



## DEPARTMENT of CHILDREN and FAMILIES

*Making a Difference for Children, Families and Communities*



Vannessa Dorantes  
Commissioner

*Division of Contracts Management*  
505 HUDSON STREET  
HARTFORD, CONNECTICUT 06106

Ned Lamont  
Governor

**To:** DCF Credentialed School of Origin (SOOT) Transportation Providers  
**From:** Leslie Roy, Director of Program Monitoring & Fiscal Review  
**Date:** August 4, 2021  
**Subject:** SOOT Updates

---

As we approach the beginning of the 2021-2022 school year we're taking this opportunity to provide you with pertinent updates as well as continued guidance for the SOOT service.

You will find in the attached fee schedule a rate increase effective at the beginning of the fall semester school year. Additionally we have revised the reimbursement for "no-shows" and have provided you with rationale for reimbursement when a child's or youth's location changes.

Be advised that reimbursement will not be provided if the punches (by the driver through the driver app) in RoutingBox are not maintained and also note that ABH staff will no longer be prompting you for responses to the trip confirmation sheets.

Further, for ease of changes to student schedules, we ask that you not Route trips more than one week in advance. Over-rides will be handled in the same manner as the previous year. Please email to ABH with the detail regarding the necessity for the over-ride.

The COVID Safety, Sanitation and Notification protocols (attached) remain in effect for the foreseeable future. Please take the time again to familiarize yourself with the requirements as we continue to closely monitor guidance coming from the Centers of Disease Control, the Department of Public Health, the Department of Education and other health officials. Should the protocol change you will be notified in writing.

The No-Show and Inclement Weather policies as well as the SOOT Incident/Accident reporting form are all attached for your perusal as well as posted on the ABH website. Please be sure to read and review them thoroughly as each is an important protocol for the service you provide. The No-show policy in particular needs to be followed in order to accurately track our students.

Note that vehicle capacity has been increased to 100% and we are seeking any of our current providers to “hub” vehicles in regions 1, 2 and 5. We have also opened the provider network in these regions to obtain further resources. Should you wish to garage any of your vehicles in any of these regions, please contact the ABH credentialing department for further guidance.

Please set aside some time in the next 2 weeks as ABH staff will be reaching out to you to schedule RoutingBox re-fresher training for dispatchers and drivers as well as to provide a general overview on billing procedures, punch protocol, and DCF policies related to transportation. This is certainly not mandatory, but if you or your drivers have been challenged by the RoutingBox system or transportation protocols in any way this is a great opportunity to obtain valuable information.

As stated in the June 17, 2021 memo, for those children that will be returning for the 2021-2022 school year in need of SOOT transport, when fiscally sound and appropriate we will look to maintain the same provider that transported the youth in the ‘20-‘21 school year .

The dispatch line serviced by ABH will maintain the hours of 7:00a.m-4:00p.m M-F. Please continue to reach out to ABH when you are potentially delayed for a student pick-up, to report issues with a ride or with a student, and for general transportation inquiries.

We continue to thank all of our credentialed providers for their partnership and willingness to remain engaged with our service population and ask for your continued support as we navigate another year while ensuring the best services for our children and families.

Should you have any questions, please reply to this email and we will provide answers in a subsequent “Frequently Asked Questions” notification.