

Processing Standards Extension Request**Policy No. CT- 830.04**

Effective Date: June 2018

No. of Pages: 2

Policy

Local agencies may request, in writing to the state office, a temporary extension of processing standards from the ten (10) day standard to a maximum of fifteen (15) days when processing cannot be met due to staff shortages, clinic closure due to declared weather emergencies, other special circumstances approved by the State Agency (SA).

Upon approval of an extension, the State WIC Office may request the Local Agency (LA) to submit a processing standards improvement plan (see [Processing Standards Improvement Plan Form](#)).

Purpose

To provide a method for local agencies to request an extension to processing standards when certain circumstances prevent meeting the guidelines.

Procedures

- I. Submit a written request to extend processing standards including the following information:
 1. An explanation of the need for an extension
 2. An estimated length of time for the extension, up to 15 days

- II. When requested, submit a Processing Standards Improvement Plan (see [Processing Standards Improvement Plan Form](#)) to include:
 1. Reason- What caused the deficiency? How Frequent is it occurring?
 2. Strategies/Activites Expected Outcomes- Describe the tasks and/or steps developed to resolve the deficiency, (ex: extended hours when clinic re-opens, added more appointment slots, re-train staff, etc). Describe the districts expected outcomes at each interval.
 3. Position Responsible- The position responsible for the activity (ex: Clinic, District, NSD, Supervisor, etc)
 4. Targeted Timeline- The targeted task completion date for each strategy.
 5. Task Accomplished- Yes/No
 6. Next Steps- How does the district plan to monitor the tasks/steps taken have resolved the deficiency

Processing Standards Extension Request

Policy No. CT- 830.04

Effective Date: June 2018

No. of Pages: 2

Authority

7 CFR § 246.7 (f)

Definitions/Supporting Information

Initial Contact Date: is defined as the date the individual first requests WIC benefits face-to-face, through online registration, or by telephone.

Processing Standards- The time frame during which an applicant is required to be scheduled for an appointment and receive WIC benefits to determine eligibility.