

No Show/ No Contact/ Frequent Cancellation Policy

It is ESSC Early Intervention policy to meet Family Training frequency for each child as it is identified on your child's IFSP/FSP. Each child is entitled to receive 100% of their Family Training time each month. We are required to offer make up/provide your child with any missed time from cancelled Family Training visit. We are also required to ensure that your child's IFSP/FSP is active at all times. As your Early Intervention provider, we are responsible for ensuring that you have access to all services that your child is eligible to receive.

A **no show** for visits is defined as a family not attending a scheduled meeting/visit with no notice of their inability to attend. The Early Intervention team member is required to remain at the home for 10 minutes and if the family does not arrive for the visit, the Early Intervention team member is to complete a SOV with a statement asking the parent to contact them. The Early Intervention team member is required to notify their Supervisor immediately if they have a no show for a scheduled visit. Early Intervention team members will follow the appropriate unplanned closure checklist procedures.

- If no response/no contact from the closure letter, the Early Intervention team member will close the client on the date stated in the letter.
- If the family responds and resumes services, then no further closure steps will be necessary.
 - However, if one additional no show occurs, ESSC will terminate services.
- No shows related to required 6 Month or Annual IFSP/FSP meetings will result in termination of services when the plan expires. We are not able to provide services when an IFSP/FSP is out of date. The meeting to keep IFSP/FSP's active must be held prior to the expiration date.
 - **This will require the Early Intervention Supervisor and the Director of Early Intervention to review individual situations prior to officially closing to ESSC Early Intervention services.**

Frequent Cancellation for visits is defined as a cancelled visit that occurs more than one time per month for two consecutive months. It is our policy to address frequent cancellations with families to ensure clients receive identified services as planned and to support scheduling needs for staff. If the frequent cancellations continue beyond the conversation addressing the issue, ESSC reserves the right to close to ESSC Early Intervention or transfer the family to another Early Intervention provider.

- Cancellations related to required 6 Month or Annual IFSP/FSP meetings would result in termination of services when the plan expires. We are not able to provide services when an IFSP/FSP is out of date. The meeting to keep IFSP/FSP's active must be held prior to the expiration date.
 - **This will require the Early Intervention Supervisor and the Director of Early Intervention to review individual situations prior to officially closing to ESSC Early Intervention services.**