address and continued interest of the participant; and

(ii) Have sufficient reason to determine that the participant still meets the income eligibility standards, which may include a determination that the participant has a fixed income.

(2) **Temporary certification.** An eligible CSFP applicant, including individuals on waiting lists, may be provided with a temporary monthly certification to fill any caseload slot resulting from nonparticipation by certified participants.

(3) **Recertification.** Participants must be recertified following the application procedures outlined at [§ 247.8](#) in order to continue receiving program benefits beyond the expiration of their certification period.

(b) **On what day of the final month does the certification period end?** The certification period extends to the final day of the month in which eligibility expires.

(c) **Does the certification period end when a participant moves from the local area in which he or she was receiving benefits?** No. The State agency must ensure that local agencies serve a CSFP participant who moves from another area to an area served by CSFP and whose certification period has not expired. The participant must be given the opportunity to continue to receive CSFP benefits for the duration of the certification period. If the local agency has a waiting list, the participant must be placed on its waiting list ahead of all other waiting applicants. The local agency that determined the participant's eligibility must provide verification of the expiration date of the certification period to the participant upon request.

# Regulations

---

## Certification

1. Waitlist participants may be certified at the point of application or at the point of distribution.
  - Certifying at the point of application will expedite the process when giving temporary certification to a waitlist participant at the point of distribution.
  - If you decide to not determine eligibility when putting someone on the waitlist at the point of application, then you must determine eligibility before distribution of a box.
2. Just as an eligible or ineligible applicant must be notified, so too must a waitlist participant of their status on the program within 10 days of their application date.
3. Regardless of active or waitlist status, recertification periods still apply as set forth in your state plan.

# Regulations

---

## Activating the Waitlist

1. Participants should be provided with **active status or temporary certification** in a manner that is compliant with civil rights regulations.
  - An example would be to bring waitlist participants onto the program in the order that they applied to the program (by application date).
  - This can be applied for the order in which leftover boxes are distributed or for filling active caseload slots with waitlist participants.
2. **If the participant moves** from one service area to another, within the same state, the participant must be given the opportunity to continue to receive CSFP benefits for the duration of the certification period. If the local agency has a waiting list, the participant must be placed on its waiting list ahead of all other waiting applicants. The local agency that determined the participant's eligibility must provide verification of the expiration date of the certification period to the participant upon request.

# How The Waitlist Can Impact Your Caseload & Participants

---



When active participants don't pick up their boxes, leftover boxes can be provided to participants on the wait list.



Giving leftover boxes to the waitlist, can help the state or local agency to achieve 100% distribution.



Using all your caseload and meeting 100% caseload distribution puts you in the running for being allocated additional caseload slots if requested and permitted.



# How The Waitlist Can Impact Your Caseload & Participants

---

- ❑ Having a waitlist can help you to determine what your caseload needs are for your state, tribal nation, or local agency. This way you don't request too much caseload that you don't use or need.
- ❑ You may find that using a waitlist attracts more participation on the program because some people may prefer a box every other month instead of every month.
- ❑ For some, getting a box monthly is too much for them and may deter their participation in the program. Being on the waitlist gives them an opportunity to receive a box every other month or every few months in some cases. This may be especially true in instances of product shortages and low variety in the box.

# Managing Your Caseload Using The Waitlist

---

- ❑ The way you manage your waitlist must be dictated in your state plan which gets approved by FNS, but ultimately can be done to fit your state, tribal nation or program's needs. Compliance with regulations, including all Civil Rights regulations is essential.
- ❑ You could have a statewide waitlist, a local agency waitlist or waitlist by distribution site. This would be specific to how your program is managed.
- ❑ Moving participants onto the active list from the waitlist would be specific to your program, but notification regulations must be upheld.

# Managing Your Caseload Using The Waitlist

---

- ❑ Your state plan could include a **“no show” policy** that discontinues participants for not picking up a box for two or three consecutive months, ultimately freeing up spots on the active list for people who aren’t utilizing the program and providing waitlist participants with an active caseload slot in a timelier manner. Discontinued participants can always reapply.
- ❑ Some areas maintain a **standing waitlist** that allows participants to remain on the waitlist rather than becoming active. This way the participant can receive boxes on call rather than monthly. Certification and recertification regulations must still apply.

Questions?



This Photo by Unknown Author is licensed under [CC BY](#)