



Infant & Toddler  
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To: Local System Managers  
From: Mary Ann Discenza  
Date: November 3, 2006  
Subj: No-Show Policy Page

I would first like to thank those local systems who are implementing the no-show policy page and flow chart that were disseminated to local system managers on May 9, 2006. I understand that a number of local systems have talked together to work out common sense strategies to implement the policy. I also understand that a number of other local systems are ready to more fully implement the policy once data elements can be added to ITOTS to allow the local system manager and/or service coordinators to track inactive children and the dates their services are scheduled to end. That enhancement to ITOTS is expected to be operational on March 1, 2007.

Other Part C staff members and I continue to receive questions related to the no-show policy page and flow chart. In an effort to address these questions and concerns, I am providing clarification on a number of points related to the no-show policy page and flow chart. Please attach this memo to the policy page and flow chart to ensure a complete package of information is available to staff on this issue. The policy page and flow chart will remain as written.

There are four critical points that local system managers and service providers, including service coordinators, must be aware of when dealing with a no-show situation:

1. A "no show" situation must be addressed promptly. This protects the child and family in their entitlement to receive supports and services in accordance with the IFSP. It also protects the local system and its available funding.
2. The service coordinator plays a very important role in addressing a no-show situation.
3. Documentation must be thorough and timely.
4. A child may only be discharged from the Part C system when all steps in the flow chart have been completed and there has been no contact from the family and the projected end dates for all entitled services listed on the IFSP, including service coordination, have been reached.

While implementation of the four points above is required, the timelines provided in the no-show flow chart may be viewed as guidelines. Any monitoring activities associated with the no-show policy will focus on ensuring that the child and family were discharged only under the circumstances listed in #4 above and will not focus on whether the exact timelines in the flow chart were met. Again, I would emphasize the importance of thorough documentation in being able to demonstrate that a no-show situation was handled in accordance with the policy page, flow chart and the clarification provided within this memo.

All local systems are expected to begin implementing the no-show policy as soon as the enhanced ITOTS data system is available (expected to be March 1, 2007). Given the clarification provided here, please let your technical assistance consultant know how she can support you in preparing to implement the no-show policy.