

Sample Script for School Districts' Initial Call to Parents of Chronically Absent Students



Initial Contact

- Hello [Parent's name].
- I am [caller's name] from [school name]. How are you doing today?
- First, let me say it is a pleasure having [child's name] as a part of our [grade level].
 - If caller knows child, include a comment about a quality the child has (e.g., [child's name] has a wonderful smile, is always willing to help other children, etc.)
- I'm calling because, just like you, we want to do all we can to be sure [child's name] is successful in school and one way we can help make this happen is to be sure [s/he] gets to school each day.
- When [child's name] misses school [s/he] also misses valuable learning time and this can make [her/him] fall behind in [her/his] school work.
- Our attendance records show that [child's name] has missed [number] days of school.
- Sometimes these absences add up before we know it so I thought I'd call to see if you might be able to help us out.
- How can we work together to get [child's name] to school each day and on time?
 - Give parent time to talk; parent may begin to talk about ways the parent can do things differently do get child to school
 - Open discussion; depending on how the conversation is going and how open the parent is, the caller may want to add a comment about how we all face daily pressures and we want to help support you any way we can
- My staff and I are here to help and we look forward to working with you.
- Please don't hesitate to let me know how we can be helpful to you and [child's name] so [s/he] doesn't miss more school.
- Thanks for taking time to talk today. I look forward to seeing [child's name] soon!

Follow-up to Call

- Track days present the following week and send postcard to parent; the postcard is written at a 3.3 grade level.
 - [Child's name] was in school x out of 5 days this week. Keep up the good work and please let us know how we can help you keep [child] on the path to learning!