



Operations Division Report May 18, 2024

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

I'm absolutely delighted to share the incredible strides being made within the Operations Division! The unwavering dedication and steadfast commitment of each member to the success and well-being of our scholars is truly inspiring. Their tireless efforts and passion are evident in the exceptional work being carried out across every department, showcasing a collective determination to propel our organization forward and positively impact the lives of those we impact.

With a steadfast commitment to continuous improvement, we eagerly anticipate our ongoing efforts, proud of our achievements thus far and prepared to confront the challenges and embrace the opportunities ahead. Together, we uphold our unwavering dedication to fostering an environment of growth, learning, and success for both our staff and scholars

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

Community Providers Department

Exciting news from the CP Team! We've collaborated with Nicole Sendejaz, the CCS Office Manager and our OPS representative, Joe Lawrence, to establish the Resource Library in OPS. This new function will enhance scholar experiences by allowing them to order items from our Curriculum Locker (CL). If a requested item isn't available in the CL, it will be sourced from one of our approved materials providers.

In addition, the CP Team has been hard at work streamlining processes. We've reviewed the upcoming service provider renewal form to ensure efficiency for the providers joining us for the 2024-25 school year. The renewal process launched successfully on April 26th, reaching over 450 service providers. Next, the CP team will focus on gathering necessary documents and updating provider information in the 2024-2025 OPS.

We also celebrate one of our CP liaisons, Karina Barbosa, who recently earned a certificate in Spanish translation. This achievement adds valuable expertise to our department. Karina will play a crucial role in translating the "Learning Coach's Educational Funds Guidelines" into Spanish for the upcoming school year.

Innovation & Technology Department

Compass has achieved successful launches of both Zoom Phone and Workvivo, our new intranet and employee communication hub, set to replace Workplace by June 1st. The response to these systems has been outstanding, with over (41) staff members actively engaging with the platform, earning badges, and fostering consistent communication among teams within the first week of launch.

Furthermore, we've implemented a new inventory management system to streamline the organization of technology and staff/scholar associations. This system will significantly enhance our ability to track data on the distribution and collection of instructional and assistive technology across the organization. By improving logistics tracking throughout the delivery and collection lifecycle of our devices, we're empowering the IT team to better safeguard against inventory loss.

In addition, Compass is actively seeking new security vendors to fortify our security and device management processes. These new systems will bolster our defenses against potential data loss and FERPA risks within our file management and distribution systems. They will also provide the IT team with enhanced capabilities to monitor, update, and protect our fleet from any malicious cyber threats.

Looking ahead, Compass is gearing up to launch a Chromebook pilot for new scholars in the upcoming school year. Stay tuned for more information on this exciting initiative!

Finance Department

Lisa Fishman and Melissa Alcaraz had the privilege of attending the 2024 CASBO (California Association of School Business Officials) Annual Conference & California School Business Expo in April. This prestigious event served as a platform for connecting with over 2500 school business colleagues and featured a rich array of offerings, including more than 100 breakout sessions covering topics such as the State's Fiscal Challenges, LCFF, Charter Renewal, and AI. Moreover, attendees were treated to inspiring keynote addresses, including one by Kim Scott, the esteemed author of "Radical Candor: Be a Kick-Ass Boss Without Losing Your Humanity" and "Radical Respect: How to Work Together Better."

In collaboration with our back office provider, CSMC, we've initiated the development of the FY 25 initial budget. We eagerly awaited insights from the Governor's office for the state's May budget revise and, as always, are committed to equipping our staff and scholars with the necessary tools for their education, all while upholding fiscal transparency and compliance.

Approaching the end of the year, the Finance department is deeply engaged in ensuring coding accuracy while actively devising innovative methodologies for the upcoming 2024-2025 school year. These efforts are aimed at fostering clarity, transparency, and collaboration across departments responsible for budget tracking, account coding, and managing restricted funds. This comprehensive approach involves the creation and enhancement of various tools, such as spreadsheets and word documents, to streamline processes and promote effective communication.

Our diligent Finance Clerk, Brooklynn Coney, has been meticulously tracking and monitoring the Local Control and Accountability Plan (LCAP) for the 2023-2024 school year. Her dedicated efforts ensure that all coding aligns seamlessly with the plan's objectives. Additionally, Brooklynn has taken the initiative to develop a new LCAP tracking system tailored specifically for the upcoming 2024-2025 school year. This proactive step underscores our unwavering commitment to continuous improvement and proactive financial management.

Operations Department

The Operations team has established a new partnership with AlwaysOn and now has a very cool AI chatbot tool integrated into our website. The Operations team continues to find new ways to leverage digital tools to increase efficiency and streamline communication. So far some of the benefits we have experienced have been:

- 24/7 Availability: we can now provide assistance around the clock, addressing queries and providing information even when administrative staff are not available.
- Instant Responses: Potential scholars and families can get immediate answers to their questions, enhancing the user experience and reducing wait times.
- Consistent Information: We can provide consistent responses based on programmed data, reducing the chances of misinformation or inconsistent communication.

Compass Charter Schools will partner with Viewpoint Project with Host Dennis Quaid to produce a segment about Compass Charter Schools and how virtual personalized learning is growing in popularity and shaping our future. Viewpoint is an educational program that explores timely topics and pressing issues across various industries. Dennis Quaid hosts the program and offers viewers an in-depth look into the latest advancements, innovations, and trends shaping our world today. The filming will be on Thursday, May 16, 2024 at the Orange County Learning Center and the home of Learning Coach Alissa Beamish and her children who are Compass scholars.

Benefits will include:

- Through its collaboration with Viewpoint, Compass Charter Schools will be featured as a leading provider of personalized education solutions; the program aims to highlight the transformative impact of scholar-centric educational modalities on scholar success.

- It will highlight Compass' proven track record of providing personalized education options that prioritize each scholar's individual needs and interests; through online and in-person programs, including assessment support, counseling, emergent multilingual support, engagement (clubs and field trips), tutoring, and more.
- Viewpoint informs viewers on the very latest topics and trends impacting the world. It will air in all 50 states. It is a 3-5-minute short-form documentary that bridges the gap between 25-minute and 55-minute shows. On average, segments air 45-60 times per quarter, so it will be distributed to roughly 60 million households and businesses.
- Corporate Identity Demo (5-6 minutes): This segment is an in-depth look at the organization and will be emailed to 1 million viewers requesting information about the topics featured. It is 100% opted-in, and there will be a call-to-action so that viewers will click and go to your website after watching this segment.
- Commercial Television Airings: Viewpoint will produce one(1) high-end one-minute educational commercial segment for network distribution, broadcast fifty (50) times prime time via The Learning Channel, Family Channel, Discovery Channel, or an equivalent network, and in the city/cities of your choice

It remains a true honor to collaborate with this exceptional team of dedicated and skilled professionals. We are eagerly looking forward to maintaining our proactive involvement in supporting the success of CCS scholars as we quickly approach the end of the 2023-2024 school year

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