



# LEARNINGbyte

*EI Service Delivery*

## No Shows...What Do You Do?



### PURPOSE OF ACTIVITY

This activity is designed to start a conversation about things to consider and strategies for managing repeated episodes of families not being present for scheduled visits.



### RESOURCES NEEDED

- Handouts –  
[Third Visit in a Row and No One Answers the Door...What Do You Do?](#)  
[Flow Chart for "No Shows" for Service Visits \(Practice Manual, Ch 8\)](#)



### SPECIFIC STEPS

1. Before the meeting, let participants know that you will be discussing "no shows" with the group. Ask participants to bring the files of any families they currently support who tend to "no show" or who do not return calls for group problem-solving.
2. Begin by inviting participants to share recent experiences with families who either do not show for scheduled appointments or who do not return calls.
3. Pass out the handout, *Third Visit in a Row and No One Answers the Door...What Do You Do?* Instruct participants to read it and place a star beside any content that makes them pause and think.
4. Go back and reflect on several of the experiences shared by participants. Use the questions on the handout to guide the reflection so that the group can collaboratively problem-solve how the situation could be improved.
5. Review the handout, *Flow Chart for "No Shows" for Service Visits*, with the group. Discuss the steps described in this handout from Chapter 8 in the Practice Manual to ensure that all practitioners understand the required procedures. Highlight the section in the first service coordinator box that reads "Find out reasons for missed appointments." Remind participants that they can use the question previously discussed to help them determine the reason and consider options for supporting the family as soon as "no shows" or a pattern of missed phone calls begins.
6. Ask participants who shared their experiences what their specific plan of action is now to manage the situations they shared. Let participants know that you will follow-up at the next meeting to find out the outcome of that plan so that the group can learn from one another's experiences.



### ADDITIONAL RESOURCES

- VEIPD Topic Page - [Implementing Supports & Services](#)

