

Vista Policies and Procedures

Policy Name:	VASO Attendance Agreement Policy
Policy Number:	CS 524
Responsible Authority:	Executive Director of Adult Services
Original Effective Date:	September 30, 2015
Revision Date:	April 29, 2024

Purpose

Vista is committed to maximizing the benefits of programming for all individuals. At minimum, Vista expects to fulfill at least 90% of planned services (e.g., session, units).

Process

Vista establishes an attendance agreement with each individual and family prior to the onset of treatment.

Vista recognizes that there are impediments that could affect this agreement for both parties. Some of these impediments include individual/staff medical illnesses, vacations, bereavement, manifestations of the diagnosis, conflicting service provider schedules, and others.

At minimum if a session requires cancellation, it is necessary for the affected party to be notified as soon as possible (as determined by specific program/service). In some cases, programming can be rescheduled, substituted, or provided in an alternative way.

If attendance becomes a concern, the individual and/or legal guardians (where applicable) are contacted to discuss the problem and establish remediations strategies. If the strategies are unsuccessful and attendance problems persist, the team will gather to discuss the appropriateness of prescribed services, the appropriateness of Vista as the provide and reevaluate current authorizations and coordination of care.

In the event the individual is not contacting programming because of attendance conflicts and remediation attempts have been unsuccessful, Vista will notify the individual and additional team members by letter of the need for discharge. Vista will continue services for up to thirty days while a transition plan is identified and achieved.