**CLIENT MOTIVATION**

**WEATHER**

**CLIENT SKILLS**

**CONSEQUENCES**

**APPOINTMENT SYSTEM**

**TRANSPORTATION**

**CLIENT BARRIERS**

**WIC APPOINTMENT “NO SHOWS”**

Uncomfortable using public service

Vouchers difficult to use

Lack of motivation

Client lacks time management skills

Poor organization leads to forgetting appointments

High-risk clients are often not reliable

Other: child illness, household emergency, competing demands

Work schedule conflict

Schedule conflict: other children to care for and transport

Client lives in county and travel involves time-consuming or complicated bus routes

No private vehicle

No texting system

Only clients with voice mail get reminders

Unable to leave a reminder message

No penalty for missing an appointment

Easy to reschedule an appointment

Client’s preferred foods not covered

Client doesn’t feel they need program though income-eligible

No bus fare

Inclement weather: heavy rain, snow, ice, etc.

Parent working: difficult to bring child to appointment efficiently

Appointment scheduled too far out