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| *Intervention Dept. Office:* 337-9911  ***Intervention Department***  **When to call Truancy….** | | |
| ***Priority calls:*** | |  |
|  |  | **Attendance Officer will…** |
| **Police Dept. calls Dispatcher for assistance:**  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 | * Transport student to school * Ask school to mark student CT * Log action in Attendance Notes * Possible 20-Day Monitor contract |
| **School calls Attendance Officer:**  Reason: ***student refusing to go to school THAT DAY per parent phone call to the school SAME DAY\* (or student refuses to participate in Distance Learning for 3+ days)*** | 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’ (or participate in DL) | * Home visit & attempt transport * Ask school to mark student CT * Log action in Attendance Notes * Possible 20-Day Monitor contract |
| **Note: \*** a true refusal means a parent has called the school *that morning* to report the student *is at home and refusing to go to school* AND parent should be home to open the door if the AO is able to do a home visit. Addendum 8/2020: if a parent notifies the school their student is refusing to participate in Distance Learning requirements, the school shall contact the AO to request a home visit after 3 days of refusals. | | |
| ***Non-Priority calls:*** | |  |
| **School calls Attendance Officer:**  Reason: ***MIA - student is missing 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. Addendum 8/2020: if school has had no contact with the student through Distance Learning or phone calls made to parents, school contacts the AO.*** | AO will perform an MIA home visit to seek answers to why the student has been out of school (or not completing DL requirements) | * 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 |
| **School calls Attendance Officer:**  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. | * Home visit attempt to determine if student lives at that address * Report findings to school * Log action in Attendance Notes |