

VII. Caseload Management

7.1.030 No Shows: Follow Up

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POLICY: The local agency (LA) shall attempt, at least monthly, to follow up on no-show applicants and participants to reschedule missed appointments.

The LA shall attempt to contact each prenatal applicant who misses her initial appointment to apply for participation in the WIC program within five calendar days of the original appointment in order to reschedule the appointment and shall document such contacts or attempted contacts.

PROCEDURES:

- A. The LA shall send appointment reminders with information of the required documentation at the discretion of the Agency.
- B. Failure to Keep Appointment
 1. Responsibility for follow up lies with the LA staff at each agency. Follow up with phone calls/appointment notices will be conducted for all appointments as much as possible. The following steps will be taken for those failing to keep appointments for food instrument pick-up, certification or recertification.
 - a. LA shall attempt to contact all prenatals who miss their appointment within five days to reschedule their appointment at the earliest possible date.
 - b. LA will contact as many other participants as possible to reschedule their missed appointment. Missed appointment notices (letters or postcards) will be mailed to those who cannot be reached or do not have phones.
 - c. Follow up activity will be documented in MOWINS in either the Appointment Follow-up screen after the appointment is missed or in the general notes of the participant folder to prove timeframes were met and follow-up was attempted. Refer to [8.1.110](#) for timeframes.
 - d. When using the MOWINS scheduler, a list of missed appointments can be printed from the Missed Appointment Follow Up selection under the activities menu in the participant list. Categories can be selected to assure timeframes are met.
- C. End of Month Follow Up
 1. By the end of each month, the follow up report should be reviewed by the LA to identify further action needed. Appropriate contact will be made to those remaining clients who have failed to keep their appointments.
 - a. Participants who do not pick up food instruments for two consecutive months or have failed to recertify for 31 days past their certification due date who are not in a new certification will be changed to inactive status

from the active MOWINS files.

- b. If the participant returns for an appointment and is still within certification timeframe, the inactive status will be updated on the computer to reflect “reinstated” status and food instruments will be issued.