



Board Agenda Item #	Agenda # II G
Date:	October 13, 2016
To:	Magnolia Board of Directors
From:	Caprice Young, Ed.D., CEO & Superintendent
Staff Lead:	Kelly Hourigan, Chief Operations Officer
RE:	RFP for an additional substitute teacher company

Proposed Board Recommendation

I move that the board approve SubREADY as a vendor to provide substitute teacher provision services for all Magnolia Public Schools.

Background

The Board previously approved four vendors for substitute teacher provision services, however one of the approved vendors was not able to provide the services so we are adding an additional vendor to allow the schools options.

We released an RFP for Substitute Teacher Provision Services for our schools in Los Angeles, Santa Ana and San Diego. Interested parties were asked to specify if they were interested in all MPS schools or select locations. The scope of services was clearly outlined in the RFP and included the mandatory minimum qualifications, statement of proposal requirements, evaluation process and timelines set.

Schools use substitute teachers on an as needed basis when a teacher is not available. The schools are provided a list of approved substitute teacher providers to choose from. Multiple vendors are included to assure all of the schools have substitute teacher vendors available to meet their needs.

Budget Implications

This item is included in each school’s budget based on need and number of teachers employed.

Name of Staff Originator:

Kelly Hourigan, Chief Operations Officer

Attachments

SubREADY proposal



## **Response to RFP**

Suat Acar  
Magnolia Public Schools  
250 East 1st Street, Suite 1500  
Los Angeles, CA 90012

Proposal Submitted By  
SubREADY Educational Staffing Group, Inc.  
235 Broadway, Suite 800  
Long Beach, CA 90802

Tuesday, July 12, 2016

July 12, 2016

Dear Suat Acar,

Thank you for the invitation to continue our partnership with Magnolia Public Schools. SubREADY Educational Staffing Group is pleased and excited about the opportunity to provide substitute teacher placement services to your charter school district. Serving the charter school community since 1999, our executive team has amassed more than 40 years of collective educational experience. Since 2013, SubREADY has become California's fastest growing provider of educational staffing and scheduling services partnering with schools in the San Francisco Bay Area, Los Angeles and San Diego Counties. During the 2015-2016 school year we successfully partnered with Magnolia's San Diego campus to provide high quality day-to-day and long-term substitute teachers.

Today, SubREADY continues its drive for growth in the industry by creating new and innovative contracting processes. We have a full time staffed IT team working to bring our technological prowess to the frontline above our competition. Currently, we are partnered with Aesop to provide an automated, seamless substitute teacher hiring process that has provided maximum benefit to our offices and the schools we partner with.

If awarded the contract with Magnolia Public Schools, SubREADY is committed to having a full time representative(s) that will prioritize the unique staffing needs of Magnolia Public Schools. This representative will be your point person for scheduling purposes ensuring that your requests for substitute teachers are filled in a timely matter - usually within 2 hours. We are committed to educating our entire team on the unique needs of your campuses and hope to continue with you for many school years to come.

Sincerely,

*Yetunde Alake Watson*

Yetunde Alake Watson  
President/CEO  
SubREADY Educational Staffing Group  
(562) 234-5454

1. Description of Company background. Company should have at least five (2) years of experience providing substitute teacher services to public school districts or Charter Management Organizations.

SubREADY Educational Staffing Group (hereafter known as SubREADY) is a California corporation providing educational staffing services to charter schools in northern and southern California. As an agency our knowledge and expertise of substitute teacher staffing is built on our experiences as educators, classroom teachers, school administrators, counselors and charter school developers. Our team is comprised of experts who are committed to staffing California's public charter schools with the best possible solutions for substitute teachers, paraprofessionals, and clerical office and other educational staffing classifications as needed.

**Our Mission:**

To create efficiency and provide a value added service to schools through a collaborative partnership of educational staffing for substitute teachers and other educational staff.

**Our Value:**

We have a short but successful record of delivering quality substitute teachers and administrators to schools in need of temporary service. We are committed to continuous improvement that fosters value to our client schools through customized staffing solutions which allow our schools to focus on their most valuable asset, their students.

**SubREADY will provide Magnolia Public Schools with the following:**

- Recruit new candidates.
- Conduct CA Department of Justice (DOJ) Criminal Background Checks and submit proof of clearances upon request.
- Verify all permits and credentialing.
- Hire new candidates.
- Provide and be responsible for proactive ACA monitoring and compliance.
- Provide benefit coverage for employees who qualify.
- Train and equip all teaching substitutes through technology and vicarious learning.
- Work directly with your administrative personnel to ensure compliance with your specific policies and procedures
- Complete Vendor Certification reports for LAUSD or other authorizing districts
- Manage and respond to all employee performance issues.
- Distribute a quarterly survey eliciting feedback on performance of substitutes
- Hold all employee files.
- Pay all employees.
- Handle all General Liability and Worker's Compensation claims and Insurances.
- Hold and manage unemployment and State required Insurance to cover all claims.
- Provide all W2's.
- Provide recognition services.

2. Listing of all clients for each of the last two years.

SubREADY has provided services to the following Charter Management Organizations and Independent Charter schools for the previous 2 years:

**Bay Area Schools**

- Rocketship Public Schools (TK-5)
- Summit Public Schools (6-9)
- Lighthouse Community Charter School (6-12)
- Leadership Public Schools (9-12)
- Castlemont Community Transformation Schools (K-5)
- Voices College Bound Language Academies (TK-8)
- Downtown College Prep
- Oakland Unity Charter High School (9-12)
- Key Academy (TK-5)
- Conservatory of Vocal and Instrumental Arts (COVA) (K-8)

**Los Angeles County**

- Green Dot Public Schools (9-12)
- Inner City Education Foundation (ICEF) (TK-12)
- Soledad Enrichment Action (SEA) (9-12)
- The Accelerated Schools Los Angeles (TK-12)
- Center for Advanced Learning (K-5)
- USC Hybrid High (9-12)
- APEX Academy (6-12)
- New Designs Charter School (6-12)
- Apple Academy Charter Schools (TK-5)
- Los Feliz Charter for the Arts (TK-5)
- Westchester Secondary School (6-12)
- Metro Charter School (TK-5)
- Santa Monica Blvd. Charter (TK-5)
- Century Academy for Excellence (6-8)
- Century Community Charter (6-8)
- John Muir Charter Schools (9-12)
- Wilder's Preparatory Academy (TK-8)
- Watts Learning Center Charter ES (TK-5)
- Watts Learning Center Charter MS (6-8)

**San Bernardino County**

- Hardy Brown College Prep

**San Diego County**

- Magnolia Science Academy
- Albert Einstein Academies
- Holly Drive Leadership Academy

- Howard Gardner Community Charter

3. References from current and previous clients listed in item 2.

**Green Dot Public Schools**

Darren Alexander  
Procurement Officer  
1149 S. Hill St., Ste. 600  
Los Angeles, CA 90015  
(323) 565-1600  
Darren.alexander@greendot.org

**ICEF Public Schools**

**ICEF Inglewood Elementary**

Shuron Owens-Lincoln  
Principal  
434 S. Grevillea  
Inglewood, CA 90301  
(323)298-6420  
iies.icefps.org

**Academic Performance Excellence Academy (APEX)**

Susan Guillen  
Business Manager  
1309 N. Wilton  
L.A., CA 90028  
(323) 817-6550  
sehguillen@apexacademyhs.info

4. Describe your proposed fee structure.

Our fee structure is as follows:

- Day-to-day, per diem substitute rate: 209.00
- Long Term rate: 235.00/day
- Hourly rate: 36.00
- Fee for charge for additional extra hours over 8 hours a day: 42.00
- Direct Hire Fee: 3500.00

Payment for SubREADY services is net 30. A 5% Late Charge will be added to all

invoices over 31 days old.

All applicable state wage and hour rules (including overtime for all hours in excess of 8 per day and 40 per work week) and employee meal and rest breaks will be consistently implemented. This includes at least ½ hour uninterrupted meal break for more than five hours work and/or 10 minutes for every 4 hours work. MPS may extend or terminate an assignment for any reason by calling SubREADY immediately if there is a change in the original assignment's hours or days, or job duties; or if the School is not satisfied with the assigned substitute's performance. If the School dismisses the Teacher after the Teacher arrives, and before the originally requested ending time due to scheduling changes for that day, the School will be billed for the full hours originally requested for that day. The School must contact SubREADY immediately to report dissatisfaction with any substitute's performance.

#### 5. Information detailing successful coverage/fill rates.

At SubREADY we strive for a 100% fill rate. With a shortage of substitutes nationwide we cannot always guarantee a substitute will be available but even within our current shortage we have been able to successfully deliver a substitute to the classroom at a 94% fill rate. Due to intensified recruitment efforts we expect our fill rate to increase to 96% for the 2016-2017 school year.

6. Provide a description of the process of hiring, credentialing, training, disciplining and evaluating employees. Please be specific on how they are trained and what training occurs. In this item please be specific about how you abide with the DOJ, TB, and credential clearance requirements of California Department of Education, Los Angeles Unified School District, Santa Ana Unified School District, and San Diego Unified School District.

### **Our Process**

#### **Recruitment and Screening**

##### *Recruitment*

- SubREADY utilizes the Frontline Technologies' AppliTrack system for automated recruiting, hiring onboarding and training new highly qualified candidates. The software is integrated with our website and allows for each step of the recruitment process to be automated. The following screening questionnaire is used to identify highly qualified candidates:
- SubREADY partners with local colleges and universities to recruit applicants and will attend, as needed, college and business job fairs.
- SubREADY partners with our client schools to provide advertising material, business cards, brochures and whenever possible a direct link to our website is included on our client schools' website for applicant purposes.

- SubREADY utilizes e-mail marketing software such as Constant Contact to send e-mail blasts to our current sub pool and to potential recruits we are seeking to hire.

During the application process substitute Teacher training is provided On -Demand through ED Training Center and STEDI.org.

### *Training Topics*

In addition to On-Demand training SubREADY requires an additional in person 2 hour training on the following topics:

- Student Safety
- Child Abuse Policies
- Substance Abuse Policies
- Classroom Management
- Dress Code
- Cell Phone and Computer Usage
- No smoking of any form on campus
- Sexual Harassment
- Employee Responsibilities

### **Hiring Process**

- Substitute teachers and all other applicants are directed to our web site [subready.com](http://subready.com) to complete an online electronic application. The online application screens the professional and educational background of the applicant and prompts their participation in the On-Demand coursework with ED Training.
- The prospective candidate will provide proper state issued identification, official college transcripts, proof of CBEST passage, proof of a valid California Teaching Credential or 30-day Substitute Permit or other credential validating service in California public schools.
- The HR Director verifies the validity of credentials with the California Teacher Commission.
- SubREADY, Inc. is a registered vendor with the CA Department of Justice. Prospective candidates participate in a CA DOJ Live Scan Criminal Background Check.
- SubREADY at its sole expense, shall conduct criminal background checks for all candidates performing services under this Agreement. SubREADY shall comply with all federal, state, and municipal laws and regulations applicable to these screening measures. SubREADY hereby certifies that none of its personnel or

- recommended substitute teachers that may come into contact with MPS students have been convicted of a violent felony listed in California Penal Code Section 667.5(c) or a serious felony listed in California Penal Code Section 1192.7(c). SubREADY shall provide fingerprint and criminal background check certification as reasonably instructed by MPS.
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- SubREADY hereby certifies that all its Teachers performing services under this Agreement have had tuberculosis testing that shows them to be free of active tuberculosis prior to conducting work with MPS.

7. Description of services that distinguish your company from the competition.

**The following points of differentiation add value to the services we provide to our client schools and distinguish SubREADY from the competition:**

- To enhance our hiring process SubREADY utilizes an enhanced applicant qualification process.
- Association with excellence: SubREADY has formed partnerships with in the Legal, Accounting, Insurance, and IT Software fields.
- Quarterly meetings with our client schools to gather feedback for determining further technological advances and ongoing best practices.
- Utilizing a system of Best Practices that enable SubREADY to:
  - a. Keep abreast with the latest technologies available in the industry.
  - b. Utilize an enhanced applicant qualification process.
  - c. Conduct face-to-face employee Orientation and Training.
  - d. Performance Monitoring and Feedback.
  - e. Commitment to Data-Driven Continuous Improvement.

8. Describe your personnel management system that will facilitate the service provided. Please be specific about how schools will reach out to your company and the time span you respond to the requests of each school.

- With multiple campuses science, technology, engineering, art and math (STEAM) based campuses in varying districts throughout southern California we understand Magnolia's service demands and, staffing and recruiting needs are unique. It is important to note that our educational staffing services can be tailored to fit your needs. If awarded a contract, SubREADY is committed to dedicating one full time representative to meet the placement needs of Magnolia.
- To place orders for substitute teachers on a day-to-day basis a representative from the school may contact our designated representative 24 hours/7 days a week by phone call, text or email. The call will be returned immediately and the placement filled within two hours.

- If awarded, SubREADY intends to introduce the specifics of Magnolia Public Schools and your unique staffing needs to our entire management team through a coordinated professional development meeting.

9. Provide a guarantee of filling a percentage of outages per day.

SubREADY can guarantee a 96% fill rate.

10. Provide a monthly detailed invoice.

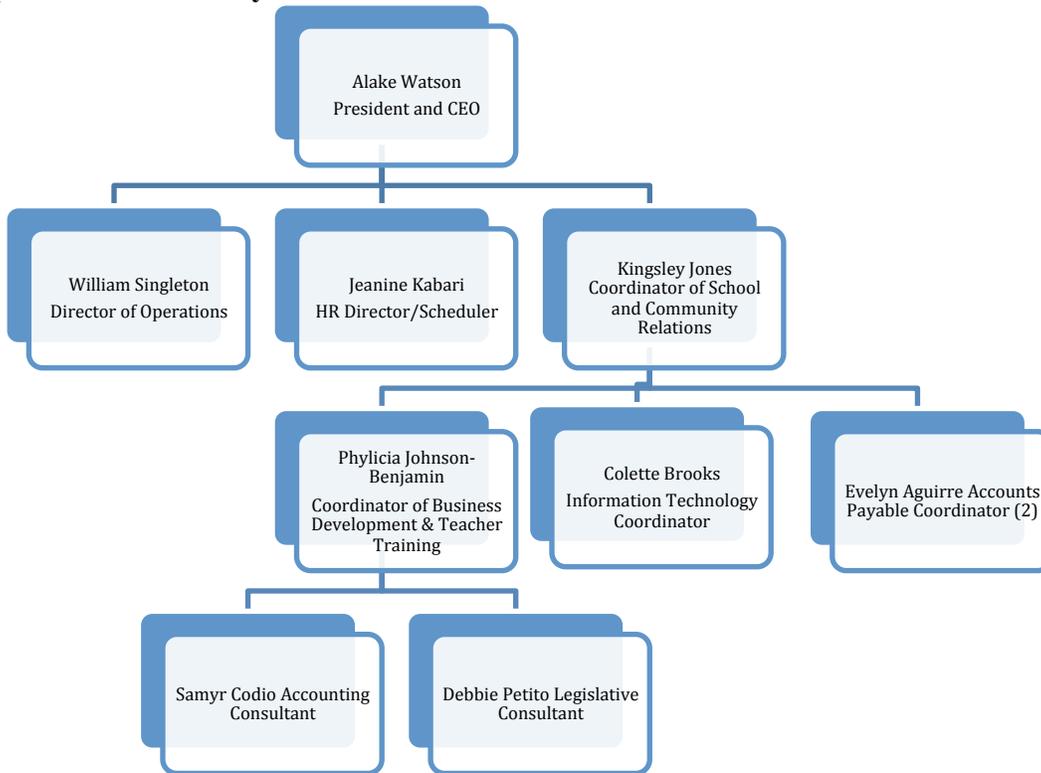
**See Attachment (A).**

11. Provide an agreement for the cancellation of contract if MPS is dissatisfied with service at any time with adequate notice given to the Company.

If at anytime Magnolia Public Schools becomes dissatisfied with our service the organization may cancel services at any time during the school year with a 7 day written notice.

1. Names of individuals who will perform required tasks as well as the listing of their licenses.

**Experience and Ability to Perform**



Yetunde Alake Watson, President/CEO

Yetunde currently has over 16 years of dedicated work experience in education, first as a teacher, vice-principal, principal, charter school developer and now service provider to California's charter schools. Yetunde holds a Master of Science in Educational Leadership and Administration and is Doctoral candidate in the field of Organizational Leadership with an expected commencement in December 2016. She is actively involved in every aspect of SubREADY. Yetunde will act as your first point of contact for all administrative matters. As the Custodian of Record with the Department of Justice her chief responsibility is to ensure a sound screening and compliance process is vetted that matches the expectations our client schools have of their internal hiring processes and to track metrics that are important to their Charter Authorizing Districts.

**awatson@subready.com**

Phylcia Johnson, Coordinator of Business Development and Teacher Training

Phylcia's 10 years of coaching experience are tremendous assets to our team. She resides over substitute teacher training and business development for SubREADY. Her resume includes Certified USAG competitive gymnastics coach, Inner-City youth cheerleading volunteer coach, Physical Education Specialist, and Substitute teacher. Phylcia holds a bachelor's degree in Criminal Justice and is a graduate of California State University, Long Beach. She is adept at cultivating managing, leveraging new talent, client relationships and being a part of a dynamic team.

**pjohnson@subready.com**

- A. Identify the person who will be primarily responsible for the call-in, Human Resources and billing services

Jeanine Kabari, Director of Human Resources/Scheduler

Jeanine Kabari is an educator with more than 30 years of experience. She completed a bachelor's degree in Mass Media Communications and minored in elementary education from the University of Akron. Jeanine holds Masters of Education degree with a concentration in gifted education and children's literature from Kent State University. Jeanine is responsible for managing our human resources division recruiting and onboarding new teacher talent to SubREADY. Additionally, Jeanine is responsible for filling substitute requests made by our client schools and managing the day-to-day operations for substitutes scheduled to work in the Los Angeles county area.

**jkabari@subready.com**

William Singleton, Director of Operations

William Singleton is responsible for the accounts receivable operations of SubREADY. William has a background in customer service and has experience using multiple accounting platforms to process invoices, payroll and track receivables.

**William@subready.com**

- B. Identify persons who will serve as back up to the primary person including resumes of all parties.

Jeanine Kabari will be your dedicated representative for contact and scheduling purposes. In the event of an absence Phylicia Johnson will act on her behalf to respond to all matters and fill all substitute requests.

**Resumes: See Attachment B.**

2. Describe ability to provide services in a timely fashion including a description of your staffing and a description of your familiarity with the services

*Staffing Procedure*

SubREADY will make every effort to assign a teacher the School has requested, provided SUBREADY, INC has enough notice to do so, and the requested teacher is available. Under usual circumstances substitute requests are usually filled within 2 hours of receipt of the request. Assignments are to be scheduled with the start time the Teacher is expected to arrive (SubREADY recommends at least 10 minutes prior to the actual class start time), and a stop time when the assignment is to end. Schools shall be billed for the approved hours on the Time Sheet, which reflect the assignment hours requested by the School, (including breaks). All assignments must be scheduled for a minimum of four or more hours per day. Assignments that are less than four hours per day will be billed as a four-hour minimum, with the exception of the following (which applies to advance-notice assignments only): If the substitute arrives late, the School will be billed for the four hour minimum prorated for the amount of time the substitute was late.

Potential Contractor: SubREADY Educational Staffing Group

Signature of Authorized Representative: *Yetunde Alake Watson*

Title of Authorized Representative: President/CEO

Mailing Address: 4067 Hardwick St. #108, Lakewood, CA 90712

Phone: (562) 234-5454