

SECTION: Administration**SUBJECT: Local agency Caseload Management**

Federal Regulations: §246.7 (e) (3); §246.7 (e) (4); §246.7(f) (1)

Nutrition Services Standards: Standard 20D.

See also: *Finding Balance in WIC Scheduling* and WIC 101-07 Use of Text Messaging and Social Media in Local Agencies

POLICY

The State WIC program assigns a caseload and may direct the local agency to initiate a waiting list, or deny WIC benefits to the lowest priority groups or terminate participants in mid-certification due to funding shortages. Termination shall be used as a last resort.

When the local agency assigned caseload level is reached, continue to enroll any individual who meets the criteria for Priorities I through VI unless notified otherwise in writing by the State agency.

Each local agency is responsible for developing an effective caseload management policy. Input from clinic staff should be considered in any caseload management policy.

Appointment Reminders

Local agencies currently use the centralized Auto-dialer system for participant reminder calls and text messages as one method to reduce the number of no-shows. The daily auto-dialer report can also be used to manage caseload and flag participants that will need a phone number updated at their next clinic visit.

Late Shows and Walk-ins

Each Local Agency shall establish a policy/procedure for accommodating participants during instances of late show or walk in. This policy/procedure must be communicated to participants in an effective manner.

Missed appointments/No-shows

Any scheduled applicant or currently certified participant who does not come to the local agency to be certified or to receive nutrition education and WIC benefits is identified as a "No-show". Local agencies must have a system in place for handling missed appointments/ no-shows. Through the statewide auto-dialer system, One Call, the State agency authorizes the use of text messages for contacting participants about missed appointments.

Calculation and Tracking No-show rates

Each Program Coordinator and/or relevant clinic staff is responsible for generating and reviewing the Local Agency's no-show/missed appointment report. Current data is available in CT-WIC, Clinic module, and under the Reports tab, Case Management- CASE 10.5.

Daily tracking of the no-show rate can be a powerful caseload management tool to identify why clients are missing appointments and develop solutions to reduce no-show/missed appointments.