



Operations Division Report
December 3, 2022

The 22-23 school year is off to an exciting start! This report is meant to highlight several functional areas with updates for the Board of Directors:

The dedication and commitment to the success of our scholars by the entire Operations Division is apparent in all the work being done in every department.

This year, the Division is focused on improving our service experience with all our educational partners, including staff, scholars, and families. We will be achieving this through both of the CCS school-wide WIG's: (1) "100% of staff will report increased coherence, improved culture, and greater connectedness by the end of the 2022-2023 school year, and (2) 100% of eligible scholars will graduate by the end of the 2022-2023 school year. Each department within the Division is contributing to this in their own way

- The Community Providers Department, focusing on their WIG to provide additional communication and collaboration with the Options leadership, aligns with the department's focus on improved service. Jeanne Hlebo, the Community Providers Manager, meets weekly with the Director of Options, Ke'Len Armstrong, and is also on the Options Advisory Committee. These meetings are to the mutual benefit of both departments as it allows for a more collaborative environment where the quick resolution to any issues can be addressed.
- The IT team under the direction of David Brasch continues to focus on several areas:
 - Cyber Security and our partnership with TPX Communications has been straightforward with positive feedback from our staff. Staff have completed 3 training courses to date with topics including Phishing, Password Security, and Safe Web Browsing. Analytics for our phishing campaign show that staff are improving at recognizing and flagging phishing emails. We will continue with relevant topics each month throughout the school year.
 - The CCS Systems Administrator, Miguel Aguilar continues to develop visibility to our data using Google Data Studio. Recently, counseling and special education roster information has been added, as well as additional demographic filtering for more detailed reports. Miguel is working on including more information on academic records to help determine where additional supports are needed for our staff and scholars.
 - Marco Mattaliano, our helpdesk technician continues to work collaboratively with all CCS stakeholders. Marco takes great pride in running the CCS Helpdesk, keeping ticket counts, response and resolution times low.
- The Finance team led by Melissa Alcaraz, the CCS Finance Coordinator, has held initial department budget meetings with each department head, a new function of the department to bring more perspective and understanding to all key staff. These initial meetings were designed to introduce each department leader to the budget process focusing on expenditures. We also now provide monthly GL reports to each department so the department heads can review the expenditures and ensure all charges to their budgets are acute and coded correctly. These meetings also provide Leadership with an opportunity to proactively manage the funds allocated and to provide the Finance team with any questions or concerns they may have. This is particularly important when Federal or State funds have been approved for specific use to ensure compliance.
- The CCS Curriculum Locker, run by our Office Manager Nicole Sendejaz, continues to offer a wide range of books and materials to our scholars. We continue to share the option of using the curriculum locker with the scholars, particularly those in our Options program. The locker

is a great way to offset or supplement the spending of scholar educational funds. Scholars have access to novels, science kits, and equipment, sports equipment, musical instruments, technology such as cameras and printers, foreign language tutorials, art supplies, and of course curriculum!

- Under the Direction of Dr. Danielle Gamez, the Operations Department is composed of several teams including Attendance, Compliance, Registration, Scholar Advocacy (McKinney Vento and Purple Star scholars), and Outreach. The department works daily to ensure all CCS scholars are well served. Some areas of note are:
 - During the month of October Dr. Gamez and the CCS Scholar Community Advocate, had the pleasure of presenting at the A-Plus Conference in San Diego. Their workshop title, “The ABCs of an Empowering McKinney-Vento Program” was well received and showcased the gold standard McKinney-Vento Program that Compass has developed. Participants walked away with practical tips and information that could immediately be implemented at their schools. There is a lot of training available however this was the first to directly address program implementation in a personalized learning environment. Other A-Plus schools are now interested in working with Compass to collaborate and gain ideas on implementing policies and laws in a personalized and strength-based approach.
 - The Operations team had a strong reporting period for WIG #1. They are in the green due to the consistent one-on-one meetings, department connections, temperature checks, and weekly team meetings. Also, teachers reported high confidence in sending out Master Agreements, and almost all teachers were trained on attendance. The work that is still continuous includes more collaboration across the organization. While the Operations team feels their connections are strong in their department they also strive to make connections across all departments. For WIG #2 the department scored in the yellow. While great strides were made, they are looking to improve the help desk response times, transcript request time, MKV training completion communications, and 4-year cohort tracking. Notably, they did have 100% of attendance reviewed on time and A+ responses on customer service feedback in enrollment.

The Operations Division team is looking forward to the year ahead and contributing to the success of CCS scholars!

Respectfully Submitted,



Lisa Fishman, CBO
Chief Operations Officer