

Intervention Department**When to call Truancy....**

<u>Priority calls: Transports</u>		
		Attendance Officer will...
<u>Police Dept. calls Dispatcher for assistance:</u> Reason: Police Officer is out with a student who needs transport to school	Dispatcher will contact AO to meet officer and transport student to school of enrollment	<ul style="list-style-type: none"> ✓ Transport student to school ✓ Ask school to mark student CT ✓ Log action in Attendance Notes ✓ Possible 20-Day Monitor contract ✓ Connect student with counselor
<u>School calls Attendance Officer:</u> Reason: <i>student refusing to go to school THAT DAY per parent phone call to the school SAME DAY*</i>	School does not refer parents to call the dispatch number. The school contacts the AO directly and makes the referral of a 'student at home with parent and refuses to go to school'	<i>If AO is available:</i> <ul style="list-style-type: none"> ✓ Home visit & attempt transport ✓ Ask school to mark student CT ✓ Log action in Attendance Notes ✓ Possible 20-Day Monitor contract ✓ Connect student with counselor
Note: * a TRUE REFUSAL means a parent has called the school <i>that morning</i> to report the student <i>is at home and refusing to go to school</i> AND parent should be home to open the door if the AO is able to do a home visit		
<u>Non-Priority calls: Home Visits</u>		
<u>School calls Attendance Officer:</u> Reason: <i>MIA - student is AUK for five+ days in a row AND school has been unable to reach a parent/guardian after calling all household AND non-household telephone numbers in effort to find out why student is absent</i>	AO will perform an MIA home visit to seek answers to why the student has been out of school	<ul style="list-style-type: none"> ✓ Verify student is marked AUK in IC ✓ Verify school has logged attempts to reach parent via ALL phone numbers in Attendance Notes ✓ Home visit and attempt to find out why student is AUK and/or transport to school ✓ Log action in Attendance Notes ✓ Possible 20-Day Monitor ✓ Connect student with counselor
<u>School calls Attendance Officer:</u> Reason: school requesting address verification – usually for audits, zoning verification, and returned mail	AO will perform courtesy home visit to determine if student lives at address of record.	<ul style="list-style-type: none"> ✓ Home visit attempt to determine if student lives at that address ✓ Report findings to school ✓ Log action in Attendance Notes