

<p style="text-align: center;"><b>Nutrition Services</b> <b>Department of State Health Services</b></p>
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Effective June 1, 2002

Policy No. CS:30.0

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**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).