



Non-Compliance Policy and Procedure

At A Center 4 Change we pride ourselves in making our clients a priority. Our staff makes every effort to respond to referrals as quickly as possible. In an effort to help prevent the growth of an extensive waiting list and to assist others in receiving services in a timely manner, our clients are expected to make every effort to keep all scheduled appointments and be compliant with treatment recommendations. The staff at A Center 4 Change will make every effort to work with our clients and families to overcome any barriers and concerns related to participation in treatment.

The case will be considered inactive or possibly closed if the client/ client caregiver demonstrates a consistent pattern of non-compliance with either of the following:

1) Missing 4 therapy appointments within a 2-month period without following cancellation policy as described below.

- **Cancellation:** A “Cancellation” occurs when the client or client’s guardian contacts the office or service provider a minimum of 24 hours in advance of the scheduled appointment. Extenuating circumstances such as inclement weather, medical emergencies, etc. will be acceptable excuses for canceling without meeting the above time frame requirement.
- **No Show:** A “No Show” occurs when a client does not keep a previously scheduled appointment and does not contact the agency 24 hours prior to appointment.
- If the clinician canceled your appointment, this missed appointment will not be counted against you.

2) Having no contact with service providers for a period of longer than 28 days.

- The targeted case manager and/or therapist will make an effort to contact the client and/or caregiver on a weekly or bi-weekly basis, depending on the level of need. If there is a period of longer than 28 days that we are unable to contact the client and/or caregiver we will take further action to move the case to inactive status or close the case.

If the above conditions are met, the following process will take place:

- 1) The assigned Service Provider will notify the client/caregiver by phone and/or mail of possible inactivation of their case if contact is not made within 14 days of notification.
- 2) Following the notification, if contact has not been made to continue participation in services within 14 days, the case will be moved to inactive status for a period of up to 6 months. Re-activation is as simple as requesting services by making contact with the front office staff at the location where the client was seen. Due to the inactivation period the will be placed on a wait list and cannot be guaranteed to be placed back with the same service providers (behavioral health professional or case manager).
- 3) At this time, if no contact has been made the assigned service providers will meet and develop an aftercare plan for the client based on the current needs and mail this plan to the client and/or client’s family for appropriate follow-up.

It is also the responsibility of the service provider to document the efforts they have taken to re-engage the consumer into services, whether this is by phone call or letter sent to the consumer.

Anyone in crisis or requesting re-referral for agency services will receive services regardless of their history of failure to comply with this policy.

If you have any questions regarding this policy please refer them to your behavioral health professional or targeted case manager.

Client Name:

Date of Birth:

A Center 4 Change
Counseling and Psychotherapy



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Receipt of Non-Compliance Policy and Procedures

I, _____ (client), and _____ (guardian), have received, read and understand the A Center 4 Change Non-Compliance Policy and Procedure.

Client Signature

Date

Guardian Signature

Date

Witness Signature

Date

Client Name:
Date of Birth: