

1.12 Access for Employed and Rural Persons

POLICY:

The Local Agency will improve access to the Program for participants and prospective applicants who are employed or who reside in rural areas, by addressing their special needs through the adoption or revision of procedures and practices to minimize the time participants and applicants must spend away from work and the distances participants and applicants must travel through the following procedures.

PROCEDURE:

A. Appointment System

An appointment system will be used to schedule and serve all WIC applicants/participants for certification and nutrition education appointments.

1. When scheduling the appointment, the WIC applicant/participant will be questioned about the most convenient time of day and day of week to attend WIC clinic.
2. Whenever possible, each member of the applicant/participant family will be scheduled to attend WIC clinic at the same appointment time.
3. The WIC applicant/participant will be served promptly at their appointment time.
4. Whenever possible, each member of the participant family will receive a three (3) month food instrument issuance during each certification and nutrition education appointment.

B. Extended Service Hours

1. WIC clinics which offer extended service hours will give priority for those hours to those who may otherwise not be able to participate in the Program because they would be penalized by their absence from their job or because of their lack of transportation.
2. To improve availability, the Local Agency Director may stagger WIC personnel lunch times, if possible, when a WIC clinic does not offer extended service hours.

C. Designation of a Proxy(ies)

WIC participants will be encouraged to designate a proxy(ies) to receive and/or redeem food instruments and to attend certification and/or nutrition education appointments when they are not able to attend because of work or lack of transportation (**see Policy 3.12, Proxy Authorization**).

REFERENCES:

1. WIC Regulations 246.4, State Plan
2. SFP 98-048, GAO Report on Working Women's Access to WIC Benefits