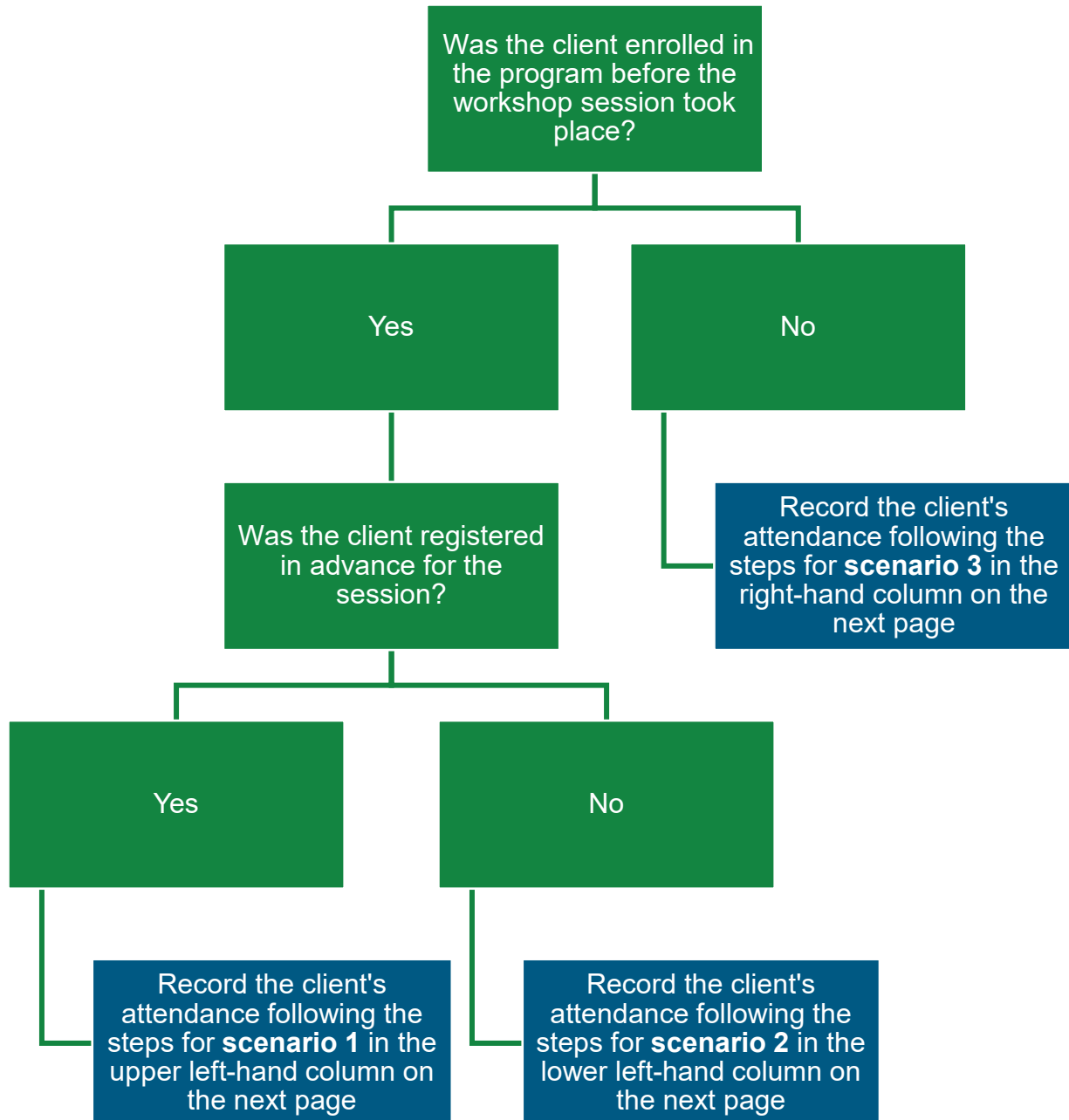


When a client misses a workshop session, you should follow up with them to ensure they make up the session content. If your program runs concurrent session series of the same workshop, an enrolled client may be able to drop into another session series to make up the missed session. Their attendance at that session would be recorded as usual and counted towards the client's participation target. However, more steps are involved when recording attendance for clients who make up missed sessions during individual service contacts or make up sessions that occurred before their enrollment date. In those situations, use the decision tree below to see which of three common scenarios applies to the type of make-up session that you need to record in nFORM. Then, complete the steps for the applicable scenario to record the client's make-up attendance. Following these steps will help ensure that all of a client's workshop participation will count towards participation targets and can be tracked using nFORM's data tools and reports. See Modules VII and VIII.C in the [nFORM User Manual](#) for more information about recording make-up attendance.





## 1. When an enrolled client was registered in advance and makes up the session during an individual

### service contact

A client who was registered in advance for a workshop session may make up the content during an individual service contact, and their make-up attendance will count toward participation targets. Use the following steps to record attendance:

1. Provide the client with the workshop content they missed.
2. Open the client's profile under the Clients tab.
3. Go to the Workshops/Sessions tab of the client's profile.
4. Locate the session that the client made up in the Session Attendance table. You will see an N in the Attended? Column because the client missed the original session.
5. In the Record Individual Make-Up column, click Record Make-Up for that session.
6. Complete the fields on the Make-Up Workshop Session screen.
7. Click Save to record the make-up attendance. Made Up will then appear in the Attended? column for the session.



## 2. When an enrolled client was not registered in advance for the workshop and makes up the missed session during an individual service

### contact

If a client was not registered in advance for a workshop session but made up the session individually with a case manager, the make-up attendance will count toward participation targets only if you record it as drop-in attendance using the following steps:

1. Provide the client with the workshop content they missed.
2. Open the Sessions screen under the Workshops tab.
3. Use the filters at the top of the screen to find the session series in which the client made up a session.
4. Click Record or View/Edit under the Attendance column for the session that the client made up.
5. Clients who enroll in a workshop at least one calendar day before the session will be listed in the Advance Registration screen.
6. If the client registered on the same calendar day as the session or did not register, click on the client's name and ID in the box labeled Available Clients on the left side of the Drop-Ins section. This section is at the bottom of the Track Session Attendance screen.
7. Click the Clients Attended arrow to move the client to the box labeled "Clients who attended this session" on the right side of the screen.
8. Click Save to record the make-up attendance.



## 3. When a client makes up a session that occurred before their enrollment date

To ensure that a client enrolls before service receipt is entered for them, nFORM includes validation checks. Therefore, if a client joins a workshop cohort after it has begun, then the only way to record their make-up attendance for the sessions before their enrollment date is to record their attendance in sessions with dates on or after their enrollment date. If another session series for the workshop is starting around the same time, the client can drop in to it as we describe in scenario 2 on the lower left. If not, follow these steps to record attendance:

1. Provide the client with the workshop content they missed during an individual service contact.
2. Open the Session Series screen under the Workshops tab.
3. Click +Add Session Series to create a "shadow series" identical to the series with the session that the client made up.
4. Use the Session Series Name field to indicate the series is a shadow series, such as "<ORIGINAL SERIES NAME> - make up series."
5. Enter all information for the shadow series exactly as for the original session series but use a Session Start Date that is on or after the client's enrollment date.
6. Click Save to create the shadow series.
7. Click to navigate to the Sessions screen under the Workshops tab and filter the list of sessions to show the shadow series.
8. Click Record under the Attendance column for the session the client made up.
9. Click on the client's name and ID in the Available Clients box on the left side of the Drop-Ins section. This section is at the bottom of the Track Session Attendance screen.
10. Click the Clients Attended arrow to move the client to the box labeled "Clients who attended this session" on the right side of the screen.
11. Click Save to record the make-up attendance.
12. You can use the same shadow series if multiple clients enrolled after the start of the series. Cancel any sessions in the shadow series you do not need for make-up attendance by clicking Cancel for each session. Canceling the sessions that are not needed is necessary to ensure the session series is complete so that the workshop participation is reported in section "2.a Workshop Participation" in the QPRs and PPRs.



Contact the nFORM help desk at [nform2helpdesk@mathematica-mpr.com](mailto:nform2helpdesk@mathematica-mpr.com) with any questions. We are happy to help!