



Operations Division Report March 26, 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:

- We are excited to share that Compass has moved its payroll processing to ADP. As Compass grows, the payroll needs are also increasing. While this has been a comprehensive project that has taken almost two months to complete, the benefits will impact all Compass staff. Not only can our staff see their current payroll information, we have also migrated over the last seven (7) years of information from our previous payroll company into ADP.
 - Also included with our partnership is ADP Employment Verification, powered by The Work Number® an Equifax Workforce Solutions service. We can now send verifiers, such as lenders and government agencies, to theworknumber.com for their employment and income requests. This service will provide a work reduction to both the Finance and HR Teams.
 - Staff also have access to many discounts with our new ADP partnership through Lifemart, a proprietary, members-only discount shopping website that provides discounts on over 8,000 nationally recognized brand-name products and services and local retailers. Categories include travel, electronics, tickets, family care, wellness, home & auto, financial and legal, apparel, flowers & gifts, and restaurants & dining.
- The IT Department has released a [Cyber Security Hub](#) through Linewize that provides information about the ever-evolving online safety concerns in an effort to provide awareness to the Compass community. This website is designed to provide staff and scholars with information about staying safe in the online environment and provides articles and information on various topics such as social media platforms, apps, and general cyber security.
- The IT Department has also released the Compass Data Studio, which will provide Compass staff with more visibility in both the registration and enrollment progress of scholars by grade and charter. This is a work in progress and built was internally. Updates are incorporated as needs arise from various departments.
- The Compass Curriculum Locker officially launched in February. Managed by Nicole Sendez, Office Manager, over 1,100 books including novels and curriculum have been cataloged and are available for scholars to borrow. The items in the Curriculum Locker are non-consumable books and materials returned by Options scholars.
- To date the Community Providers Department has added 98 new providers to our approved provider list. These new providers brought us to a total of 598 approved providers for our Options Learning Program scholars. The window for new

vendors closed for the 2021-22 school year on February 1; we will open the pre-application window in June 2022 for the upcoming 2022-23 school year.

- The Operations Department is made up of several teams including Attendance, Compliance, Registration, McKinney-Vento, and Outreach. The department works daily to ensure all scholars are well served. Some areas of note are:
 - Re-Enrollment - In collaboration with IT, the Operations Team rolled out a new way of processing re-enrollment. With our strategic plan in mind, we set out with a goal to make the system and process as efficient as possible. This year Compass families were given a simple survey asking if they would return for the 2022-23 school year. Families were emailed a unique hyperlink that generated a survey pre-populated with all of their information. Parents confirm their information and select returning or not returning, and that's it. Families did not have to resubmit or fill out paperwork to re-enroll. So far, the overwhelming response has been positive. Families appreciate the ease and efficiency of the new process.
 - The new process also prohibits responses from entering conflicting data into the SIS, it allows us to keep the responses outside of the SIS which protects the current data. Lastly, we set out to make all of it transparent to Compass staff. Any teacher, counselor, case manager, etc., can see if their scholar responded. IT updated the Registration Dashboard to include the data from the re-enrollment survey. So if a staff member is meeting with a family and they see the survey has not been completed, they can mention it. We have even made it possible for Compass staff to complete the survey for the family.
 - Operations Department Internal Auditing System - The Operations Team takes great pride in data integrity, always searching for ways to improve systems and processes. This year, Vanessa Plascencia took the lead in developing a comprehensive internal audit system. Each month the team is auditing over 600 data points in the SIS to include master agreements, residency, attendance, work samples, and apportionment days just to name a few. The new auditing system allows for collaboration and communication to not only spot errors but also spot trends that could lead to potential audit findings. The trends also provide information on areas that may need more support or training. Compass has a long history of clean audits and the Operations Team is committed to keeping that tradition alive.

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