

1.13 No Show

POLICY:

Through the STORC system, the State Agency will review the monthly Overall **No-Show Rates** and every six (6) months (July and January) will review the cumulative rates for the previous six (6) months (January through June and July through December respectively). These rates will be used to set a **Standard** for the coming six (6) months.

The formula for the **Standard** will be 90% of the State Average for the past (six) months or 75% ***whichever is the lowest***. e.g. the State Average for January 1, 1997 through June 30, 1997 is 69.65% **Show Rate**: therefore the **Standard** for this rate will be 90% of 69.65% or 62.685%. Had the State Average been 84% then 90% would be 75.6% and the **Standard** would have been 75%, **as this lower**.

A Local Agency site having an **overall** monthly rate less than the **Standard** must comply with the review procedure outlined below. This procedure is used to determine possible sources of high **No-Show Rates** and to use these as a base from which to implement corrective actions.

DEFINITIONS:

No-show: A participant or family is considered a No Show when their appointment time, scheduled in STORC, is missed for initial certification, subsequent certification or nutrition education. If the participant or family notifies the WIC office **prior to the time** of the appointment and cancels the appointment, it is not considered a No Show. This appointment then may be moved, if rescheduling, or if canceled the appointment may be deleted to allow for use by another participant.

Rescheduling: A participant, who misses an appointment, either as a No-Show or who cancels and reschedules, may be given one additional appointment. If the second appointment is missed, the Program's obligation will have been fulfilled. If the applicant still has any interest in the Program, they will be regarded a new applicant. This policy will be applied uniformly Statewide. The only exceptions will be for documented personal or natural disasters e.g. a death in the family or hazardous weather (blizzards, floods, etc.)

Show Rate Counts: The purpose of the Show Rate Count is to provide a data base from which to draw scheduling patterns and with which to establish staffing patterns. As such it is record of the activity for each day or sequence of days, rather than a monthly record.

The key to Show Rate Counting is the establishment of an appointment either individual or group: and the successful completion of that appointment. Using these rules will provide a uniform base for Show Rate analysis. This should give an indicator of the expected rates of attendance and thus serve as a guide to needed rates of over-scheduling to compensate.

PROCEDURE:

A. Rescheduling

1. A participant who calls to reschedule prior to their appointment time may have their appointment moved to a new time/date. Local Agency staff will access the appropriate appointment for this participant. This slot then will become available for use.

1.13 **No Show**

2. Local Agency staff should document on the certification scheduler under Miscellaneous-Modify Client Comments, when a pregnant women is scheduled for their second appointment. Should pregnant women not wish to be rescheduled, a comment can be made on the precertification screen to that effect.
3. Each Local Agency will attempt contact each pregnant women who misses her first appointment to apply for participation in WIC to reschedule the appointment.

B. Review Procedure

The Local Agency Director is expected to have each site run a monthly **Show Rate** for every month on the second working day of the following month. For each site whose overall rate is at or below the **Standard**, the following procedure will be followed.

- Step 1. During the subsequent month, the site will keep the **Daily Tally Worksheet (WIC-37)** a copy of which will be sent to the Local Agency Director and a copy to the State Agency. This will be reviewed at the site and by the Local Agency Director to see if patterns, which could be corrected, can be observed. These corrective actions must be placed in writing and a copy sent to the State Agency, within forty- five (45) days of the first day of the review month. If the **Daily Tally Worksheet (WIC-37)** review results in corrective actions which move the site's monthly **Show Rates** above the **Standard** for two (2) consecutive months, then no further action, except the continued monthly monitoring, need take place. In lieu of the **Daily Tally Worksheet (WIC-37)**, daily **Show Rate Reports** can be used (remember **Show Rate Reports** should be run on a two day delay). However, these still need the same distribution as the **Daily Tally Worksheet (WIC-37)**.
- Step 2. If the **Daily Tally Worksheet (WIC-37)** fails to show correctable patterns or if the corrective actions fail to move the **Show Rate** above the **Standard** by the end of third month, then a more detailed review of **Show Rates** will be required. From the beginning of the fourth month and all subsequent months, that the site's **Show Rates** are below the **Standard**, the site will be required to complete the **No Show Log (WIC-38)**, as well as the **Daily Tally Worksheet (WIC-37)**, on a daily basis to further analyze the reasons for client No Shows. Copies of these forms must be sent to the Local Agency Director and the State Agency at least weekly, on the first working day of the following week. These forms are to be continuously reviewed to determine some form of corrective action which will result in the movement of the **Show Rate** above the **Standard**. These corrective actions must be placed in writing and a copy sent to the State Agency, within five (5) days of the last day of the review week.
- Step 3. If after a subsequent three (3) months (and a new **Standard**) the site still had not moved its **Show Rate** above the **Standard**, a person by person review will be required. As well as the **Daily Tally Worksheet (WIC-37)** and **No-Show Log (WIC-38)**, the site will be required to make a personal contact with each No-Show participant from the **No-Show Log (WIC-38)** by phone or mail to determine the exact cause of the failure to show for the scheduled appointment. The results of these contacts must be individually documented on a weekly basis on the **No-Show Follow-Up Report (WIC-39)** and a copy shared with the Local Agency Director and the State Agency.

1.13

No Show

Step 4. If after three (3) months of the individual documentation, the Local Agency has not been able to develop a set of corrective actions to move the **Show Rate** above the **Standard**, then a meeting must be scheduled between the Local Agency and the State Agency to discuss these developments. This meeting will consist, at a minimum of **ALL STAFF DEALING WITH WIC PARTICIPANTS AT THAT SITE**, the Site Manager, the Local Agency Director, the Director of the State WIC Program, the State Policy and Procedure Coordinator, the State Agency Monitor, the State Agency Outreach Coordinator, the State Agency GIS Manager and the State Agency Outreach Coordinator. At this meeting, there will be discussion of any further possible corrective actions of if no further corrective actions seem feasible, the possibility of a waiver to allow the site to operate at a lesser standard. This waiver can be granted **ONLY AFTER** the prior three (3) steps have been completed and **ONLY** the State WIC Director can grant this waiver.

C. Time Table Example

- < 1st week of January 1998 – July through December 1997 Show Count data is run at State Agency.
- < 2nd week of January 1998 – **Standard** for January through June is sent out to Local Agency Directors.
- < 1st week of February, March, April, May, June and July – each site runs Show Rates for previous month and compares to **Standard**. If rate is below **Standard**, site is to initiate Step 1 for current month.
- < 1st week of any month following three (3) months Step 1 in a six (6) month period – if rate is below **Standard**, site is to initiate Step 2 for current month.
- < 1st week of any month following three (3) months of Step 2 in a six (6) month period – if rate is below **Standard**, site is to initiate Step 3 for current month.
- < Within one (1) month of the end of the three (3) month period for Step 3 a meeting complying with Step 4 will be convened.

REFERENCES:

1. WIC Regulations 246.7 (5). Participant Eligibility