

The DOE and the Administration for Children’s Services (ACS) have issued joint [Guidance on Educational Neglect: Prevention and Intervention during the COVID-19 Pandemic](#). The guidance provides you with information about what to do if a student has not attended school for outlined reasons, as well as the steps that should be taking, suggested interventions, a reminder of the existing criteria for educational neglect, and how to utilize the DOE Tiered Response Protocol (outlined in [Chancellor’s Regulation \(A-750\)](#) pages 10-13). For more information, see the [Reporting Child Abuse](#) InfoHub page.

For questions, submit a ticket via <https://charterschools.mojohelpdesk.com>.

*Your DOE credentials may be required to access the links above. Note that not all content on the DOE InfoHub may be relevant to charter schools.*