



Operations Division Report January 28, 2023

This report is meant to highlight several functional areas with updates for the Board of Directors:

I am excited to share all the amazing accomplishments being made in the Operations Division! The dedication and commitment to the success of our scholars by the entire 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 is already starting work for the 23-24 school year. Planning has begun for next year's VCI (services) renewal in Epicenter. The goal is to simplify the process for our vendors. The Community Providers team will be collaborating with David Brasch, the IT Director regarding Epicenter to brainstorm ideas of what improvements can be implemented into the 2023-24 school year renewal process.
- The IT team under the direction of David Brasch continues to focus on several areas:
 - The team has been working on developing visibility to our Data Studio and recently released the capability to set email notifications for data that is currently visible. This will allow our staff to automatically receive the data they need without having to search for it.
 - Cyber Security continues to be an ongoing focus for the IT department. The CCS staff have completed five training courses to date as part of our ongoing program. The training topics offered so far are Phishing, Password Security, Safe Web Browsing, Social Engineering, and Malware. Analytics for our phishing campaign show that staff are improving at recognizing and flagging phishing emails. We will continue with a variety of topics each month throughout the school year.
- The Finance team led by Melissa Alcaraz, the CCS Finance Coordinator, continues to hold monthly department budget meetings with each department head. These meetings are providing the opportunity for both the department leaders and the Finance team to ask and answer questions in real time creating a partnership of responsibility for each department's fiscal compliance.
- Brooklyn Coney, the CCS Finance Clerk has been closely monitoring our LCAP and SPED expenditures to ensure they align with our budget and plan. She has created

several processes to improve the expenditure tracking particularly in the SPED department.

- The CCS Office, Manager Nicole Sendejaz continues to update the vast selection being offered in the Curriculum Locker. 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. Nicole will be focusing her efforts on the scholars who have exhausted their educational funds to share the many different offerings in the Locker. She will also be reaching out to scholars in the late Spring to encourage their using the Curriculum Locker over the summer.
- 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:
 - Members of the Operations department have made great progress on their employee growth plans since the process started in August. The team has been meeting one on one with their supervisors and evaluating personal goals. It has been really beneficial to see how far we all have come and how much growth has occurred. The team has also been a part of peer observations with other staff members around Compass that are outside of the Operations department. For example, one Supervising Teacher was able to observe Vanessa Beyer, the CCS Outreach Coordinator in action as she hosted an information session for parents. It's great that others are getting to see what we do!
 - Dr. Danielle Gamez presented the 2023-2024 Rollover Plan of Action to the leadership team during the January leadership meeting. The new plan will utilize the Housing Questionnaire as a re-enrollment ticket for returning scholars. Historically, the form has only been collected at the point of initial enrollment but new guidance requires LEAs to collect the form every year for every scholar. By tying the form to re-enrollment, Compass will be poised to not only collect accurate re-enrollment data but also identify scholars that may have had changes in their residency and may be experiencing housing insecurity.

The Operations Division team is looking forward to the second half of the school year and continuing our contribution to the success of CCS scholars!

Respectfully Submitted,
Lisa Fishman, CBO



Chief Operations
Officer