

Missed Services Policy

Agency Contact Person if you're going to miss a service: _____

Call this number if you need to reschedule a service: _____

The Waiver agency is responsible for completing a thorough family-centered assessment to determine the needs and outcomes for each child/family. The interdisciplinary team develops a plan of services and supports appropriate to meet each child and family's individual needs and outcomes. The services are delivered by providers agreed to by the interdisciplinary team, the provision of these supports and services are authorized by the signing of the Individualized Service Plan (ISP). Families have the responsibility to make a good faith effort to make themselves and their child available for the services that are provided.

This policy applies to missed services. Missed services occur when a service provider travels to a family's home or other setting for a scheduled service and finds no one at home, or the child or family cannot participate in services (e.g., child/family illness, child absence from child care). The missed services policy does not apply when the parent has called the service provider to cancel or reschedule the service at least two hours in advance of the scheduled service. However, the policy would apply to repeatedly cancelled services. Whenever possible, cancellations should be made the day prior to the scheduled service.

The following procedures will apply to missed services or repeatedly cancelled services:

1. When one missed service occurs, the service provider will leave a note and/or call to confirm the date and time of the next service. The service provider should notify your family's support and service coordinator who may assist in follow up contacts.
2. If an additional missed service occurs within the following four weeks, your support and service coordinator will contact you to determine how best to proceed. Possible solutions may include changing the day or time of the service, or revising the ISP to adjust services to better meet your child and family needs. (However, for children receiving Intensive In-Home Treatment Services, not less than 20 hours of face-to-face service delivery may be scheduled in a week).
3. If three missed services occur within a six-week period (or other repeatedly documented patterns of missed services), you will receive written notice via certified mail, return receipt requested, that the service(s) will be suspended until a review of the ISP is held. An ISP meeting will be scheduled within a reasonable time to discuss the appropriateness of the service(s) in meeting your child and family needs.

The written notice will include:

- a) The reasons for the suspension of service(s).
 - b) The date that the service(s) will be suspended.
 - c) A statement that your support and service coordinator will contact you to review the child's ISP.
 - d) Appeal rights.
4. If your Support and Service Coordinator is unable to contact you after making good faith efforts, the county may terminate services based on 5. and 6. below.
 5. When a child receiving services under the CLTS Waivers is no longer participating in services, and the family does not respond to contact by the provider or county agency administering services, these unsuccessful attempts at contact must be documented in the support and service coordinator's case notes. When good faith efforts are made (see below), the county may terminate CLTS Waiver services if written notice via certified mail, return receipt requested, is given to the family.

Good faith efforts require repeated (three or more documented) attempts in a four-week period to contact the family by phone, mail, and in person.

6. Procedures for terminating CLTS Waiver services must include:
 - 1) The county will provide written notice via certified mail, return receipt requested, at least 10 days prior to the termination of services. The notice should include:
 - a) Description of the attempts to contact the family.
 - b) The reasons for termination of services.
 - c) The date of termination.
 - d) The date by which the family must contact the support and service coordinator to avoid termination.
 - e) The family's appeal rights.
 - 2) Providing several options for contacting the support and service coordinator, such as phone numbers for the support and service coordinator and a return letter with stamped envelope.