

# New Hampshire WIC Policy & Procedure Manual

## Chapter 7. CASELOAD MANAGEMENT

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### Caseload Monitoring

<b>Purpose</b>	This policy describes the information and procedures used by the local agency to monitor caseload.
<b>Policy</b>	To monitor local agency caseload and assure the local agency is serving their monthly WIC caseload as assigned for the fiscal year.
<b>Authority</b>	Federal Regulations 246.4(a)(5)(i) and (13)
<b>Procedure</b>	<p>The local agency is expected to serve at least 95% but not more than 105% of the contracted caseload each month of the federal funding cycle. The local agency is expected to make adjustments necessary to serve 100% of the contracted caseload on an annualized basis in accordance with federal funds available. Any variations in this procedure shall be done through discussion with the State WIC Director, and may not be undertaken without prior approval of the State WIC Director.</p> <p>The local agency shall monitor caseload by reviewing participation and enrollment rates and no show rates. Reports are available in StarLINC for caseload monitoring, and shall be done monthly.</p>
<b>Best Practice</b>	Best practice is for the WIC Director and WIC Supervisor to meet monthly to review caseload and enrollment reports in StarLINC, to develop outreach strategies when caseload numbers are not in accordance with the above procedure.