

---

## 300.45

### Notification of Program Changes

#### Long-Term Program Changes

---

**Notification of changes required**

Participants must be notified of changes in:

- Eligibility standards,
  - Location of agency offices and clinics,
  - Hours of operation,
  - Waiting lists, and
  - Priority system for filling vacant slots.
- 

**Approval for long-term changes**

Before implementing a long-term program change, such as a **new clinic site**, change in clinic site, or elimination of a clinic site, the agency must submit a completed Iowa WIC Program Request for Clinic Approval **form** to the State WIC Program **via the Correspondence section of IowaGrants.gov**. This form can be found on the WIC Web Portal under the Resources section. **Long-term changes in hours of operation should also be submitted via the Correspondence section of IowaGrants.gov**. Local agencies must obtain written approval **from the state office** prior to making any changes.

An updated WIC Service Delivery Table and WIC Service Delivery Calendar must be uploaded to IowaGrants.gov before implementing these long-term changes. These tables should also be uploaded to IowaGrants.gov thirty days prior to the start of the contract. These forms can be found in the current WIC RFA/RFP.

---

**Request timeline**

A completed request form must be submitted to the State WIC office no later than 90 days prior to the anticipated action.

When possible, participants must be notified 60-days in advance of long-term program changes. The agency must obtain approval from the Iowa Department of Public Health for a notice period of less than 60-days.

---

*Continued on next page*

## Long-Term Program Changes, Continued

---

**Factors  
impacting  
approval**

The State WIC Office's decision will be based upon several factors including:

- Distance to the nearest WIC clinic
  - Availability of site
  - Financial impact on the local agency
  - Clinic staffing
  - Availability of funds
  - Internet accessibility
  - Number of participants and potential eligible to be affected
- 

**Exceptions to  
timeline**

If a clinic must move or close due uncontrollable circumstance, such as loss of current clinic site, the state office should be notified immediately. An expedited process will be worked out that allows for proper notification of clients and continuation of services.

---

## Short-Term Program Changes

---

<b>Types of changes</b>	Location of clinic, hours of operation, or scheduled days may need to be changed due to site conflicts, holidays, bad weather, or other special situations.
<b>Attempt to reschedule clinic</b>	If a clinic must be canceled, make every effort to reschedule the clinic.
<b>Notice of short-term program changes</b>	Notify participants, local agency outreach offices, and the state WIC office of short-term program changes as quickly as possible through radio or television announcements, telephone contacts, newsletters, or mailings.
<b>Clinic cancellation policy required</b>	Agencies must have a written clinic cancellation policy and give that information to all new participants. It is particularly important that participants know how cancellations will be announced due to bad weather.

This page intentionally left blank.