

Memo Name: Mid-certification Visits: Number of No Shows
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Author: Marge Blankenship, Clinic Services Coordinator
Michele Acolatse, Nutrition Coordinator
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Mid-certification Visits – Number of No Shows

A question was asked about how many times do you need to reschedule a mid-certification appointment when someone no shows? What happens when they no show several times and now it is a month or two before their recertification appointment?

We checked with USDA and have clarified our guidance accordingly. The new guidance/process is outlined below.

When a person is scheduled for a mid-certification visit within the timeframes below for their category, and they no show/cancel their appointment, every attempt should be made to reschedule the mid-certification within these time periods.

Infants: 5-8 months of age

Breastfeeding women: 5-8 months after their infant's birth

Children: 5-7 months after the current certification date

One additional mid-certification appointment should be attempted within the timelines above when possible, depending on appointment availability.

Participants who will be outside of the window for their category at the next available appointment due to the no show/cancellation will be scheduled for a nutrition education.

Documenting When a No Show Happens?

When a participant no-shows or cancels an appointment this must be marked as such in the appointment panel in Journey to serve as documentation that the mid-certification visit was attempted. No other documentation is needed.