

Ineligible Applicants

- I. Ineligible at the time of application. Applicants who apply for the WIC Program but do not meet all three of the criteria for eligibility (residency, income, and nutritional risk) are ineligible to receive WIC benefits.
- II. Persons ineligible for the WIC program must be notified in writing of their ineligibility. Notification must include the reasons for ineligibility and the right to a fair hearing. This notice is printed from the VISION system.
 - a. For applicants who are not income eligible, as described in the *Income Documentation* policy section, follow these steps to mark applicants ineligible within the income screen:
 - i. Click on the "Check Income Eligibility" button in order to determine the income eligibility of each household member applying for benefits.
 - ii. Family members who are eligible will be listed in the upper box.
 - iii. If family members are ineligible, they will be listed in the "Not to be served at this time" box.
 - iv. If you find that the family is not income eligible, have a second staff person or a supervisor check the income record_ for any mistakes/oversights, including the household size, income amount and income period,
 - iv.a. The name of the second staff member who checked the record should be added in a comment.
 - v. After the income records are verified and they are found not to be eligible, mark the "Action" boxes for each family member listed so that the system will change their status to ineligible or terminate their current certification.
 - b. Ineligible applicants must be asked to sign the signature pad indicating that they understand that they are not eligible for the program at the current time.
 - c. Ineligible applicants must be issued either a Notice of Ineligibility or Notice of Termination printed from the VISION system (depending on their current status).
 - i. Applicants who are not currently certified receive the Notice of Ineligibility. (Their status was changed from pending to ineligible).
 - ii. Applicants who are currently certified are issued a Notice of Termination (Their status will be changing from active to terminated, see *Termination* policy section).
 - d. Documentation that the printed notice was given to the applicant must be made in the VISION system. This may be entered in the comments screen, the nutrition education screen- pamphlets provided, or a copy of the notice may be scanned.

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- III. Applicants or participants who would like to appeal a decision made by the local agency may request an informal Agency Conference or a may request a Fair Hearing. Appellants may be encouraged to attempt to settle the dispute in an Agency Conference before requesting a Fair Hearing. See *Appeals* for more information.