



Operations Division Report January 22, 2022

Great work is happening throughout the Operations Division. This report is meant to highlight several of the functional areas with updates for the Board of Directors:

- The Community Providers Team has been focusing on tracking scholar Educational Support Funds spend, ensuring all scholars are in compliance with the CCS policy that a minimum of 25% of these funds be spent on core curriculum. We are excited to share that all three charters continue to exceed this requirement!
 - o CCS of Los Angeles scholars spent an average of 43.46% of their Educational Support Funds on core materials/services.
 - o CCS of San Diego scholars spent an average of 44.95% of their funds on core/materials/services.
 - o CCS of Yolo scholars spent an average of 47.14% of their funds on core materials/services.
- To date the Community Providers Department has added 70 new providers to our approved vendor list. These new providers brought us to a total of 523 approved vendors for our scholars. The window for new vendors is coming to a close for the 2021-22 on February 1. We will open the pre-application window in the month of June for the upcoming 2022-23 school year.
- The IT Department continues to develop more efficient ways to share valuable data with the staff in real time. We have added more visibility to our newly created dashboards to identify special programs data and more demographic information. The future goal of the development of these dashboards is to allow supervising teachers quick access to monitor academic progress and student achievement for our most at risk scholar populations. The ability to have quick at-a-glance data will help our Compass team make quick decisions on outreach, interventions and supports. We have created new custom reports in School Pathways to increase our visibility to our enrollment history, Proof or Residence audit report, and a master agreement addendum audit report which we will eventually create an automated process for. This will allow for increased compliance monitoring for enrollment processes, CALPADS reporting and verification of meeting Independent Study guidelines. Review of these reports will serve as internal resources to ensure pre-audit compliance monitoring. Additionally, the help desk team continues to create knowledge base articles to keep response times low and provide a repository for on demand resources.
- The Finance Team remains focused on two key areas. First, the tracking of all restricted funds. Additional funding continues to be provided by the CDE, including the Universal Prekindergarten (UPK) Grant and the A-G Improvement Grant. We have also received and are tracking additional funding from the SELPA, from the Learning Recovery Plan (LRP) and Dispute Prevention Funds. CCS continues to be extremely mindful of the various rules and regulations for spending these funds. We continue to meet twice a month

with CSMC, our back office provider, to review the spending and reporting requirements. The area of focus is in building partnerships with all department leaders as it relates to their own spending for professional development. Melissa Alcaraz, the Finance Coordinator, meets monthly with each department head to review the spending and discuss planned spending for the school year. Melissa is also working with department leaders to ensure they are continuing to track planned spending in their areas for all restricted funds. This will allow us to ensure these allocated funds are being used as budgeted and also provides additional transparency related to spending.

- The Operations Department is made up of several teams including Attendance, Compliance, Registration, McKinney-Vento, and Outreach. The department works daily on ensure all CCS scholars are well served. Some areas of note are:
 - o For the 2021-22 school year, the Operations Team has worked diligently and mindfully to develop their contribution to the school-wide WIG. Our first WIG report generated valuable information to help us reach our goal. The monitoring and gathering of this data have also created an incredible team atmosphere among the department with our goals closely aligned and an "all in" attitude we are positive about reaching our goals! We still have some work to do but here are some highlights as of December 2021:
 - 94% of attendance was completed on time
 - 79% of learning coaches polled gave enrollment an "A" in customer service
 - 73% of new high school scholars enrolled in our LA Charter
 - Records requests were completed within 5 days at a rate of 97% completion
 - 100% of high school transcripts were uploaded into the SIS within (10) days upon receipt
 - 60% of staff have completed McKinney-Vento training
 - o We have been receiving positive feedback from our families receiving McKinney-Vento services. Families report feeling very supported by Compass. Without divulging too much confidential family information around hardships and housing, our McKinney-Vento Liaison, Karla Gonzalez, has worked diligently at creating trust among scholars and families. She has created an arsenal of resources specific to each community, this helps Compass to provide targeted resources to each family's needs. She has also become involved in local communities of practice and is making strong connections with community partners. Needs and concerns around food and meals have been the most prevalent in recent months. Karla has been connecting families with local food share programs and food banks in their areas while also being mindful of each family's transportation situation and their ability to reach these resources.

A lot of great work is taking place, thanks to our dedicated staff, to continue to improve the educational experience we provide our scholars. My thanks to our team for everything they do each and every day.

Respectfully Submitted,



Lisa Fishman, CBO
Chief Operations Officer