MEMORANDUM

TO: Therapists and Service coordinators
FROM: Sue & Marla
SUBJECT: documentation for BTOTS
DATE: April 10, 2018

The Up To 3 no-show policy addresses the issue of discontinuing services for families who have an established history of “no show” to home- or center-based services. July and December community services are not included. When a family attends no services for 1 month with no attempt to contact the program to cancel or provide explanation, the service coordinator is responsible for sending the No Show letter (see attached) to the family, with their appointment calendar the following month.

The letter states that the family missed all appointments for the previous calendar month and explains the Up to 3 “no show” policy including clarification about calling to cancel or change appointments. The family is informed that if they fail to attend any appointments during the coming month (2nd month), no services will be scheduled for the following month (3rd month) and they will be discontinued from Up To 3 services.

If the family does not attend any services for the 2nd month in a row, the service coordinator will send a Discontinuation Of Service letter along with a paper Prior Notice. The letter does allow families to maintain services if they call by a specified date to coordinate further services.

Documentation of this process includes the letters, the paper prior notice (do not assume that a parent will open a received electronic BTOTS prior notice), and case disposition, exit reason: attempts to contact unsuccessful.

Document this process in BTOTS: 1) Lack of attendance to appointments must be documented in BTOTS in either the contact log or visit note. Anytime a therapist or service coordinator attempts to visit or contact a family by phone, whether they reach them or not, complete a contact log or visit note/no show. Documentation in child’s chart: Include a copy of both letters, yellow copy of paper prior notice, case disposition.

**Notification Letters**
Letter #1: documenting notification of “no show” policy (after 1st month of no shows)
Letter #2: documenting notification to discontinue services, after 2nd month of no shows or failure of the parent to respond by specified date.