

Below are answers to questions from the SOOT Webinar held on June 19, 2019. Only questions related to the SOOT program were addressed.

Q: Will this include Summer Camp, or just specific to summer school?

A: No, summer camp will be general livery and will need a WAF from the DCF Social Worker. This is not handled by ABH.

Q: Our drivers are not allowed to go up to the doors.

A: It is not a DCF policy to prohibit drivers from going up to the doors, if this affects your ability to accept a trip, please let ABH know upon assignment.

Q: Please put your email on the sheet.

A: Contact information will be added to the trip sheet.

Q: This will be very difficult to get this form to drivers each day and monitor each run and then get it back to you the same day.

A: An email is needed before the trip begins with the driver / vehicle information. The trip sheet must be filled out and returned via email by end of the same day.

Q: How often will the Run Sheets be emailed to ABH, when the week is complete or on a daily basis?

A: The trip sheet must be filled out and returned to ABH, via email, by end of the same day.

Q: The one sample ABH 1 shows 2 minutes between first stop and second. I assume that just calculates the time between stops, not taking in to account if the child is late coming out and we need to wait or buffer time between stops?

A: Yes, this is based on estimates. Transportation providers will indicate on the sheet the actual pick up and drop off times.

Q: Do we send the run sheet back to ABH with the driver writing with pen on the papers as the run occurs? Or does the agency fill it in on the computer after the run is over and then email it to ABH?

A: The trip sheet must be filled out electronically and sent back to ABH via email.

Q: So what about runs already in progress? Who do we report that to?

A: All summer school trips need to go through ABH. If you are currently conducting other summer school transportation, that was not assigned by ABH, please contact Ted. If this question is related to end of regular school year transports, please follow the current process.

Q: Do we have to give you names of cases currently running or are you reaching out to social workers

A: See above question regarding summer school transports.

Q: Ted - can we have your phone number to discuss open Invoices as we are having trouble getting answers on open invoices?

A: 860-560-5084

Q: Will this process continue after the new application is rolled out?

A: Information about the new process will be forthcoming.

Q: Do you have a tentative date when ABH will have the GPS systems that we will use collectively?

A: Information about the new process will be forthcoming.

Q: Is the current plan to use MediRoutes in the fall?

A: Information about the new process will be forthcoming.

Q: I personally think 10 minutes is too long to wait for a no show, our company allows for 5 minutes. If you are going to use 10 minutes for a no show you need to add that time into the pricing as it will make us late for our next stop.

A: This is the new protocol to be followed.