



Advanced Behavioral Health, Inc.

## **DCF SOOT No-Show Policy for Transportation Providers**

**3/27/2023**

- **AM (before 10:00AM)**
  - The driver should call their dispatch after two-minutes has passed from the scheduled AM pick-up time.
  - The Transportation Provider dispatch should call the Foster Parent and or knock/honk upon arrival. If the child does not come out after the three-minute mark of the scheduled pickup time, the vehicle is permitted to leave and mark the trip as a No-Show.
  - For daycare or before school programs the referral may require the driver to enter the building to sign the student out or determine if transportation is needed.
  - AM No-Shows (before 10:00AM) must be reported via RoutingBox. Email/Call if you have information pertaining to the No-Show.
- **PM (after 10:00AM)**
  - The driver should call their dispatch after two-minutes has passed from the scheduled PM pick-up time from school, office or visit location. This does not include time needed to wait in line for pick-up.
  - The Transportation Provider dispatch will attempt to contact someone at the pick-up location. If there is no contact made, the driver may have to enter the building to make diligent efforts to locate the child.
  - No-Shows after 10:00AM require a phone call to ABH. Only ABH can release the driver from the designated pick-up location. The Provider will be asked to go back if a call was not made to ABH.
- **Afterhours (after 4:00PM)**
  - The driver should call their dispatch after two-minutes has passed from the scheduled PM pick-up time from school, office or visit location. This does not include time needed to wait in line for pick-up.
  - The Transportation Provider dispatch will attempt to contact someone at the pick-up location. If there is no contact made, the driver may have to enter the building to make diligent efforts to locate the child.
  - No-Shows after 4:00PM require an immediate email to ABH that details the due diligence performed before departing the designated pick-up location.