COVID-19 Operating Procedures

Guidance for CFSA and DCPS/DCPCS in Responding to

Concerns About Student Contact

**4/13/20**

This guidance outlines the processes DC Public Schools, DC Public Charter Schools and CFSA will undertake in response to concerns about students (ages 5 to 13) that result from their lack of contact with the school system.

PLEASE NOTE THE FOLLOWING:

* ***For children ages 0-4 and youth ages 14-18*** for whom there are contact concerns, call the Child Protection Services Hotline at 202-671-7233.
* ***For children of any age*** for whom there are safety concerns, call the Child Protection Services Hotline at 202-671-7233.

Unless otherwise modified, the following guidance is in effect until the end of the Coronavirus pandemic state of emergency in the District of Columbia.

**School Outreach and Reporting**

* When a school determines it has not had sufficient contact with a student, and there is no evidence the student has engaged in distance learning (e.g. logging-in to online platforms; responding to emails; uploading pictures of student work; unreturned phone calls, etc.), efforts will be initiated to reach the student and family. These include:

Contact Efforts

Schools should undertake and document the following strategies:

* Calling, emailing and texting individuals on the student’s emergency contact list
* Calling, emailing and texting the student’s friends
* Robocalling the student and family members
* Mailing postcards with messaging that the school is concerned about not hearing from the student, and providing contact information for them to be in touch

Messaging

The above contacts should:

* Indicate how concerned the school is about the student
* Ask families to let the school know if they think a student is having a difficult time
* Ask friends to check in with the school
* Following the 10th school day of consistent outreach attempts, if schools are unsuccessful in reaching a student (ages 5-13) or family, they will complete the revised CFSA Reporting Form (clink [HERE](https://dccfsa.transactcentral.com/test/servlet/SmartForm.html?formCode=CFSA-Educational-Neg) for the reporting form).
* Lack of success in reaching a student or family means they have not responded to any of the contact mechanisms listed above.  Any report that does not document full contact efforts will be denied by CFSA and sent back to the reporting school.
* ***For children ages 0-4 and youth ages 14-18*** for whom there are contact concerns, the school will call the Child Protection Services Hotline at 202-671-7233.

**CFSA Response and On-Going CFSA/School Responsibilities**

* For all accepted reports from schools, CFSA’s Educational Neglect Triage Team will attempt contact through its normal procedures, including review of the family’s CFSA history and, if needed, a CFSA Diligent Service Unit (DSU)[[1]](#footnote-1) request.
* If family contact is successful, CFSA will provide the school with the family’s correct contact information so the school can then engage the family directly.
* If family contact is unsuccessful, the Triage Team will consult with the school reporter and the CFSA supervisory social worker to determine next steps, which may or may not include further action from CFSA.
* Once the triage process is completed by CFSA, all reporters will be notified regarding the outcome of the referral.

1. The CFSA DSU is a team of skilled investigators tasked with utilizing public and non-public databases to locate individuals and families. [↑](#footnote-ref-1)