



Operations Division Report September 30, 2023

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

The 23 -24 school year is off to an amazing start. We gathered together in August for our annual Retreat and had a fantastic time being together in person, seeing familiar faces and welcoming new staff to the CCS family!

In the upcoming year, the Division is embarking on a dedicated mission to enhance our commitment to our staff, scholars, and families. This renewed focus underscores our belief in the importance of education and the pivotal role each member of our team plays in shaping the future of our scholars.

One of the central elements of our approach is the development and implementation of Growth Plans for every CCS employee. These Growth Plans represent a structured framework for professional development and continuous improvement. They are not just a requirement but a commitment to excellence in our roles. This initiative stems from our recognition that investing in our employees is the key to achieving excellence in education.

Each employee has actively engaged in the process of crafting their unique Growth Plan for the 23-24 school year. This is not a one-size-fits-all approach; rather, it's a personalized journey. Collaborating closely with their Supervisors, employees have had the opportunity to assess their strengths, identify areas for growth, and set goals that align with their individual aspirations and the broader objectives of the School. Additionally, we recognize the immense value of peer collaboration. Employees have been encouraged to connect with their peers, both within and across departments, to foster a culture of shared learning and growth. Through peer collaborations, employees can leverage the diverse expertise and perspectives within our organization, leading to innovative solutions and improved practices.

Each department within the Division is contributing to this in their own way.

Community Providers Department

- The Community Providers team (CP) have been engaged in a collaborative effort with the Amazon Tech Team and our dedicated OPS representatives to implement an innovative solution: cXML accounting. This exciting development is poised to significantly streamline and enhance the efficiency of our financial processes, particularly when it comes to reconciling purchase orders (POs) with Amazon statements. Traditionally, the CP team has had to invest substantial time and effort into manually matching the multitude of purchase orders with the corresponding data in Amazon statements. This manual process, while necessary, could be time-consuming and occasionally prone to human error. Through cXML accounting, the process of matching POs to Amazon statements becomes more automated and precise. This technology not only expedites the reconciliation process but also introduces a critical layer of intelligence. Any unusual or potentially problematic orders are now intelligently flagged by the system, prompting immediate attention from our diligent CP staff. This proactive approach ensures that any discrepancies or discrepancies in funding are promptly identified and addressed. By swiftly pinpointing and resolving these issues, we are safeguarding the financial integrity of our operations and, most importantly, guaranteeing that any discrepancies do not adversely affect our scholars.

- Compass has recently experienced a significant surge in interest from individuals and entities looking to join our esteemed provider list. In fact, we've received a remarkable influx of over 250 new applications, which is not entirely surprising given the growing number of Compass families seeking high-quality services. This surge in applications reflects the trust and recognition that Compass has gained within the community. In response to this increased demand, we have been diligently reviewing and processing these applications. We are delighted to report that we have already approved more than 90 new providers, and our efforts to expand our provider list are ongoing. Every week, we continue to welcome new providers into our network, ensuring that we can meet the diverse needs of our Compass families.

IT Department

- Overall, the IT department's strong start to the school year has set a high standard for the support and reliability we can expect throughout the academic year.. The proactive approach ensured that the essential Master Agreements were prepared and primed, ready to facilitate our educational endeavors seamlessly.

In addition to this, the IT team coordinated the distribution of technology resources to our scholars, adhering to a well-structured timeline. This punctuality not only alleviated any potential disruptions but also underscored the department's commitment to supporting the educational process.

Furthermore, as part of their preparations, the IT department created new scholar accounts promptly. These accounts serve as vital gateways for our scholars to access all of the educational resources and tools required for their learning journey. The swift and efficient creation of these accounts demonstrates the IT department's dedication to ensuring our scholars have the necessary tools at their disposal to succeed academically.

- David Brasch who has served as the IT Director for Compass for the last 8 years resigned his position in September, David will continue to work with CCS as an Independent IT consultant while we search for our new Director of Innovation Technology

Finance Department

- The Finance department at CCS has been diligently concentrating on refining budgeting processes to ensure a higher degree of precision and accuracy. We understand the pivotal role financial management plays in the effective functioning of the school and we are dedicated to elevating our practices.

In line with this commitment, we have embarked on a strategic initiative for the 2023-2024 school year. We are actively engaged in the establishment and implementation of monthly budget meetings. These meetings will serve as a platform to bring together key stakeholders from various departments, fostering enhanced transparency and communication. The objectives of these monthly budget meetings are multi-faceted. Firstly, we aim to provide a structured environment where departments can present and discuss their budgetary needs and plans. This collaborative approach allows for a comprehensive understanding of the financial landscape, promoting informed decision-making. Furthermore, these meetings are designed to encourage open dialogue and idea-sharing, ultimately bolstering collaboration across all departments within the CCS community. By facilitating meaningful discussions, we can identify opportunities for efficiency improvements and align financial objectives with the broader organizational goals.

Operations Department

- The Operations Department had a strong start to the 23-24 school year. Master Agreements were ready to issue immediately upon return from the annual retreat. The forward planning and preparation of the team led to a record number of approved MA's on the first day of school, 2254!
- The staff in the Operations Department have completed the initial stages of their professional growth plans and are heading off into their professional pathways! This year we are excited to see many new options for classified staff. Some examples include Google Certifications, Trust and Inspire work by Steven Covey, offerings from CCSA, offerings from various County Offices of Education, and a few staff members working towards college degrees. We are excited to see how far the Operations staff can go!

Working alongside this exceptional group of talented and committed staff remains an absolute privilege. We eagerly anticipate the opportunity to make our ongoing contributions towards the achievement of success for CCS scholars in the upcoming 2023-2024 school

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'Lisa Fishman', with a long horizontal flourish extending to the right.

Lisa Fishman

Chief Operations Officer