

Autism Program Attendance Procedure

- 1) Aides are to keep an accurate timesheet of the hours worked. The timesheet includes information on sessions that are not held, or are held but are fewer hours than scheduled. Indicate the reason the schedule was not followed each time the hours do not match the schedule and for each cancellation or no-show. If sessions are not held, the timesheet will indicate if the family cancelled or no-showed, or the Aide cancelled or no-showed, with a short reason provided (i.e., weather, illness, etc.). The Behavior Analyst is responsible for reviewing the timesheet each week during their Aide supervision time.
- 2) If in any month there are several unplanned missed sessions, staff will notify the Case Manager and the Autism Supervisor. The Behavior Analyst will talk with the parent about the importance of consistency of service provision and will problem-solve ways to improve attendance if the cancellations are initiated by family. If absences are initiated primarily by the Aide, the Behavior Analyst will problem-solve with the Aide to improve attendance.
- 3) If a pattern of poor attendance continues after trying to problem-solve the situation, the Behavior Analyst will request the Case Manager and/or the Autism Supervisor assist them in discussing this with the family. The conversation might include questions such as: “Do you still want ABA services for your child,” “Is a schedule change or location change needed,” “What are the barriers and how can we assist so that services can be provided?”
- 4) If attendance continues to be problematic (as determined by the Behavior Analyst in consultation with the Autism Supervisor) a form letter addressing the issue will be sent out. The Autism Supervisor will contact the Case Manager and they will decide who will send out the letter. The attendance letter will indicate the need for the family to contact the sender by a specified date.
- 5) After the specified date referenced in the attendance letter has been reached, the Case Manager should send a Medicaid Action Notice indicating ABA services will be terminated. The family has 12 days to respond and appeal the decision if they chose to do so. If they appeal, we will continue to offer services until the appeal is heard and resolved. If they do not appeal, the case will be closed by the Case Manager at that time. A Disenrollment dated the same as the effective date on the Action Notice will be submitted to CMHCM Service Specialist Barb Mund. Barb will update the information in the WSA system.
- 6) Remember to document all relevant information along the way in progress notes, taking care to indicate steps taken to assist with the problem, any actions taken, comments from the family, people notified, etc.