

New Hampshire WIC Policy & Procedure Manual

Chapter 7. CASELOAD MANAGEMENT

No Show Rate

Purpose Local agencies shall monitor no show rates to assess applicants' and participants' utilization of services.

Policy To conduct timely follow-up of certain participant categories and tools available for monitoring no show rates.

Authority Federal Regulations 246.4(a)(11)

Procedure **Local Agency Self-Assessment**
Local agencies shall utilize the StarLINC No Show and No Rescheduled Appointment report on a monthly basis to determine certification appointments needing to be rescheduled.

Pregnant Women and Infant Follow-up

The local agency shall attempt to contact each pregnant woman and payees of infants who missed his or her first appointment to apply for Program enrollment in order to reschedule the appointment. At the time of initial contact, the local agency shall obtain the applicant's address and telephone number for documentation in StarLINC. If the woman/infant misses their certification or recertification appointment, a contact shall be made by telephone within 7 days. If the local agency is unable to reach the woman/mother by telephone, a postcard or letter shall be sent asking her to contact the WIC office for a second appointment. This shall be documented in StarLINC administrative notes.

Breastfeeding and Postpartum Women and Children Follow-up

The local agency shall attempt to contact each breastfeeding or postpartum woman and payees of children who missed their first appointment to apply for Program enrollment in order to reschedule the appointment. At the time of initial contact, the local agency shall obtain the applicant's address and telephone number for documentation in StarLINC. If the woman/child misses their certification appointment, a contact shall be made by telephone or by mail (postcard or letter) within two weeks. This shall be documented in StarLINC administrative notes.

Reminder telephone calls about all appointment types shall be made, focusing on reminders for pregnant women and infants.

Best Practice Best practice is for the WIC Director and WIC Supervisor to meet monthly to review no show reports in StarLINC and other reports as developed by the local agency, in an effort to identify patterns of no show appointments and to develop strategies for reducing high no

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show rates for both certification appointments and other appointment types.

Exception

In a situation of low participation rates, local agencies may be instructed by the State Agency to provide the same follow-up for all participant categories as described for pregnant women and infants.