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A Checklist and Follow-Up Guide for Clinicians Navigating Chronic No-Shows

Exploring Consistent No-Shows with Curiosity, Not Judgment

USE THIS CHECKLIST DURING CASE REVIEWS OR FOLLOW-UP SESSIONS TO IDENTIFY AND ADDRESS UNDERLYING ENGAGEMENT BARRIERS.

ENVIRONMENTAL BARRIERS

- ☐ HOUSING INSTABILITY
- ☐ LACK OF CHILDCARE
- ☐ TRANSPORTATION LIMITATIONS
- ☐ UNRELIABLE INTERNET OR PHONE ACCESS
- ☐ SAFETY CONCERNS (E.G., DOMESTIC VIOLENCE)

SCHEDULING CONFLICTS

- ☐ CONFLICTING WORK/SCHOOL SCHEDULES
- ☐ INCONSISTENT SLEEP PATTERNS OR SHIFT WORK
- ☐ OVERSCHEDULED WITH OTHER OBLIGATIONS
- ☐ MEDICAL APPOINTMENTS OR TREATMENT CONFLICTS
- ☐ MISSED REMINDER (E.G., FORGOT OR NOT NOTIFIED)

MENTAL HEALTH & INTERNAL FACTORS

- ☐ DEPRESSION OR LOW MOTIVATION
- ☐ ANXIETY AROUND APPOINTMENTS
- ☐ SHAME, GUILT, OR FEAR OF JUDGMENT
- ☐ TRAUMA-RELATED AVOIDANCE
- ☐ EXECUTIVE FUNCTIONING CHALLENGES

PROGRAM/CLINICIAN-RELATED BARRIERS

- ☐ LACK OF CULTURAL ALIGNMENT OR TRUST
- ☐ SESSIONS FEEL UNHELPFUL OR IRRELEVANT
- ☐ CLIENT DOESN'T FEEL HEARD/RESPECTED
- ☐ CONFUSION ABOUT PROGRAM EXPECTATIONS
- ☐ DIFFICULTY WITH PREVIOUS STAFF/CLINIC CHANGES

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Suggested Follow-Up Steps

- REASSESS SESSION TIME/FREQUENCY
- OFFER ALTERNATIVE FORMATS (TELEHEALTH, TEXT REMINDERS)
- NORMALIZE AND VALIDATE EMOTIONAL BARRIERS
- COLLABORATIVELY REVISIT GOALS
- PROVIDE MOTIVATIONAL OR HARM-REDUCTION TOOLS
- OFFER GRACE PERIOD OR DROP-IN OPTIONS
- CONSULT WITH SUPERVISION ABOUT PATTERNS

Prompt to use with client:

“What would make it easier or safer to show up right now?”

“How can I make this space more workable for you?”

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