

## 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.
- The State Office has procured an appointment reminder system that will be used for any participants scheduled in the SPIRIT system unless the local agency opts not to participate.
  - All participants will be opted into text reminders (may opt out at any time) if they have a cell phone number in the system, otherwise a voice message will be sent.
- The SPIRIT system will also send email appointment reminders if an email and appointment is logged in the system.