

School Based Guidelines for Contacting and Locating Students

As we work to ensure and increase attendance and academic engagement during our time of digital learning, the following guidelines were developed to support school leaders in contacting students.

The following list is not meant to be exhaustive. Teachers and Child Study Team members are the experts in their school and are encouraged to consider every student and families' unique situation when making attempts to contact. It is always recommended that the teacher be the first point of contact when reaching out to students and families. If barriers arise, teachers can refer students to the Child Study Team for further intervention. Please do NOT call school police, local law enforcement, or the abuse hotline if you are addressing an attendance issue with no concern for the student's immediate safety.

Suggestions for Phone and Email Contact for Non-Engaged Students

- Locate and call all numbers in Focus.
 - This includes all numbers in the "Address" section of Focus; parents, emergency contacts, etc.
 - Review the numbers documented in the "Parent/Guardian Contact Log" as updated phone numbers may be located under that field.
- Attempt all numbers on both the student's clinic contact card and office contact card.
- An advanced report can be run in Focus detailing all contact information on students which can be shared with staff who do not have schoolwide access to look this information up.
- Attempt all email addresses listed. Emails can be located in Focus under the "Address" tab but may also be listed on the student's registration card that is kept in the student's cumulative record. If staff has access to the student's cumulative folder, it is also recommended to review any previous contact information that may have been provided.
- Utilize any existing online platforms (i.e. Class Dojo, Remind, etc.) for communication to reach out to students and families.
- Utilize the attached document for suggestions on how to search in Focus to locate siblings of students who may attend a different school.
- Staff may consider creating a phone number through Google Voice, to be able to text with parents, as some individuals are more likely to respond via text.
<https://support.google.com/voice/answer/115061?co=GENIE.Platform%3DDesktop&hl=en>
- Teachers and CSTs should ensure that all school-based stakeholders for the student are consulted to provide any different or updated contact information.
 - These stakeholders can include: ESE case managers, ESOL teachers or assistants, mentors, nurses, office staff, etc.

Additional Methods of Obtaining Contact with Non-Engaged Students

- Letters/Post Cards (see attached example)
 - School can send a letter expressing concern with additional information/instructions on how to connect with and access online learning.
 - Schools can consider sending a certified letter to confirm accuracy of a student's last known address.
- The school social worker, or another member of the CST can consult with our Pinellas County Foster Care Liaison, Ruth Tipton tiptonru@pcsb.org for inquiries regarding contact information for a student who may have a community-based case manager.

- The school social worker, or another member of the CST can consult with our Pinellas County Schools PJAC Liaison, Donita Riggs riggsd@pcsb.org for inquiries regarding contact information for a student who may be involved with Juvenile Justice.
- Consult with your School Resource Officer to gather information regarding any current legal involvement in addition to DJJ involvement.
- If a student has current involvement with Teen Court or Truancy Court, the school social worker, or another member of the CST can consult with the respective liaisons.
 - South County Teen Court Liaison: Marques Hall mrhall@jud6.org
 - North County Teen Court Liaison: Tanya Rodriguez trodriguez@jud6.org
 - Truancy Court Liaison: Patti Kohler kohlerp@pcsb.org
- Schools can consider utilizing social media to gather further information on students and families who cannot be located via any of the above methods.
- Contact any community agency with which a student has had known involvement and a release has been obtained. This can include, but is not limited to agencies such as; Suncoast Center, Directions for Living Family Resources, Bethel, etc.

Further Suggestions Once Above Interventions have been attempted:

- A staff member may tape a letter to the door, or place in the mailbox of the student's last known address.
- A staff member may attempt a home visit to communicate with the family.
 - **Important Note:** Any individual completing a home visit must follow all CDC guidelines and recommendations for personal protection.
- Schools can consider consulting with neighbors or friends of students and families who cannot be located to encourage engaging with school staff and online learning.
- If there is an imminent safety concern, schools will follow their usual processes of contacting their Schools Police (727-547-7221) to conduct a Wellness Check.
- If there are concerns of abuse or neglect, a report must be made to the Florida Abuse and Neglect Hotline: 1-800-96 ABUSE.
- As a last resort, after all other attempts at locating the family have been exhausted, CSTs can provide a list of names for the Principal to send via email to Chief Luke Williams or Shannon McDonald for follow up.