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| <p style="text-align: center;">Nutrition Services Department of State Health Services</p> |
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Effective June 1, 2002

Policy No. CS:03.0

Appointment System

Purpose

To ensure that full and complete appointment logs are available to answer all questions related to the date of first visit (DOFV) of each applicant; to capture applicant information in a timely manner and avoid duplication of collection of data. To increase participation in the WIC Program by pregnant women, especially those in the early stages of the pregnancy.

Authority

7 CFR Part 246.7 (e) (2)

Policy

The local agency (LA) shall utilize the Texas WIC Information Network (WIN) appointment system to record applicant appointment information. The LA shall attempt to contact each pregnant woman who misses an appointment to apply for participation in the WIC Program, in order to reschedule the appointment, unless the phone number and the address of the woman are unavailable.

Procedures

- I. Refer to the Texas WIN Reference Manual for specific instructions on utilizing the WIN appointment system to record applicant appointment information.
- II. Each LA shall attempt to contact each pregnant woman who misses an appointment to apply for participation in the WIC Program in order to reschedule the appointment, unless the phone number and the address of the woman are unavailable.
 - A. If contact cannot be made by phone, a postcard or letter shall be sent offering a new appointment.

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- B. Every attempt shall be made to explain the benefits of the Program and to assist the applicant in determining an appointment time which is mutually acceptable.

Guidelines

- I. It is recommended, but not required, that LAs remind applicants of their appointments when the time interval is greater than two weeks. The time interval is the time between when the appointment is made and the actual time of the appointment.
- II. FoxFire reports may be run to show missed appointments. These reports can be accessed via the WIC website at http://www.dshs.state.tx.us/wichd/hd/fox_lookup.shtm.