

**Purpose** Provide guidance for issuing checks to clients who miss (“no shows”) and reschedule check pick-up appointments.

**Issuance of Checks to “No Shows”** The following steps should be taken when a client/responsible party calls in to the agency to reschedule a missed appointment for check pick-up:

- ✓ Schedule a new appointment at the earliest date possible and use the table below to determine the appropriate check issuance for the client.

<b>If</b>	<b>Then</b>
Client is 1-7 days late for check pick-up	Back date check first date to use to original pick-up date and issue the full food package. Schedule the next month’s appointment for 30/60 days from the original pick-up date depending on a monthly or bimonthly schedule.
Client is 8-14 days late for check pick-up	Back date check first date to use to original pick-up date and issue a 3 week partial food package. Schedule the next month’s appointment for 30/60 days from the original pick-up date depending on a monthly or bimonthly schedule.
Client is 15-21 days late for check pick-up	Back date check first date to use to the original pick-up date and issue a 2 week partial food package. Schedule the next month’s appointment for 30/60 days from the original pick-up date depending on a monthly or bimonthly schedule.
Client is greater than 21 days late for check pick-up	Issue the next month’s full food package with the current date and reschedule the next month’s pick-up date for 30/60 days from current date depending on a monthly or bimonthly schedule.

- Document the action taken in the client’s chart.
- Remember: If the client is issued a partial package, the food package must be changed back to the client’s regular food package for following check pick-ups.