**RIVER VALLEY COUNSELING CENTER, INC.**

**POLICY/PROCEDURE # C10.05**

**SUBJECT:** NO SHOWS/CANCELED FOR INTAKES APPOINMENTS

**DATE REVIEWED/REVISED:** 9/15, 11/18

POLICY STATEMENT: Clinical staff is responsible for monitoring his/her caseload to assure the clients' engagement in the treatment process and to follow up with clients when they disengage (no shows, early drop outs, etc).

PURPOSE: To ensure that all clients are engaged in treatment services and premature drop-out or service disengagement is prevented or followed up to assure continuation in treatment services.

RESPONSIBILITY: All clinical staff.

PROCEDURE:

1. If the individual does not attend the first appointment, Central Intake is notified, and Central Intake Staff will reschedule the intake appointment.

2. If the client does not attend the second scheduled intake appointment, the individual will not be scheduled for a third appointment. The individual must wait six months to request another intake appointment.