

Supervised Visitation No Shows



How often do clients “no show” for free services?

- No data on supervised visitation, but data from medical clinics report roughly 40% of appointments end in no-shows
- Who is more likely to “no show”?
 - Younger adults, people with low income levels, people with less education

Why do clients not attend appointments?

- Logistical challenges- taking time off work, transportation
- Tried to cancel appointment but unsuccessful
- Appointment was not scheduled at a good time
- Forgetting about the appointment
- Lack of understanding of what happens when clients do not show up- unaware of financial results, unused resources, potential consequences, etc.

Why is this a problem?

- Decreases efficiency of agency and wasted resources
 - Unused staff time
 - Other families are left waiting around for no shows until they can begin their session
 - Supervision rooms left empty
- Emotional pain of the child caused by a parent’s absence

Possible Solutions:

- Reminder calls

- Change decorations in waiting and supervision rooms to create a more welcoming space
- Providing transportation
- Allowing for scheduling changes
- Overbooking to adjust for expected no shows
- Motivational Interviewing to identify uncertainty of showing up for visitation
- Increase wait-times before determining "no show"
- Informing parents of legal consequences for absences

References

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No Show Ideas



The annual report collected by the Clearinghouse on Supervised Visitation revealed that some programs have an issue with parental no-shows.

We researched this issue and present below a chart that shows how programs are managing the no-show issue.

Comments	% No Shows
<p>We tell the parents at intake that we have a "3 strikes you're out" policy. We will close their case if they continually cancel or no-show.</p>	<p>8.29 - 12.65%</p>
<p>Good morning! All of our SV clients at our agency are Dependency Court clients, so visitation is part of their case plan. We do an extensive intake where we focus on the children and the impact it has on them when parents no show. Because of the demographics of the Florida Keys, we often have a lengthy transport to bring the children, so no-shows are particularly detrimental. If we have 2 consecutive no shows, we have a staffing with the parents to try and determine the barriers and alleviate them. If they continue to be late or no show, we ask them to arrive an hour early so that we don't leave to pick up the children until we see that the parents have arrived. If the problem persists, we can go to court and ask that visitation be suspended because of the repeated trauma to the children.</p>	
<p>As part of the agreement for services, we outline that if 2 consecutive visitation are missed without 24 hour notice, the visitations will be suspended pending further review and order of the Court. If families miss three consecutive visits, regardless of notification, we "may" suspended. If a family misses a majority of the visits over a selected period of time, we will also suspend services. For instance 8 visits out of 15 scheduled over a 4 month period. Every visitation file that has a visitation canceled is placed on my desk for review. We try hard not to have them slip through the cracks as we have a waiting list for prime time visitation slots (3-7 daily and on Sunday).</p>	<p>3.00%</p>
<p>Specifically in my arena, we limit the visiting parent to (2) unexcused no-shows before their case is closed. For transporting parents, once they miss an appointment we allow the visiting parent a makeup visit.</p>	<p>6.96%</p>
<p>We require that the parents confirm the day before, otherwise the visits are cancelled.</p>	<p>6.19%</p>

<p>We require our families to confirm with us by 5pm the day prior to the visit. We accept text and phone confirmation. If we do not hear from a parent by a quarter to 5, we will send out a text inquiring about their visit. We try to give parents grace as sometimes they get busy and forget to confirm. If a parent confirms a visit but does not show up the day of the visit...in future visits, we will have the visiting parent arrive to the visitation center early, once the parent arrives we will make contact with the transporter to go get the children. The parent will have to wait for the children to arrive. This is done until the parent has demonstrated the ability to honor their word and show up for their scheduled visit on time.</p> <p>After 3 unexcused visits we will reach out to the case manager to schedule a Family Team Conference to discuss the parents lack of engagement. We will discharge the parent from our program if the issue is not resolved. Parents can always be referred, however if the reason they were discharged from our program was a lack of engagement, we will request a family team conference with the family prior to accepting the visitation referral to discuss possible barriers and expectations.</p> <p>We also, attend Judicial Reviews and will let the judge know if the parent is not in compliance with visits. Sometimes this is enough motivation for the parent to get re-engaged as the judge will get on them.</p>	<p>6%</p>
<p>For my program once a client misses one or two visits we have them confirm the day before in order for us to transport the children in. For the others that we don't transport we don't do anything. If they miss more than two I speak to them about how important it is to come to their visits and sometimes it works. Unfortunately we do get the no call/ no show and we just document it when they don't come. I hope this helps you. Let me know if you have any other questions</p>	<p>3.92%</p>
<p>If a client is a no call/no show, we require that they confirm all future visits 24 hours in advance. Failure to confirm results in cancellation of the visit. If we have a pattern of clients missing visits, we file a status with the court, requesting that visitation be modified or suspended. I hope that helps.</p>	<p>8.56 - 11.16%</p>
<p>We require our families to confirm by noon the day prior to the visit. If they do not confirm the day prior , their visit is cancelled. We ask the custodial parent not to discuss the visit with the child prior to being notified that it is actually confirmed the day prior.</p>	<p>8.96 - 9.22%</p>
<p>We do try to have parties call to confirm the visit prior to the the visit prior jn order to minimize no shows. However we have to engage the Judiciary in that process otherwise they get upset when we take action without their prior approval. We also have a policy that after 3 no shows the case manager must set the case on calendar to address the visitation.</p>	<p>15.10%</p>

<p>We have a \$50 charge (where it is grant allowable) for no-shows and require contact with the parents after a no-show to make sure:</p> <ul style="list-style-type: none"> • This was not because of an issue that can be corrected for instance, new work schedule and needs new visit times---no internet and could not check their visit schedule so needs to understand to call us and we can update them on the visitation schedule, etc. • Or if this was due to the parent no longer needing/wanting services for instance, change in court order or parent moving, etc. • Or if this was a one-time mishap for instance, forgot, overslept, car broke down, etc. <p>Depending upon the information received we will make changes in scheduling, close the case or move on with future visits. Also, if the parent has two no-shows, we require a re-orientation prior to scheduling any further visits. In the past I had an automatic cancel of the next visit if someone no-showed but we go case by case now.</p>	<p>2.01 - 5.00%</p>
<p>In order to address No Shows, once a parent accumulates 3 No Call/No Shows, we remove them from our schedule. Sometimes, the case manager refers them again and it starts all over again. For most, it only takes one time and they usually straighten up, but for others, sometimes, it's on & off, on & off.</p>	<p>11.53%</p>
<p>We do ask for 24 hr notice, but are not strict with cancellation if they do not comply. Since we are required by the court to provide visitation, we document if the parent is a no show. If there are three in a row we review with the case manager and close with Visitation Coaching, it then falls upon the FCM to arrange visits. We will also have the parent wait the next time before picking up the kids, if they confirm they are coming and then don't show. It is a constant struggle.</p>	<p>3.80%</p>
<p>I Encourage them to make appointment etc before or after visits and remind them about our policies after the third no show they will be released from visiting at the program.</p>	<p>9.23% (6.87%-13.11%)</p>