

## Section II: Local Agency Procedure Manual

### VII. Local Caseload Management

#### A. Appointments

##### Purpose

Guidance for local agencies in making appointments for WIC applicants.

##### Policy

An appointment system will be used in local agencies for the delivery of WIC benefits.

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#### 1. General Information

- Local clinics can establish a scheduling system to meet the needs of their participants.
- Office hours will be posted so participants are aware of normal clinic hours and any non-traditional hours.
- Non-traditional hours are encouraged for WIC services to accommodate working, rural and student participants.
- Drop-in hours are encouraged for all types of appointments.

#### 2. Appointments

- The request for service may be made in person or over the phone.
- When new participants make an appointment with the WIC clinic, WIC staff must start a new participant record as this is considered their “initial” contact, or request for services.
- Clinics will inform applicants of documentation requirements as well as expected time allotted for appointments.
- All pregnant women will be contacted if their certification appointment is missed.
  - It is highly encouraged to contact any/all participants who miss any appointment for rescheduling.
- Agencies are required to use the MIS for all appointment scheduling.
  - All participants with a cell phone number in the MIS will be opted into text reminders (may opt out at any time) via the appointment reminder system. A voice message will be sent to landlines.
- Clinics will review reports of participants who are eligible for benefits and do not have an appointment, or missed their appointment and do not have current benefits, at least monthly. Contacts with these participants shall be prioritized to ensure issuance and services will be complete prior to “drop off” (2 months of non-participation).