A collage of business-related items including hands shaking, a laptop, a calculator, a calendar, and various documents.

TECHNICAL ASSISTANCE AND SUPPORT GUIDE

For Charter Schools

Provided by **E**ducational Choices and Innovation

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SECTION A: DIRECT SERVICES

INTRODUCTION

This guide contains a description of services and contact personnel available to charter schools from the School Board of Osceola County. This listing of services is intended as a guide and is not all-inclusive. School districts may charge an administrative fee up to 5% of the available funds provided to charter schools.

SECTION A of this manual is a description of presently identified services, such as Training Sessions and Direct Services that are included in the administrative fee. Additional services included in the administrative fee are to be added as they are identified.

SECTION B of this manual is a description of Additional Services for purchase that are not covered under the administrative fee, which are available to charter schools for a fee.

A **DIRECTORY** is provided in the back of this guide that lists school district administrative staff who may be contacted for assistance in their specific areas of expertise.

***DISCLAIMER**

The pricing provided for the Additional Services for purchase is subject to changes.

SECTION A: DIRECT SERVICES

SECTION A: DIRECT SERVICES

Services described in this section are included in the 5% administrative fee charged to charter schools. These services pertain to legal and procedural requirements necessary for a school/program to comply with the financial and business aspects of operating a school using public funds.

ACCOUNTABILITY

Research, Evaluation, & Accountability Department

Phone: 407-870-4056

Charter schools are notified of all data verification processes and opportunities provided by the state. Each school must appoint an Administrator Over Accountability (who must be a Principal, Assistant Principal, Director, or higher) to oversee all school accountability and ensure all verification processes are completed with accuracy.

Current data verification types (subject to change)

- Survey 5 Review Process, Grades 9-12 – August/September
- Survey 2 Accountability Review Process – November
- Survey 3 Accountability Review Process – March
- Roster Survey 2 Verification – December/January
- Roster Survey 3 Verification – March/April
- Graduation Application (prior year graduation cohort) – December
- Assessment Matching – July
- Prior Year Assessment Matching – May
- Student Data Updates – May

Charter schools are invited and required to attend all accountability trainings offered in the district. *Requests for make-up trainings due to absences from district-wide trainings will be charged at the staff's hourly rate.*

STUDENT ASSESSMENT

Research, Evaluation, & Accountability Department

Phone: 407-870-4056

Charter schools are required to participate in all state assessment programs as appropriate to their populations and follow district and state policies regarding test administration procedures, security, and materials tracking. Charter schools are responsible for the procurement of facilities and necessary computers and hardware required for testing.

SECTION A: DIRECT SERVICES

Required for All Schools

- Florida's Assessment of Student Thinking Reading (FAST), Progress Monitoring 1, 2 & 3
 - STAR Early Literacy, Grade Kindergarten
 - STAR Reading, Grades 1-2
 - STAR Mathematics, Grades K-2
 - CAI Reading, Grades 3-10
 - CAI Mathematics, Grades 3-8
- Florida Standard Assessment (FSA)
 - ELA, Grade 10 Retakes
- Florida Standard Assessment (FSA) End of Course (EOC) Exam
 - Algebra 1 End-of Course Retake
- Florida's Benchmarks for Excellent Student Thinking (BEST) End of Course (EOC) Exams
 - Algebra 1 End-of Course
 - Geometry End-of Course
- Next Generation Sunshine State Standards (NGSSS) End-of-Course (EOC) Exams
 - Biology End-of Course
 - US History End-of-Course
 - Civics End-of-Course
 - Florida Civic Literacy Exam (FCLE)
- Florida Statewide Science Assessment – Science, Grades 5 & 8
- Florida Standards Alternate Assessment for Student with Severe Cognitive Disabilities
 - (FSAA) Datafolio – Grades 3 – 12
 - (FSAA) Performance Task – Grades 3 - 12
- ACCESS/Alternate ACCESS for ELLs Assessment – Grades K-12

Required for Select Schools

- International Computer and Information Literacy Study (ICILS) -Random
- National Assessment in Educational Progress (NAEP) -Random
- Trends in International Mathematics and Science Study (TIMMS) -Random

Other Optional Assessments

- Postsecondary Education Readiness Test, Grades 9-12 (PERT)
- Standard 10 (SAT-10) – Reading, Grade 3 only
- College Board Assessments
- ACT

Charter schools will be invited to participate in any district-wide professional development that involves the administration and implementation of assessments. Charter school testing personnel are required to participate in all training events provided by the District pertaining to state assessments. Each school must appoint a School Testing Administrator (who must be a Principal, Assistant Principal, Director, or higher) to oversee all testing programs and ensure that proper procedures and protocols are followed. Each school must also appoint a School Testing Coordinator who will serve as the primary point of contact. Both the School Testing Coordinator and the School Testing Administrator must attend trainings.

SECTION A: DIRECT SERVICES

Charter schools are required to administer assessments as scheduled within the defined district assessment windows published on the Uniform Statewide Assessment Calendar. The Uniform Statewide Assessment Calendar can be downloaded at <http://osceolaschools.net>, Research, Evaluation and Accountability Department webpage.

AUTOMATED STUDENT RECORDS INPUT

Information Services
Phone: 407-870-4042

The Information Services Department will provide hands-on training pertinent to officers and staff of the charter school who deal with attendance, discipline, FTE reporting, categorical funding, weighted cost programs, and related functions requiring input into the district's automated student record system.

COMPLIANCE/PERFORMANCE MONITORING & CHARTERS LINK

Educational Choices and Innovation
Phone: 407-870-4847

Compliance and Performance Monitoring will be provided by appropriate program district staff. Osceola County School District uses **Charters Link** to collect compliance items. Educational Choices and Innovation will keep you informed and updated on items due. **Charters Link** is an online compliance tool provided by the state of Florida to assist Authorizers and Charter Schools with collecting and organizing their materials and facilitating effective communication. Only authorized users are allowed to log into this online system.

COMPUTER SYSTEM CONNECTION

Technology Services Department
Phone: 407-870-4050

Connection to the district's central computer system will be provided. The cost of hookup and data line is the responsibility of the charter school. Access to the student information system is part of the administrative fee and includes operations, backup, and security.

COURIER SERVICES

Purchasing and Warehouse Department
Phone: 407-870-4630

Courier services will be provided to the charter schools on a twice a week basis at no charge.

SECTION A: DIRECT SERVICES

DATA REPORTS

Information Services

Phone: 407-870-4042

Standard data reports will be provided to the charter school when standard procedures are followed. This includes scheduled regular reports up to 10,000 sheets, DOE database reports, 100 hours of data entry help desk service, hard copy FTE information, faster support, transcript support and production.

DATA TRANSMISSION REQUIRED FOR REPORTING BY DOE

Information Services

Phone: 407-870-4042

All data received by IS for reporting must be submitted in appropriate format, completed according to district procedures and within the designated time frame. Errors or incomplete data that exceeds the normal range of error will be corrected or followed-up by district staff. Support in-excess of 100 hours will be billed at \$50 per hour.

EMPLOYMENT

Human Resources & Employee Relations Department

Phone: 407-870-4800

The Human Resources Department will provide access to information regarding applicants for positions. Human Resources will assist with information on how to obtain fingerprinting and background checks of charter school employees. Assistance in processing certification applications and renewals will be provided. Employees of the charter school must comply with established procedures and requirements for certification including appropriate fees.

ONBOARDING

Please use the following email addresses for your inquiries:

- chartercerthelp@osceolaschools.net - Is used for general certification questions. Charter employees can email their certification questions to this email address.
- charterhrstatus@osceolaschools.net - Is used for onboarding. Each school is provided their own secure link and are required to upload all new employee fingerprint packets to the link.
- chartercertreview@osceolaschools.net - Is the email address that all teacher requests must be sent to.

SECTION A: DIRECT SERVICES

Charter Onboarding Information

Fingerprint packets for both non-instructional and instructional staff must be uploaded to each school's secure link. The fingerprint packet and IDs must be uploaded together as one document and named as follows: "last name, first name_FP Packet" (example: Doe, Jane_FP Packet)

Only send emails to charterhrstatus@osceolaschools.net for the following:

- Send action forms for position changes and resignations/terminations to Charter HR Status.
- Send email to Charter HR Status when a new non-instructional employee is hired, and their documents have already been uploaded to your school's secure link. Include their full name, position, and job code in the email.
- Send email to Charter HR Status when requesting an update on clearances. Please note that the email address chartercerthelp@osceolaschools.net is for any inquiries employees may have regarding certification.

REQUIREMENTS FOR CERTIFICATION CLEARANCE

Prior to sending the email request to CharterCertReview@osceolaschools.net please ensure that the teacher has already applied to FLDOE and paid the \$75 application fee.

Their website is: <https://flcertify.fldoe.org/datamart/login.do>

In the body of the email the following information is required:

- Candidate Name:
- Candidate Email address:
- Last 4 digits of SSN:
- DOE #: this # should be listed on the top of the SOE
- Position: (i.e., Third grade teacher, Science Teacher, Reading Coach)
- Course Code #
- Job Code #
- Include a copy of their resume, any passing score reports, and if they hold a valid out of state teaching certificate, please send a copy of the front and back, along with the cert review email.

Reminders: Charter Cert Review is only for requesting clearance for instructional positions.

Charter HR Status – send action forms for position changes and resignations/terminations.

DO NOT send prospective teachers for fingerprints until you receive the OK to hire email.

chartercerthelp@osceolaschools.net - Is used for general certification questions. Charter employees can email their certification questions to this email address.

charterhrstatus@osceolaschools.net - Is used for onboarding. Each school is provided their own secure link and are required to upload all new employee fingerprint packets to the link.

chartercertreview@osceolaschools.net - Is the email address that all teacher requests must go to.

BADGE REQUESTS

Email badge requests form with a picture on a solid background to:

badgerequest@osceolaschools.net. There is a \$5.00 fee per badge.

SECTION A: DIRECT SERVICES

EMPLOYEE RIGHTS AND RESPONSIBILITIES

Human Resources & Employee Relations Department

Phone: 407-870-4800

Human Resources & Employee Relations Training includes certification requirements, fingerprinting, ethics and conduct, non-discrimination/harassment, and appropriate procedures for managing these issues.

EXCEPTIONAL STUDENT EDUCATION SERVICES

Exceptional Student Education Services

Phone: 407-343-8700

Training will present an overview of exceptional education requirements and procedures for serving students with disabilities, earning special weighted funding, compliance with Federal laws, case law prevailing in this region, audits, service delivery systems, etc. Training for “Rights of Students and Their Parents/Guardians” is available for all personnel who deal with student records, discipline, safety, and welfare of students, confidentiality, privacy issues, reporting child abuse, and missing children, Americans with Disability Act, Section 504 Plans, etc. If the Charter school opted into Title II Funding, the new “SWD” – Teaching Students with Disabilities online 20-hour course is available to all Charter School employees to meet the training requirement of Senate Bill 1108.

ESE staff members are available to participate at decision-making meetings regarding charter school students. ESE consultative services may be provided for procedural/instructional issues. As LEA, the District must be invited.

Facility Process for Charter School IEP Access

The Portal for Exceptional Education Resources (PEER) is the IEP system used by the district. Access to PEER for administrators and ESE teachers, will only be granted after a user completes a district sponsored PEER professional development session. Such sessions are held periodically each year with district staff and can be found on MyPGS. After successful completion of the PEER training, the PEER facilitator will submit the attendee’s name to district Network Specialist, who will authorize access. Once a user has been trained, and obtained access to PEER, the RCS assigned to your school can provide ongoing professional development and technical assistance.

PEER can be accessed through the FLDOE’s Single Sign-On portal (<https://portal.fldoesso.org>). Alternatively, the user can go directly to the PEER platform (<https://peer.fldoe.org>) to login. Your login information is your district Active Directory USERNAME and PASSWORD. All employees, including charter employees, have an active directory account. The district help desk can assist you in gathering this information should you need assistance.

Charter schools are provided *free of charge* (if opt in) by the Department of Exceptional Student Education and **IDEA Grant funds** the following:

SECTION A: DIRECT SERVICES

- Resource Compliance Specialist Services
- Access to all training offered by the district ESE staff or FDLRS/Action Associate Center (Florida Diagnostic Learning Resource System)
- Forms needed to staff/place students into an ESE program
- Training/programs/follow-up on computerized IEP's
- Specific IDEA/compliance training to Charter school teachers
- Equipment needed by a specific student can be provided through the IDEA funds, upon a recommendation from the Assistive Technology Team

Charter schools are responsible for providing any related services to students according to the Individual Education Plan (IEP). Services such as Occupational Therapy and/or Physical Therapy need to be contracted with private agencies to obtain qualified therapists. Speech/Language therapists must also be contracted or hired by the charter school. The district will not provide these services.

Charter schools are expected to provide all services and programs listed on the Individual Education Plan at the time of enrollment.

ESOL/ELL SERVICES

Multicultural Education Department

Phone: 407-870-4848

Charter school employees will be permitted to attend district-based English for Speakers of Other Languages (ESOL) training on a space available basis at no charge. Charter schools may elect to schedule training at their sites for the cost of instructor fees and materials. Training as to what documentation is required for ESOL strategies and grading of ESOL students are a few of the sessions available.

COMPREHENSIVE PROGRAM

To ensure equal access to instruction, ELLs in grades K-12, class schedules are maintained on the student record system and on teacher schedules. All teachers must offer comprehensible instruction through the use of effective ESOL strategies and scaffolds. Regardless of the instructional approach implemented, ELLs receive instruction that is aligned to state standards, and is comprehensible, equal, and comparable in amount, sequence, quality, and scope as their non-ELL peers. Equal access evidence will be observed by school site administrators through classroom visits, lesson plans and teacher interviews.

ELLs cannot obtain a failing grade if instructional strategies, materials, and assessments have not been provided to meet their needs. Students cannot be retained based solely on his/her language proficiency. This determination must be based (in part) on proficiency in reading, writing and math. School based administrators, school leadership, and district staff are responsible for monitoring and ensuring comprehensible instruction.

ESOL STRATEGIES

Each classroom teacher is responsible for incorporating ESOL strategies into daily lessons and must provide evidence in lesson plans. The delivery of comprehensible instruction to ELLs is verified by district administrators, school level administrators and school leadership teams through reflective

SECTION A: DIRECT SERVICES

visits and classroom walkthroughs. School administrators also verify comprehensible instruction through formal observations. A part of that system includes providing evidence of planning and preparing for the needs of all students which includes English Language Learners.

COMPLIANCE TRAINING, SUPPORT, & PLCs

Charters will receive support from the Multicultural Education Department on Emergent Bilingual's identification, monitoring, annual testing, exiting procedures, and effective record keeping. There will be monthly PLCs with an ESOL Program Specialist to ensure proper training and updated information.

Additionally, district staff will periodically run compliance reports (at least once a month) and visit charter schools (at least once a quarter) to ensure that mandates and processes are followed and completed.

STATEWIDE ASSESSMENTS

All ELLs will participate in statewide assessments. The School Principal and/or designee will work with the Research, Evaluation, and Accountability Department, school-based test coordinators and ESOL Educational Specialists to ensure that all ELLs participate in the Statewide Assessment program and are provided appropriate testing accommodations.

The test coordinator ensures that the accommodations for statewide assessment which are indicated in the Test Administration Manual and include flexible setting, flexible scheduling, flexible timing, assistance in the Heritage Language, and the use of the English language dictionaries and glossaries. Additionally, these accommodations are used within the classroom for regular classroom assessments. The parents are notified of the different testing accommodations in a letter sent by the Test Coordinator.

EXIT CRITERIA

Exit criteria is based on assessment scores per 6A-6.0903.

- For students taking any administration of the Kindergarten ACCESS for ELLs, the English language proficiency level shall be a 4.0 composite score or greater and at least 4.0 in the domain of reading. The exit code is H.
- For students in grades 1-2 taking any administration of the ACCESS for ELLs, the English language proficiency level shall be a 4.0 composite score or greater and at least 4.0 in the domain of reading. The exit code is H.
- For students in grades 3-10 taking any administration of the ACCESS for ELLs, the English language proficiency level shall be a 4.0 composite score or greater and at least 4.0 in the domain of reading and an achievement level of at least 3 on the FSA ELA assessment. The exit code is I.
- For students in grades 10-12 taking any administration of the ACCESS for ELLs, the English language proficiency level shall be a 4.0 composite score or greater and at least 4.0 in the domain of reading and a score on the FSA ELA of 3 or higher or passing concordant score on the SAT or ACT. The exit code is J.
- For students with significant cognitive disabilities taking any administration of the Alternate ACCESS for ELLs assessment, the proficiency level shall be a P1 composite score or greater and will be exited by an ELL/IEP committee.

SECTION A: DIRECT SERVICES

- Once the student meets exit criteria, the ESOL Educational Specialist notifies the data entry of exit data, and the student code is changed from LY to LF and is monitored for two years. Parents are notified of exit through a letter in the child’s native language, when feasible.

MONITORING

The performance of former ELLs (LF) will be reviewed to ensure academic progress.

Reviews shall occur as specified time below: 1st report card after exiting the ESOL program; 2nd 9 weeks after exit; at the end of the first year; at the end to the second year.

If the report card grades, teacher evaluations, or state test results indicate that the student is not performing at the grade level expectations, a consistent pattern of underperformance, or failing grades, the LF student will be referred to the ELL Committee. With parent participation the committee will determine the underlying reasons for underperformance and will make a determination with respect to the most appropriate programmatic change or placement.

The Committee may determine that:

1. The student should be reclassified and will re-enter the ESOL program to receive needed services. Student would be re-classified as LY. (The Committee will recommend an appropriate ELL Student Plan.)
2. The student should continue in the regular program as an LF student and receive additional support or resources in a before or after school program, etc.
3. The student should continue in the regular program as an LF student and be referred to MTSS Coach.
4. The student should be referred for further evaluation.

PRE-FTE AUDIT

Charter School’s Emergent Bilingual records will be submitted to the Multicultural Department (when requested) to be reviewed. This pre-FTE audit allows the Charter School to make the necessary corrections to EB files before they are submitted to the state for funding. Charter schools are responsible for the delivery and pick-up of records. Additionally, the administrative team, Student’s Record Clerk, and ESOL Educational Specialist are responsible for attending a debriefing meeting on the findings.

EXPENDITURE REPORTS AND FUND DISTRIBUTION

Business & Fiscal Services Department

Phone: 407-870-4823

Payment of funds due to the charter school, will be processed by the district. Verification of FTE enrollment and adjustments of funding from the district to the charter school, including service charges, will be conducted by the Finance Department based on records forwarded to the charter contact. The Finance Department will retain all related documentation.

SECTION A: DIRECT SERVICES

FTE/FTE FULL TIME EQUIVALENCY

Business & Fiscal Services Department

Phone: 407-870-4823

Administration of FTE reported/earned will be provided by the district. Results will be conveyed to the charter school following each FTE survey period. Any corrections required must be completed by date established by the Florida Department of Education each year by the charter school. FTE projections may not exceed enrollment caps per charter school contract. FTE reporting verification will be conducted by district staff after each FTE count.

Training in understanding FTE is suggested for designated FTE contacts, registrars, principals, and board chairpersons of charter schools.

FINANCE/ACCOUNTING

Business & Fiscal Services Department

Phone: 407-870-4823

Training is based on Florida laws and rules, required for the Auditor General’s annual audit. Suggested participants include directors, administrators, and finance officers of Charter schools. Topics include Cost Accounting Manual (the “Red Book”), finance procedures, payroll procedures (if appropriate), requisition/purchasing, and accounts payable procedures (if appropriate).

FOCUS ACCESS FOR CHARTER EMPLOYEE

Information Services

Phone: 407-870-4042

These instructions are the responsibility of the Charter School Principal, Director, or Administrator. For FOCUS access bulk employee request, you will receive a password protected spreadsheet back from our department with the list of employee’s names, usernames, and passwords. For FOCUS Access single/few employees request, once our department receives notification the request has been completed, we communicate how your employees can retrieve their FOCUS username and password. **Email the following spreadsheet to the Compliance Specialist in the Educational Choices and Innovation Department.**

Directions for District Access: Please continue to add new employees and update existing employees for FOCUS, Active Directory (AD), MyPGS. Please highlight in yellow changes. Please highlight in red terminations. For FOCUS access bulk employee request you will receive a password protected spreadsheet back from our department/Carol Somers with the list of employees names, user names and passwords. For FOCUS Access single/few employee request, once our department receives notification the request has been completed we communicate how your employees can retrieve their FOCUS user name and password. MyPGS access email instructions will do directly to their school email address account. **Please put school email addresses only. No personal email addresses								Please mark Y for Yes for the following columns.						
District Employee ID Number	Last Name	First Name	Middle Name	Position Title (for FOCUS profile Access)	FL DOE Job Code	School Email Address (no personal email addresses)	AD/FOCUS UserName (for existing employees)	Active Y/N	Action Form was sent to Rosa Cuevas/HR	New Employee AD/FOCUS	New Employee MyPGS	Existing Employee FOCUS Access	Existing Employee MyPGS Reset	AD_Enabled (for IT/IS Department)

SECTION A: DIRECT SERVICES

GRANTS AND SPECIAL FUNDING

Special Programs

Phone: 407-870-4934

Grant Development and Management

- Title I (Improving the Academic Achievement of the Disadvantaged)
- UniSIG (School Improvement)
- Title II (Teacher/Principal Training, Teacher Recruiting/Retention)
- Title IV (Student Support and Academic Enrichment)
- Title V (Charter School Program (Planning, Program Design and Implementation))
- Title IX (Homeless Education)
- ESSER (CARES and ARP)
- Safety and Security
- Competitive, Private and Nonprofit Grants

Title I Part A Improving the Academic Achievement of the Disadvantaged

Under Title I, schools are allocated per pupil amount times the number of children at their school, between the ages of 5-17, that qualify for free and reduced lunch. Charter schools receiving Title I funding are required to complete and submit evidence of compliance. Checklist and timeline of compliance is provided from the Special Programs Department. Documentation of compliance is to be submitted via SharePoint.

Title II Part A Teacher and Principal Training and Recruitment Fund

Title II, Part A Teacher and Principal Training and Recruitment Fund requires that each charter school notify the School District of Osceola County of its intent to participate. Charter schools participating in Title II, Part A services may choose to participate in (1) district provided Title II events for the current year, or (2) submit a professional development plan to access Title II, Part A allocation funds. Charter schools participating in the district provided Title II PD will see courses identified as “Charter School Employees Welcome” in MyPGS. Choice selection is made each year at the start of the school year. For information on Title II, Part A professional development choices, please contact the Director of **Special Programs**.

INSURANCE AND RISK MANAGEMENT

Risk and Benefits Management Department

Phone: 407-870-4899

Insurance oversight required for operation of a charter school in Florida will be provided by the Risk and Benefits Management Department to the charter school. Administrative services will be provided to ensure that school board employees working for charter schools maintain health benefits; review the charter school insurance programs and policies to verify compliance; verify compliance to regulatory requirements and insurance provisions regarding transportation; and review lease agreements for compliance with applicable codes.

SECTION A: DIRECT SERVICES

MULTI-TIERED SYSTEMS OF SUPPORT (MTSS)

Educational Choices and Innovation, Instructional Program Specialist

Phone: 407-343-8669

Charter schools have access to SDOC MTSS professional development through the SDOC MyPGS. Likewise, charter schools may request access to the District MTSS Resources Team maintained by Dr. David Maddock, David.Maddock@osceolaschools.net.

Previously created charter specific MTSS topics, resources, documents, etc. can be located through Microsoft Team – Charter MTSS Coaches. All documentation required for compliance can be found in Charters Link.

OASIS VOLUNTEER PROGRAM

Oasis Department

Phone: 407-870-4080

The OASIS Volunteer program offers training to the School Volunteer Coordinator and will provide daily support for school personnel in recruiting and utilizing volunteers. OASIS will assist with new volunteer orientations held at the school campus. OASIS Volunteer Handbooks are accessible on the SDOC website for these orientations. OASIS will include and assist the Charter Schools in the various volunteer recognition programs offered through FLDOE. The OASIS Volunteer Program keeps records of volunteer donated hours for the School District and for the Florida Department of Education.

PROFESSIONAL DEVELOPMENT/NEW TEACHER PROGRAMS

Professional Development

Phone: 407-518-2940

Professional development courses are provided by the Professional Development and Curriculum and Instruction Departments.

Courses

Charter schools may access professional development opportunities through the District's My Professional Growth System (MyPGS) professional development management system. The platform is available for course registration and the tracking of professional development participation. Charter schools participating in the District's Title II programming will have various face-to-face and online courses available to them, including endorsement courses, new educator symposiums, and other learning opportunities. Courses that charter employees are eligible to take will be designated in the course description as "Charter School Employees Welcome".

External Professional Development

For out-of-district training, charter school employees are responsible for submitting their requests using the External PD tab in the MyPGS system.

SECTION A: DIRECT SERVICES

External PD requests are required to be submitted a minimum of 10 days prior to the training date for participation and credit approval.

Course Creator

Each charter school will need to designate two staff members to serve as MyPGS Course Creators. The MyPGS Course Creators serve as the school contacts for professional development. Annually, charter school's principal should update the names of the course creators by emailing the Professional Development Department (profdevhelp@osceolaschools.net). Course Creators will be required to attend training sessions on how to create and manage professional development opportunities at their school site. Course Creators will need to attend annual updates information session to receive the most current policies.

New Educators Lead Program (NELPs)

A Charter School may elect to appoint a member of your instructional staff as a New Educator Lead (NELP). NELPs at each school site typically provide mentoring services and assist new educators seeking Professional Certification with completing their Professional Education Competencies. Appointed NELPs are welcome to participate in Clinical Educator training. Full-time instructional staff seeking Professional Certification may participate in Osceola's Professional Education Competency Program (OPEC). Participants who complete the OPEC Program should be able to demonstrate competency in all Florida Educator Accomplished Practices (FEAPs). A complete list of FEAPs can be retrieved from <https://www.flrules.org/gateway/ruleNo.asp?id=6A-5.065>. Eligible classroom assistants may access in-service training opportunities on a space available basis. In-service records shall be provided via MyPGS. Transfer records will be prepared only based upon the record as it is maintained by the Professional Development system.

Records

The District will maintain at no cost to charter schools' in-service records of charter school employees of all approved courses through the Professional Development system. Transfer records will be provided at no cost to charter employees documenting in-service training recorded through the Professional Development system. For out-of-district training, charter school employees are responsible for submitting their requests using the External PD tab in the MyPGS system. External PD requests should be made a minimum of 10 days prior to the training date. Out-of-State External PD request should be submitted at least 30 days prior.

Instructions for MYPGS:

These instructions are the responsibility of the Charter School Principal, Director, or Administrator. MyPGS uses a separate email and password.

Note: All communication between you and the Educational Choices and Innovation Department, Human Resources, Information Services and Technology Services Department for the instructions below must be done using your district issued Outlook Email account due to the confidential nature of the information to be transmitted.

1. Request a roster from Information Services to verify staff members currently attached to your school in District HR System TERMS. Human Resources Action Forms are required for all employees.

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2. Complete all the required information (highlighted in the sample below)
 - Accounts can only be processed with valid ID issued by the district
 - FLDOE Job Codes can be found on Page 6 from the following link: <http://www.fldoe.org/core/fileparse.php/7728/urlt/0100566-sfappende.pdf>
 - Use “Y” in the Active Y/N column to indicate who is currently at your school and “N” for separations
3. Email completed information to contacts at Educational Choices and Innovation Office.
 - Indicate by **highlighting rows** of access request for all new and existing teachers/staff. With this option you will receive a password protected file that includes username and one time use passwords for those teachers you highlight for bulk employees listed on the spreadsheet. The individual employee(s) will receive an automated email from MyPGS to sign in and reset their password.

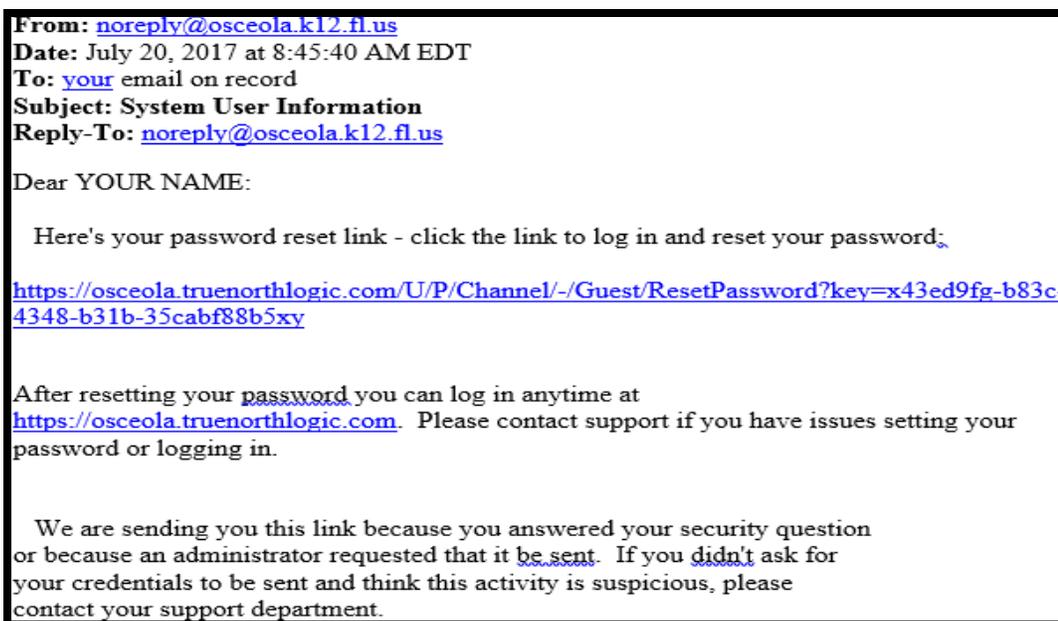
Directions for District Access: Please continue to add new employees and update existing employees for FOCUS, Active Directory (AD), MyPGS. Please highlight in yellow changes. Please highlight in red terminations. For FOCUS access bulk employee request you will receive a password protected spreadsheet back from our department/Carol Somers with the list of employees names, user names and passwords. For FOCUS Access single/few employee request, once our department receives notification the request has been completed we communicate how your employees can retrieve their FOCUS user name and password. MyPGS access email instructions will do directly to their school email address account. **Please put school email addresses only. No personal email addresses							Please mark Y for Yes for the following columns.							
District Employee ID Number	Last Name	First Name	Middle Name	Position Title (for FOCUS profile Access)	FL DOE Job Code	School Email Address (no personal email addresses)	AD/FOCUS UserName (for existing employees)	Active Y/N	Action Form was sent to Rosa Cuevas/HR	New Employee AD/FOCUS	New Employee MyPGS	Existing Employee FOCUS Access	Existing Employee MyPGS Reset	AD_Enabled (for IT/IS Department)

4. For security reasons users should be highly encouraged to register for self-service first, then reset their password expeditiously after receiving their one-time use password from their Principal, Director, or Administrator. Register: <https://register.osceola.k12.fl.us/default.aspx>
Reset: <https://reset.osceola.k12.fl.us/default.aspx>
5. Staff sign in to FOCUS (<https://osceola.focusschoolsoftware.com/focus>)
6. *NOTE* - A separate e-mail will be sent to each staff member for the MyPGS password. The password for MyPGS is no longer associated with Active Directory. Please see the MyPGS Charter School Access document for further information.
7. Staff sign in to MyPGS: Individuals will receive an automated email with instructions of credentials and link to log in.

Using this format, you are able to submit new teachers/staff or any status changes. Please send completed information to the Educational Choices and Innovation Team. They will then work with Human Resources, Information Services and Technical Services to complete any new employee account access and/or password resets.

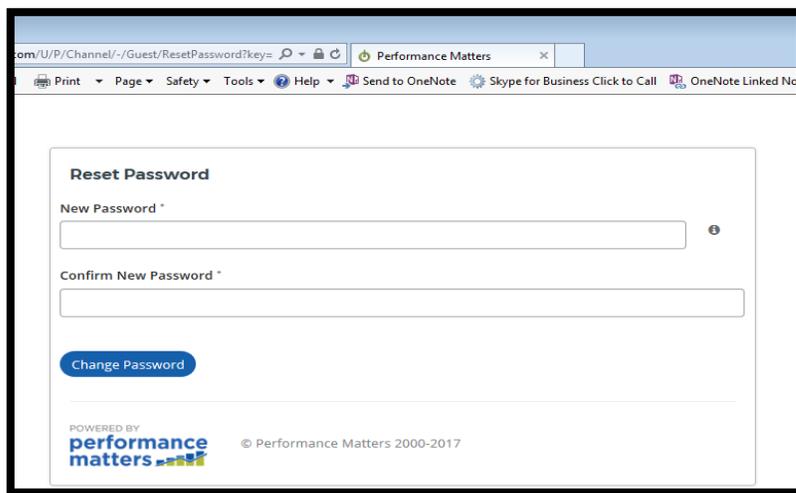
SECTION A: DIRECT SERVICES

The principal will be notified once the request has been completed. The principal will be responsible for also notifying their school staff of their AD/FOCUS and MyPGS account access. MyPGS email (link)s are only valid for twenty-four (24) hours. You will be receiving an email similar to the one below. If the email is not showing on your inbox, verify that the correct email is on record with the District first or check your Junk Mail folder and settings. If you do not receive an e-mail, please contact your administrator to ensure our proper e-mail was forwarded to the district.



The password reset link will take you to this page to setup a new password.

After you have reset your password, wait 15 minutes, then use this link to login to MyPGS and access Professional Development:



SECTION A: DIRECT SERVICES

COMPREHENSIVE EVIDENCE-BASED READING PLAN AND DECISION TREE

Educational Choices and Innovation, Instructional Program Specialist

Phone: 407-343-8669

Annually, school districts shall submit a **K-12 Comprehensive Evidence-Based Reading Plan** for the specific use of the research-based reading instruction allocation on the form entitled District K- 12 Comprehensive Evidence-Based Reading Plan, Form No. CERP-1, (effective February 2021).

The District K-12 Comprehensive Evidence-Based Reading Plan must accurately depict and detail the role of administration (both district and school level), professional development, assessment, curriculum, and instruction in the improvement of student learning of the B.E.S.T. English Language Arts Standards as provided in Rule 6A-1.09401, F.A.C. This information must be reflected for all schools and grade levels and shared with all stakeholders, including school administrators, literacy leadership teams, literacy coaches, classroom instructors, support staff, and parents.

Your **K-12 Comprehensive Evidence-Based Reading Plan** should be uploaded into Charters Link the beginning of each school year.

Reading Interventions

Charter schools must utilize their proportionate share of the research-based reading allocation in accordance with Sections 1002.33(7)(a)2.a. and 1008.25(3)(a), F.S. All intensive reading interventions specified by the charter must be delivered by a **teacher who is certified or endorsed in reading**.

SAFETY AND SECURITY

Safety, Security & Emergency Management Department

Phone: 407-343-4506

It is the mission of the Department of Safety and Security to enhance the learning environment by assuring the safety, security of all students, staff, and community members.

Areas of Focus:

- Health & Safety Inspections
- Threat Assessment Team
- Weather and Safety Drills
- Active Assailant Plans and Trainings
- Safe-School Officers
- Silent Alarms

Emergency Management Plans will be moving to Navigate 360.

Health and Safety Inspections

As per each charter contract's facilities section and 1002.33(18), the Florida Building Code pursuant to Chapter 553, Florida Statutes, and the Florida Fire Prevention Code pursuant to Section 633.025, Florida Statutes. The School agrees to periodic health and safety inspections conducted by District safety staff.

SECTION A: DIRECT SERVICES

A **safety or sanitation inspection** of any educational or ancillary plant may be made at any time by a state or local agency authorized or required to conduct such inspections by general or special law. The agency shall submit a copy of the inspection report to the charter school sponsor.

School Administrator/Principal must submit school-based health and safety monthly inspection of fire extinguishers, emergency lights, and exit signs.

Monthly inspections are required as follows:

- Fire extinguishers: NFPA 1
- Fire Code 13.6.4.2.
- Exit signs and emergency lights

A monthly **bus inspection** will be conducted by a state approved inspector. This inspection must be uploaded **monthly into Charters Link**.

A **Charter Principal/Administrator must submit a copy of their health and food service inspection** at the beginning of year and in the fall conducted by the local Health Department for the food services area. This information must be posted on the school's website. Private Schools, Non- public K-12 Schools, and Charter Schools not located on local school board property: Chapter 6A- 2.0040 (137kb PDF) of the *Florida Administrative Code (FAC)*. Any variance or waiver requests from this rule must be process through the DOE Agency Clerk 1-800-447-1636.

The State Department of Education (DOE) has the responsibility and authority to write rules for public and private schools in Florida and the Department of Health has inspection authority to apply the DOE standards, per statute 381.006(16) As per the FloridaHealth.gov <http://www.floridahealth.gov/environmental-health/food-safety-and-sanitation/index.html>

"The Department of Health's (DOH) Food Hygiene Inspection Program is risk-based. This means that those facilities that pose a greater risk to the public becoming sick from consuming their product are inspected more often than those that pose a lesser risk. The amount of risk is determined by risk factors. These risk factors include the types of food served, the amount of preparation that is required, the population that is served, and the quantity of food that is prepared. Considering these types of factors are consistent with recommendation from the U.S. Food and Drug Administration."

"High risk facilities are inspected quarterly, which means 4 times per year (or 3 times for schools that close for summer vacation). Moderate risk facilities are inspected semiannually, which means 2 times per year. Low risk facilities are inspected once per year."

Health and Safety Drills

Bus Evacuation drills must be conducted with the first 6 weeks of each semester per **6A-3.0171 Responsibilities of School Districts for Student Transportation. Proof of drills must be uploaded into Charters Link.**

Active Assailant/Active Shooter (Lockdown), and Fire Drills are required in all locations where students are present, this including VPK. **The requirement is 10 drills for school year: Two (2) within the first thirty (30) days of school and One (1) monthly thereafter.** Missed drills cannot be made up by the state standard. It is vital each school strive to not miss any drills as they are a requirement by the state and are also reported DOE Division of Safe Schools.

Severe Weather Drill (Tornado Drill) as of July 24, 2019 is required during Statewide Severe Weather

SECTION A: DIRECT SERVICES

Awareness Week. Research shows the best possible way to be prepared for these unexpected events is to practice readiness. Additional severe weather drills may be conducted other than the required.

Active Assailant Plan

Charter school governing board must adopt an active assailant response plan. By October 1, 2019, and annually thereafter, each district school superintendent and charter school principal shall certify that all school personnel have received annual training on the procedures contained in the active assailant response plan for the applicable school district or charter school. School staff should be trained using the following three (3) strategies: evading or evacuating, taking cover or hiding, and responding to or fighting back. Charter schools that open after the 2021-22 school year must adopt an active assailant response plan and train all school personnel on the plan before the school opens.

Alyssa's Law

Beginning with the 2021-2022 school year, each public school, including charter schools, shall implement a mobile panic alert system capable of connecting diverse emergency services technologies to ensure real-time coordination between multiple first responder agencies. Such system, known as "Alyssa's Alert," must integrate with local public safety answering point infrastructure to transmit 911 calls and mobile activations. Alyssa's Law would mandate that all public schools in the state of Florida install silent alarms that will be directly connected to local law enforcement in a state of emergency.

- Apparmor/ CutcomSoftware
- Ares Security Corporation
- AT&T (Rave & Mutualink)
- Centegix
- Everbridge
- Intrado
- Motorola Solutions
- Raptor
- 911 Cellular

Partnering with one of the listed companies permits the school to receive reimbursement from the D.O.E.

Threat Assessment Team

A threat assessment team shall include persons with expertise in counseling instruction, school administration, and law enforcement. The counseling team member must be a school-based mental health services provider that is able to access student mental health records (new language in rule 6A-1.0018, Section 1006.07(7)(a), F.S). The threat assessment teams shall identify members of the school community to whom threatening behavior should be reported and provide guidance to students, faculty, and staff regarding recognition of threatening or aberrant behavior that may represent a threat to the community, school, or self.

Each school-based threat assessment team must use the Comprehensive School Threat Assessment Guidelines (**CSTAG**) model to assess the behavior of persons who may pose a threat to school staff or students and to coordinate intervention and services for such persons.

SECTION A: DIRECT SERVICES

All school personnel must be **trained annually** on the procedures in the district’s active assailant response plan. Completion of this **annual training** for all school personnel must be **documented in the FSSAT** by October 1 of each year. In addition, your monthly meeting notes should be documented in FSSAT. The team must complete the 8-hour (broken into 2 sessions) training provided through the District. Each school will need to provide T.A. team list to gain access to the Safety and Security Department. For the 2021-22 school year, each member of a threat assessment team must complete Office-approved training on the CSTAG model no later than December 31, 2021. Beginning with the 2022-23 school year, threat assessment teams at each school must be fully staffed and all team members must complete CSTAG training before the start of the school year. Those appointed to threat assessment teams after the start of the school year must complete CSTAG training within ninety (90) days of appointment.

- Name, Email, Title, School, & A.D. login if applicable

Threat Assessment to Others	Threat Assessment to Self
Paperwork – <i>Comprehensive School Threat Assessment Form (CSTAG)</i>	Paperwork - <i>Columbia Suicide Severity Rating Scale and Student Services Forms (FC600)</i>
Initiated by – Person receiving or witnessing the threat. Report immediately verbally, in person or by phone to Admin or Dean.	Initiated by – Person receiving or witnessing the threat. Report immediately verbally, in person or by phone to Counselor, Social Worker, or School Psychologist for evaluation. Once the Counselor believes there may be a threat, they should consult with 1 other Counselor. If both feel there is a threat to self, they must alert Principal and SRO to convene the TA Team.
Conducted by – Person who is working with the threat (dean or administrator) & TA Team	Conducted by – Counselor, Social Worker, School Psychologist & TA Team
If Team Determines Transient – Complete CSTAG and the TA Team should develop any necessary Behavior or Monitoring Plan. Discipline if determination is made by Admin.	If Team Determines Yellow or Orange –and not a Threat to Self - complete paperwork (Call or meet with Parents) and notify administrator and SRO. If Team Determines Yellow or Orange and there is a threat to self, they must alert Principal and SRO to convene the TA Team.
If Team Determines Substantive or Serious Substantive –TA Team completes CSTAG including Behavior Intervention Plan & Mental Health Referral as prescribed by the CSTAG Guidelines Handbook.	If Team Determines Red –TA Team determines Release to Parent or Baker Act If a Threat to Self becomes a Threat to Others, complete the CSTAG paperwork including the mental health status
All participants of the Threat Assessment should sign paperwork	All participants of the Threat Assessment should sign paperwork
Upload Threat Assessment Form to MyResources School.IDNumber.Date	Upload Colombia and District Paperwork (Parent Consultation Form, Release to Parent, or Release to Law Enforcement) to My Resources School.IDNumber.Date
Place Forms in Blue Threat Assessment Folder in Principal’s Office	Place Forms into Blue Threat Assessment Folder in Principal’s Office
Make appropriate notations in Counselor or Social Work Notes	Make appropriate notations in Counselor or Social Work Notes.

SECTION B: SERVICES AT ADDITIONAL COST

Florida Safe Schools Assessment Tool (FSSAT)

This is the document that will need to be submitted to the state. Please submit a certified statement (signed by the principal on your charter school's letterhead) that you have submitted the FSSAT to FLDOE on time. It is encouraged you log into the FSSAT website <https://fldoe.haystax.com/#/login>

Per S.1006.1493, F.S., the FSSAT must be used by school officials at each public-school site, including all charter schools, to identify threats, vulnerabilities, and appropriate safety controls. In collaboration with the appropriate public safety agencies, each public school, including charter schools, must conduct this school security risk assessment by the deadline.

- The document will populate with data and information from last year's FSSAT. Be aware, not all answers will roll over to this year's document. The Office of Safe Schools evaluated each question to determine what questions could not have "last year's answer." Those questions will be blank. Questions that should not change will populate i.e., enrollment, address, names, titles, utility companies, etc. You will still need to look at and check each question for accuracy in case something did change.
- If you are new to your site, you will need to contact Peter Thorne (Peter.Thorne@osceolaschools.net) to ensure you have access to your FSSAT. The principal is the only individual at a site permitted access to the document. You may allow your assistant principal to work on the document, but this should only be done by printing out the document. However, the principal is responsible for all information and deadlines related to the FSSAT.
- You will not need to print out the document this year; it is only required to complete it online. Once completed, you may submit the document for review. The FSSAT system will notify SSEM that you have submitted your document. If any changes are necessary, your FSSAT will be unlocked, and you will be notified of any required changes.
- There will be a virtual workshop scheduled TBD in July. This session will be recorded and available for reference to everyone. If you have any questions, please email russell.gould@osceolaschools.net or lester.yeates@osceolaschools.net.

SRO/SSO/Guardian Logs

A safe-school officer must be present, at a minimum, during the school day when the school facility is open for instruction, as defined by the district school board calendar. "School day" means any day, including a partial day, where students are physically present at school for instructional purposes, as defined by Section 1011.60(2), F.S., and Rule 6A-1.045111, F.A.C. To ensure a safe-school officer is on campus each day during instruction, a daily sign in and sign out log is needed for records and will be uploaded into Charter's Link monthly.

Each charter school is authorized to establish its own policy on when a safe-school officer must be assigned to a school facility for extracurricular activities and for school-sponsored events or adopt the district's policy.

Fortify Florida

All schools are required to promote FortifyFL, as provided in Section 943.082(4)(b), F.S. Districts are required to:

1. Advertise FortifyFL on the district website, on school campuses, in newsletters, advertisements and in school publications.

SECTION B: SERVICES AT ADDITIONAL COST

2. Install the FortifyFL app on all mobile devices issued to students; and
3. Bookmark the FortifyFL website on all computer devices issued to students.

Please confirm assurances and send to Educational Choices and Innovation Department for each item listed below pursuant to the rule 6A-1.0018.

FORTIFY FL			
State Board Adopted Rule 6A-1.0018 School Safety Requirements and Monitoring			
Fortify FL must have signage on all school campuses and any and all advertisements and informational material. Please confirm assurances for each item listed below pursuant to the above rule.			
School Name:	Date Verified	Notes	Initials
Campus has visible signage			
Agendas			
Calendars			
Code of Conduct			
FortifyFL App must be installed on all devices issued to students			
Fortify FL Website must be bookmarked on all student devices			
Newsletters			
Publications			
School Website			
School Representative acknowledging assurance:			

SESIR: School Environment Safety Incident Reporting

School Environmental Safety Incident Reporting grew out of the public’s concern that children be safe in the school environment. In 1995-96 in response to this concern, the SESIR system was initiated to enable schools to track incidents and analyze patterns of violent, criminal or disruptive activity. The intent is for there to be complete and objective data from which to design interventions to improve the learning environment. SESIR operates at the school, district and state levels. School-level data are sent to the district in a standardized format and in turn, the district sends data to the Department of Education (DOE) where it is compiled into an annual report. This report presents the frequency of the SESIR incidents by district and for the state as a whole.

Additionally, the disciplinary actions associated with the incidents are reported. **The School Environmental Safety Incident Reporting System collects data on 26 incidents of crime, violence, and disruptive behaviors that occur on school grounds, on school transportation, and at off-campus, school-sponsored events, during any 24-hour period, 365 days per year.** Incidents are reported by schools to the districts which, in turn, provide the data to the DOE.

Once charter employee staff member has completed the annual SESIR training, the charter employee will need to email sesir@fldoe.org (also on the sesir.org website) to receive a copy of their updated certificate. **All public schools including traditional public schools and public charter schools are required to comply with SESIR reporting requirements.** These certificates must be uploaded into Charters Link at the beginning of the school year.

SECTION B: SERVICES AT ADDITIONAL COST

SCHOOL IMPROVEMENT PLAN (SIP)

Office of School Improvement

Phone: 407-870-4600

Honest self-evaluation of an institution's vision, strategies, priorities, leadership, programs and resources against a set of standards and associated indicators is unparalleled in its ability to uncover and bring into sharp focus special challenges and opportunities that, when addressed, often lead to significant improvement.

At the beginning of each school year, the District has asked that a School Improvement Plan be uploaded in **the Florida Continuous Improvement Management System (CIMS) website**, or a School Strategic Plan be emailed to Dr. Peter Straker at Peter.Straker@osceolaschools.net. If you choose to use the CIM State Template, please contact Brit Bell at britt.bell@osceolaschools.net to receive access to the website. After submitted to Dr. Straker for feedback and approval your **School Improvement plan must also be uploaded into Charters Link**.

STUDENT SERVICES

Student Services

Phone: 407-870-4897

Psycho-educational evaluations for students and participation in staffing to review results will be provided by the district through the Student Services Department. Student Services will also process referrals for psychoeducational evaluations and conduct phone consultations regarding procedures and/or specific cases related to evaluations and Section 504. Section 504 trainings will be offered to all charter school 504 Designees and administrators.

Training will include an overview of the Student Services Department including specific emphasis in the areas of:

- Student Enrollment Requirements
- Student Immunization Requirements
- Parents/Guardians and Student's Rights
- Code of Student Conduct
- Discipline and Expulsion Procedures
- Safety and Welfare of Students
- School Social Worker Services
- Attendance and Truancy Services
- Nursing Services
- Juvenile Justice Information Services
- Psychological Services

SECTION B: SERVICES AT ADDITIONAL COST

As a result of the 2022 Legislative session, **House Bill (H.B.) 1421** was passed and put into effect. HB 1421 amended Section (s.) 1012.584, Florida Statutes (F.S.), to add the requirement for each district to certify to the Department, in a format determined by the Department, that at least 80 percent of school personnel in elementary, middle, and high schools have received the Youth Mental Health Awareness Training (YMHAT) no later than July 1, 2023, and annually thereafter, that by July 1.

Pursuant to s. 1002.33(16), F.S., charter schools are not exempt from any of the YMHAT related rules and laws, which includes the requirement for at least 80 percent of school personnel in elementary, middle, and high schools to have received training in YMHFA no later than July 1, 2023, and annually thereafter, by July 1. Districts and charters must use the job codes and categories and the persons who hold these positions as of February 1, to identify what school personnel must receive the training. The job codes and categories of school personnel who must receive the training, as identified by the Department, can be found at <https://www.fldoe.org/schools/k-12-public-schools/sss/ymhat.stml>.

THIRD GRADE PORTFOLIO AND GOOD CAUSE

Instructional Program Specialist
Phone: 407-870-4847

Florida Statutes and rules require third grade students to meet promotion standards prior to promotion to 4th grade. It is the school's responsibility to educate, remediate, and assess 3rd grade students, and adhere to the guidelines in law to support 3rd grade learner progression.

The following Third Grade Guidance and Resources are available on the Department of Education's website: <https://www.fldoe.org/academics/standards/just-read-fl/third-grade-guidance.stml>.

Annually, SDOC will update and provide resources and assessments suitable to support 3rd grade portfolio promotion and can be located in Charter **MTSS Coaches Team>Reading Resources>3rd Grade Promotion Folder.**

3rd Grade Reading Camp

Third-grade students attending charter schools who score a Level 1 on the FAST Progress Monitoring 3 reading assessment and do not meet a good cause exemption, must be invited to attend summer reading camp. It is the responsibility of the charter school to determine how that service is provided. For promotion to grade 4, third-grade students attending charter schools must meet the same requirements as third-grade students attending district schools.

SECTION B: SERVICES AT ADDITIONAL COST

SECTION B: SERVICES AT ADDITIONAL COST

Charter schools may purchase the services identified in this document from the School District of Osceola County, Florida, upon written request to the district's charter school contact person. The request should specify the outcome product and required completion date. In the event the District can accommodate the request for services in the required timeframe, the District will forward a written response indicating the name(s) of the individual(s) to be involved in the project, an estimate of the number of hours required and the estimated total cost. Upon the receipt by the District from the charter school of written consent to the estimated cost, the District will commence performing the requested service. Charges pursuant to contracts between the charter school and the District, or purchase requisitions, warehouse requisitions, or maintenance work orders entered into the District's finance system by charter school personnel or by District, personnel on behalf of the charter school are not subject to the written estimate/consent procedure. Upon delivery of the service, the charter school will be charged for the service. Charges will be by means of automatic deductions from the end of month FEFP distribution from the District to the charter holder. An itemized report of the charges will accompany the distribution payment.

Credits or adjustments will be handled in a similar manner by adjustments to the next month's FEFP distribution.

SECTION B: SERVICES AT ADDITIONAL COST

CURRICULUM AND INSTRUCTION

Assistant Superintendent for Elementary Curriculum and Instruction

Phone: 407-870-4849

Assistant Superintendent for Middle School Curriculum and Instruction

Phone: 407-870-1485

Assistant Superintendent for High School Curriculum and Instruction

Phone: 407-870-4901

Charter school staff members are welcome to attend in-service training sessions offered on a space available basis. Charter schools will be responsible for the costs of materials (workbooks, books, materials, software, printing, etc.) used in the session, but will not be charged for instructional services. **The “Request for Workshop Materials and/or Instructional Services” form will need to be approved by the charter school administration in advance of the training session to ensure that the additional materials have been ordered and approved for payment.** Charter schools will be invoiced for materials requested. If materials are ordered and the teachers choose not to attend the session requested, the charter school will receive the materials and remain responsible for the cost of the materials requested. The Curriculum and Instruction Department will not pay for the cost of substitutes needed when charter school teachers attend in-service opportunities.

If a charter school would like to have one of the listed trainings offered specifically for its teachers, the training will be arranged at cost. This cost will include both instructional and material costs. The instructional fees charged will be based on the hourly rate for the instructor. Preparation time will be added to the actual time allowed for the workshop. The cost of materials will be based on the cost for the duplication of the materials from the print shop and/or the cost of the materials purchased for the workshop based on the number of participants. The “Request for Workshop Materials and/or Instructional Services” form will need to be completed by the charter school administration in advance of the training session to insure the approval of instructional and material costs.

If a charter school is included in a grant written by the Grant Management Department, all budget and in-service items included in the grant will be charged to the grant. Additional requests will be charged following the guidelines using the “Request for Workshop Materials and/or Instructional Services” form. All training sessions are listed on the Professional Development Department MyPGS site. Access to the MyPGS site is handled through the Information Services Department and is the responsibility of the employee/charter school.

SECTION B: SERVICES AT ADDITIONAL COST

Request for Workshop Materials and/or Instructional Services

Attention Charter School Administrator: This is to inform you that a teacher (or teachers) from your facility has registered for an in-service training session with Curriculum and Instruction Department of the School District of Osceola County.

In-service Title: _____

Teacher Name(s): _____

Date and Time: _____

Materials used in the Session: _____

Cost of Materials: _____

Number of teachers _____ Cost of materials _____ =Total charge _____

Cost of Instructional Services: _____

(There is no charge for instructional services for district MyPGS offerings.)

Prepared by: _____ Date: _____

I approve the above expenditures and realize that the total amount due will be deducted from my school's bi-monthly disbursement from the School District of Osceola County. I also realize that should the teachers not attend the session after the materials have been purchased, the charter school will receive the materials and remain responsible for the cost of the additional materials ordered.

Administrator's Signature _____ Date: _____

Charter School: _____

Please FAX this form immediately to the Curriculum and Instructional Services Department 407-870-4845.

Accounting Department Use Only

YEAR	FND	CNTR	PROJECT	FUND	OBJT	PRG	\$	AMOUNT

SECTION B: SERVICES AT ADDITIONAL COST

ESOL SERVICES

Multicultural Education Services

Phone: 407-870-4848

- Testing, including administration, scoring, and placement in program - \$30.00/hour, per student
 - IDEA Oral Proficiency Test (IPT)
 - IDEA Online Language Proficiency Assessments: Reading and Writing
 - Other testing agreed upon for both parties
- Professional Development provided after work hours – hourly rate for the instructor

Charter school staff members are welcome to attend in-service training sessions offered on a space available basis. Charter schools will be responsible for the costs of materials (workbooks, books, materials, software, printing, etc.) used in the session, but will not be charged for instructional services. **The “Request for Workshop Materials and/or Instructional Services” form will need to be approved by the charter school administration in advance of the training session to ensure that the additional materials have been ordered and approved for payment.** Charter schools will be invoiced for materials requested. If materials are ordered and the teachers choose not to attend the session requested, the charter school will receive the materials and remain responsible for the cost of the materials requested. The Multicultural Education Department will not pay for the cost of substitutes needed when charter school teachers attend in-service opportunities.

If a charter school would like to have one of the listed trainings offered specifically for its teachers, the training will be arranged at cost. This cost will include both instructional and material costs. The instructional fees charged will be based on the hourly rate for the instructor. Preparation time will be added to the actual time allowed for the workshop. The cost of materials will be based on the cost for the duplication of the materials from the print shop and/or the cost of the materials purchased for the workshop based on the number of participants. The “Request for Workshop Materials and/or Instructional Services” form will need to be completed by the charter school administration in advance of the training session to insure the approval of instructional and material costs.

If a charter school is included in a grant written by the Grant Management Department, all budget and in-service items included in the grant will be charged to the grant. Additional requests will be charged following the guidelines using the “Request for Workshop Materials and/or Instructional Services” form.

All training sessions are listed on the Professional Development Department MyPGS site. Access to MyPGS site is handled through the Information Services Department and is the responsibility of the employee/charter school.

SECTION B: SERVICES AT ADDITIONAL COST

INSTRUCTIONAL TECHNOLOGY TRAINING SERVICES

Media and Instructional Technology

Phone: 407-870-4662

Charter schools are welcome to attend training events, seminars, and workshops at the Media and Instructional Technology Department (MITD). Three types of training events are provided:

1. Workshops sponsored (paid for) by specific schools or departments:
 - a. Sponsor's staff would be given priority to enroll
 - b. Charter school staff would pay for their prorated share of the true cost of providing the training. For example, the cost could range from \$39.22 per hour for 8-12 participants. The cost of training for charter school employees would be determined by the cost of the instructor per hour, the type of training, number of participants, and materials. The cost of materials would be based on duplication of the materials from the print shop and/or the cost of the materials to Instructional Technology. When calculating the hourly rate for the instructor, prep time needs to be added to the time allowed for the workshop.
2. Workshops sponsored by a charter school or schools:
 - a. The cost to provide training specifically for a charter school would be based on the true cost to the school system regardless of the number of charter staff members attending.
 - b. Costs would include the trainer's time (including prep time), printing costs for instructional materials, and any additional items, which Instructional Media must purchase.
3. Workshops sponsored at the MITD:
 - a. Workshops sponsored at the MITD are provided at no charge to district schools. Charter schools would be welcome to participate at no cost on a space available.
 - b. Charter school staff will need to sign up for workshops on the MyPGS system.

OASIS SCHOOL VOLUNTEER PROGRAM

Oasis Volunteer Specialist Telephone:

407-870-4080

Student safety is the #1 priority for our students. The OASIS department performs extensive local and nationwide criminal history background checks on all volunteers. This is managed through a computer-based program called School Check In. Charter schools who wish to have OASIS background check their school volunteers will be required to pay the cost to run each volunteer (\$5.75/person) and purchase an 'Enterprise' license and a volunteer log-in kiosk/driver's license scanner if needed from School Check In.

SECTION B: SERVICES AT ADDITIONAL COST

PRINTING SERVICES

Media and Instructional Technology

Phone: 407-870-4662

Website: [Print Shop Pro Start Page \(webdeskprint.com\)](http://webdeskprint.com)

Print services are available to charter schools upon availability. Orders are submitted through the online ordering system, *Print Shop Pro*.

Orders in the Print Shop are done on a ten-working day timeline. Charter schools will be charged a 17% handling charge according to the latest pricing schedule available on the Print Shop web site. Prices are subject to change due to the market price of paper and supplies. Contact the Records Department for rules regarding form orders.

PURCHASING, PROPERTY RECORDS, AND WAREHOUSE

Contract Services Over Purchasing, Property Records, and Warehouse

Phone: 407-870-4620

Purchasing & Warehouse

- Purchase order generation fee of \$20.00 which covers entering, printing, invoicing, and receiving of orders. This fee will be waived as the charter schools go on the TERMS system for ordering.
- **Warehouse requisitions** - Charter schools may order items from the warehouse for use by the school through the TERMS warehouse requisition system. Shipping equal to 10% of the cost of items ordered must be included on the requisition. Item WSH00001 (shipping) is utilized for this purpose and added in increments of \$.10. Charge account 100.xxxx.1000401.7700.5900.000.0 where “xxxx” is the center number of the charter school. Charges to this account will be deducted from the second FEFP distribution to the Charter school for the month. However, if the items are to be paid for from a grant, they should be charged directly to the grant accounts.
- **Purchase Requisitions** - All purchases from federal grant funds will be by means of purchase requisitions entered in the District’s finance system (TERMS). The Grants Management Department provides training and assistance to charter school personnel in entering requisitions. Requisitions will be charged directly to the appropriate grant expenditure accounts.

Property Records & Courier Services

- **Property Records Field Technicians** – actual hourly rate, portal to portal, for field inspection of property as required by Florida Statutes.
- Courier services to the charter schools will be on a twice a week basis at no charge.

SECTION B: SERVICES AT ADDITIONAL COST

STUDENT ASSESSMENT

Research, Evaluation and Accountability Department

Telephone: 407-870-4056

Charter schools are required to participate in all state assessment programs as appropriate to their populations and follow district and state policies regarding test administration procedures, security, and materials tracking. Charter schools are responsible for the procurement of facilities and necessary computers and hardware required for testing. Other than required state assessments, charters may purchase and participate in additional assessments offered by the District.

Other Optional Assessments

- Postsecondary Education Readiness Test, Grades 9-12 (PERT)
- Standard 10 (SAT-10) – Reading, Grade 3 only
- College Board Assessments
- ACT

Charter schools will be invited to participate in any district-wide professional development that involves the administration and implementation of assessments. Charter school testing personnel are required to participate in all training events provided by the District pertaining to state assessments. Each school must appoint a School Testing Administrator (who must be a Principal, Assistant Principal, Director, or higher) to oversee all testing programs and ensure that proper procedures and protocols are followed. Each school must also appoint a School Testing Coordinator who will serve as the primary point of contact. Both the School Testing Coordinator and the School Testing Administrator must attend trainings.

Postsecondary Education Readiness Test, Grades 9-12 (PERT)

This test will be administered and scored online (except for 504/IEP students needing paper and pencil). The cost for the online test is \$0.94 per subject. The cost for the paper and pencil test is \$0.94 per subject.

Testing costs include the following:

- All materials involved in the administration of the test, licensing, fees, scoring costs, and basic reports. Basic reports include Individual Score Reports and Score Rosters.

Stanford 10 (SAT-10) – Reading, Grade 3 only

This test will be administered and scored online (except for 504/IEP students needing paper and pencil). The cost for the online test is \$7.95. The cost for the paper and pencil test for Form “A” Mixed/Mode Scoring is \$8.75 and the 1 Form “D” is \$18.77.

Testing costs include the following:

- All materials involved in the administration of the test, licensing, fees, scoring costs, and basic reports. Basic reports include the Master List of Test Results by School and Teacher, Student Profile and Student Report.

SECTION B: SERVICES AT ADDITIONAL COST

College Board Assessments

Schools may contact College Board directly if they elect to administer the following assessments. All fees and policies associated with the administration of these tests are set by College Board.

- PSAT 8/9 – Grades 8 & 9
- PSAT/NMSQT – Grades 9-11
- Grade 10 – State Funded
- SAT School Day – Grades 11 & 12
- SAT Non-College Reportable
- Advanced Placement Exams – Grades 9-12

ACT

Schools may contact ACT directly if they elect to administer the following assessments. All fees and policies associated with the administration of these tests are set by ACT.

- Pre-ACT 8/9 – Grades 8 & 9
- Pre-ACT – Grade 10
- ACT School Day – Grades 11 & 12
- ACT Non - College Reportable

STUDENT SERVICES

Student Services

Phone: 407-870-4897

The cost of service is dependent on the District receiving Federal subsidies, please consult with the District to obtain the rate that will be charged for the current school year.

School Social Work Services

The time billed for School Social Work Services will be at a rate of \$35.00 per hour plus mileage. These services may include assisting families in identifying and utilizing community resources and services, providing casework services to students who have problems adjusting to school, consulting with school personnel and/or parents regarding classroom behavior, school policies, and procedures affecting student performance, and crisis intervention.

Juvenile Justice Court Liaison Officer

When a student is charged with a felony by law enforcement, notification will be provided to the charter school via the Department of Student Services and the Judicial Liaison. In addition, a charter school may request investigation into the circumstances of the charges, the outcome, and disposition of those charges by the Judicial Liaison. Typically, the Judicial Liaison attends all arraignments, trials, and dispositions of the court for students who have been charged with a felony. In addition, the Judicial Liaison can, at the request of the charter school, provide either a written report or a feedback conference regarding those students who are currently in the Juvenile Justice System and who are enrolled at the charter school. Judicial Liaison Services will be billed at the rate of \$24.00 per hour including court time and mileage when applicable.

SECTION B: SERVICES AT ADDITIONAL COST

Registered Nurse (RN)

All charter schools may plan to include appropriate health services, including compliance with the requirements for physicals, vaccinations, follow-up, and screenings as needed (F.S.385.0056); or, charter schools may elect to purchase the services of a Registered Nurse (RN) from the School District of Osceola County, Florida. The level of service will be determined by the enrollment and any special health related circumstances at the charter school. The cost of such services will be: **Hourly RN - \$25.00 per hour plus mileage.**

Attendance and Truancy

A charter school may plan to include appropriate services for the investigation and tracking of attendance and truancy as required under Florida Law. A charter school may wish to purchase the services of a District Attendance Assistant on a full-time, part-time, or hourly rate basis. The cost of such services will be their hourly rate plus mileage.

Additional Administrative Services in pursuing legal action through Children/Families in Need of Services, the Department of Juvenile Justice, or direct legal action taken through a court of competent jurisdiction shall be at a rate of \$36.00 per hour plus mileage when applicable.

Administrative Services are typically provided by the Supervisor of Social Services within the Department of Student Services.

School Psychological Services

- **Part A – Section 504 of the Rehabilitation Act**

The Psychological Services Team will be utilizing a fee schedule for all Section 504 services with the exception of training for Section 504 Designees. This training will be conducted at the beginning of the school year and charter school Designees are eligible and encouraged to attend.

The development of the Section 504 Accommodation Plan will be the charter school's responsibility and the School Psychologist will not be present for this part of the meeting.

When a parent of a charter school student contacts a member of the Psychological Services Team with concerns or complaints regarding Section 504, the parent will be referred to the charter school Section 504 Designee and/or administrator. If the parent indicates that he/she has already spoken with charter school personnel and are not satisfied with the results of that conversation, he/she will be advised to contact the District Section 504 Facilitator(s).

Consultation between the charter school 504 Designee/administrator and the District Section 504 Facilitator(s) via the phone or email will be provided at no cost to the charter school. Exceptions to this include responding to OCR complaints, Due Process complaints, etc. as these cases require a significant amount of work offsite. Onsite visits from a District Section 504 Facilitator as well as offsite assistance with special/legal cases will be charged at the rate of \$40 per hour plus mileage, when appropriate.

As a federally funded entity, charter schools must comply with all Section 504 requirements. In addition, Due Process procedures apply to all charter school students.

SECTION B: SERVICES AT ADDITIONAL COST

- **Part B – Psychological Services**

School Psychologists will conduct psychoeducational evaluations and provide reports for all students referred for initial evaluations or re-evaluations at no cost to the charter school. School Psychologists will attend staffing's to review their reports but will not be available for the development of an IEP or Section 504 Accommodation Plan.

School Psychologists and/or the Supervisor of Psychological Services are available via phone to consult on various issues such as psychoeducational evaluations, reevaluations, staffing and FBA/BIPs for general education and Section 504 students only. Contact the ESE department for assistance with FBA/BIPs for ESE students.

All questions pertaining to the Problem-Solving Team or the MTSS process should be referred to the appropriate Director of Curriculum and Instruction for Early Education, Elementary School, Middle School and/or High School.

[Services Provided to Charter Schools FC-600-1973 \(r.10.25.2022\).pdf](#)

TECHNOLOGY SERVICES

Information Technology Services

Telephone: 407-870-4050

Charter School Wide Area Network Connectivity Remote Site Computer Network System Connection – Technology Services Department

Connection to the District's central computer system will be provided. The cost of hookup and data lines is the responsibilities of the Charter school. Access to the student software system is part of the administrative fee and includes operations, backup, and security.

Typically, no direct network connection services are provided to Charter schools. If required, you must contact the Technology Services Department for an evaluation and a quote will be provided for the network connection fee.

Facility Process Remote Connection

Remote connection to the School District of Osceola is normally provided by VPN connection to the School District Network. The Charter facility is required to have a service provider. The Principal at the facility must follow the process setup for VPN connection. (See attached document) VPN only gives access to the School District network. To have access to Terms and/or ESE IEP System Principals are required to file the appropriate document to get permissions for users to access the internal systems.

Documents for approval

- FOCUS Access
- ESE IEP Access
- ODMS
- TERMS Access
- VPN Access
- ELlevation Access (If purchased by the charter school)

SECTION B: SERVICES AT ADDITIONAL COST

New School startup for Charter School Access

Administrative decision is made to use a new facility. The Administration must notify the five departments – Educational Choices and Innovation Office, Finance, Human Resources, Information Technology, and Technology Services Department, of the decision to create a new facility. A document should be created stating the creation of facility. It must contain the name of facility, location of facility and any staff members that will need network connectivity access.

No staff members or network connectivity can be established until Steps 1 thru 4 are completed.

Process:

1. Step One: (Backend Active Directory) – An organizational unit must be created within the Active Directory Structure.
2. Step Two: (Frontend Process) - Information pertaining to the new Facility must be entered in the Facility Management web page on the Active Directory Management Web site.
3. Step Three: (IDA Runs) - The next time that the Automated Active Directory Modification Process (**IDA**) runs: Any staff assigned to the new Facility by HR: The Facility number that is entered on the B04 screen (ThePrimary Job record screen) will determine the facility that staff will be assigned to in AD.
4. Step Four: (**IDA** Results) - After the process runs:
 - Security groups can be applied to the User AD account.
5. Step Five: (School District of Osceola -VPN Request Information)
 - Upon the completion of Active Directory Infrastructure being created VPN NSAaccounts will be generated.

School District of Osceola **Virtual Private Network (VPN)** is a network connection that allows authenticated users to connect to the School District of Osceola (SDOC) infrastructure network, providing access to centralized secure data and access to network resources, databases, websites, etc.

Rules: Users **MUST HAVE** the following before getting access through a VPN connection.

1. Authenticated Active Directory User Account.
2. Approved VPN Account Application from SDOC Leadership.
 - a. Standard VPN account issued– Principal, Assistant Principal, Bookkeeper, and Data Entry Clerk.
 - b. **All other ESE (IEP) requests will use the NSA login accounts to get their access from VPN** (Note: Having a VPN account does not mean that you have permissions to TERMS or IEP System– you must complete a separate application form for approval to get access to TERMS or IEP Systems. Approval forms are completed by the Principal and submitted to the Director of Charter schools or designated staff from Charter and Choice).
3. Charter school Staff members must have an employee application on file and approved with the School District of Osceola – Human Resources Department.
 - a. Technology Services will have to complete Steps 1 thru 4 before any VPN processing for network access can begin.

SECTION B: SERVICES AT ADDITIONAL COST

4. Charter school Access List to the SDOC network must be maintained and updated by the Charter Leadership and kept current at all times.
5. If an employee is terminated or transfers to another department, all group memberships are stripped from Active Directory including VPN. The end user is responsible to re-apply for permissions to connect to the SDOC network using the process for new account.
6. All VPN Access requests must be placed in the SDOC SharePoint Site for approval.

Who can have a VPN Account?

Principal, Assistant Principal, Bookkeeper, Guidance Counselors, and Data Entry users will have regular user VPN accounts set up with their Active Directory User ID and password.

All other employees will use a Network Service Accounts (NSA). The NSA accounts have been created for Charter schools unique to the school. These accounts should be issued to 2 staff members at a time. Principals are responsible to assign employee users to an NSA account and make management of VPN easier and allow staff to do their IEP reports and student reviews, etc. NSA account will be restricted between the hours of 7:00am to 7:00pm as well as the connectivity to the TERMS SDOC, network.

Each Charter school will have three Network Service Accounts (NSA), issued to the school. The account is NSA-XXXX-VPN#, 1, 2 or 3. This account will be used for access to the School District Network, but the NSA user will need a user ID for TERMS or ODMS.

Example:

Two staff members need temporary access to the School District Network; both users can use the account NSA-XXXX-VPN# for a logon consecutively.

XXXX – indicated the Facility School 4 Letter Code VPN# - # should be 1, 2 or 3

How do I get VPN Access?

All applications for Charter VPN connections MUST be submitted by the Principal at the Charter school. Application requests are made thru the Executive Director of Charter and Choice Department. The Executive Director of Charter and Choice Department will approve the Principals requests and submit the authorizations request through the SDOCSharePoint VPN Request website. Only the Executive Director of Charter and Choice Department will have access to this website for requesting VPN Access.

1. Applications must include detail justification reasons why the user is requesting access to the SDOC Network. Be detailed in the request stating what applications you need to access to and times that you need access to the network.
2. Approval will come from Chief Information Officer of Technology and the Director of Technology Department. All applications will be made through the SDOC SharePoint website system for tracking purposes.
3. Upon approval, the Help Desk will activate the VPN account and notify the end user. You will receive an email confirmation from the Information Technology HelpDesk.
4. Failure to follow this process will cause confusion and will delay your request since it is automated by the approval process.

Note: At the end of each fiscal year on **June 30th** ALL VPN access will be terminated. Users must re-apply for access every year.

SECTION B: SERVICES AT ADDITIONAL COST

VPN Accounts & Charter Schools

To access the SDOC Network through VPN requires special VPN Client software. Once the user has been approved for VPN access, the District Help Desk will email instructions and the installer for the software. No VPN access will work without this client.

How to connect to the Network through VPN

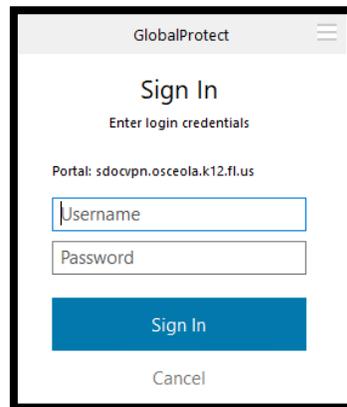
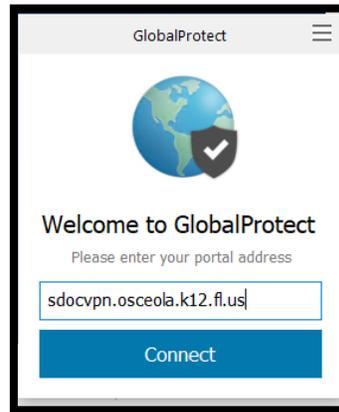
Launch the Palo Alto GlobalProtect using the address:

sdocvpn.osceola.k12.fl.us

Type in the either your user ID and password or use the NSA ID and password given to you by the principal.

Remember to follow all rules and regulations under the School District Security Policy and Procedures. It is a violation to share any account and/or misuse your account for any business other than school business.

User is now connected to the SDOC Network and will be able to access TERMS & ODMS



DISTRICT DEPARTMENT PERSONNEL DIRECTORY

DISTRICT DEPARTMENT PERSONNEL DIRECTORY

Educational Choices and Innovation Dr. René Clayton, Assistant Superintendent Nayhomi Millan, Executive Secretary Debra Bele, Compliance Specialist Tanya Snellings, Compliance Specialist Sandy Adams, Instructional Resource Specialist Edith Ortiz, Bookkeeper	(407) 870-4847
Business & Fiscal Services Sarah Graber, Chief Business and Finance Officer	(407) 870-4823
Budget Jose Gonzalez, Director	(407) 870-4823
Community Relations Dana Schafer, Public Information Officer	(407) 870-4007
Early Childhood Education Center Mary Ann Rodríguez – Perez, Director	(407) 870-4911
Elementary Curriculum & Instruction Dr. Belinda Reyes Assistant Superintendent Stacy Burdette, Director	(407) 870-4849
Exceptional Student Education Hilary DeLuca, Director Karen Glenn, Supervisor	(407) 343-8700
Facilities Services Dave Sharma, Facilities Rhonda Blake, Planning Services Director	(407) 343-8659
Finance Angela Barner, Director Mark Ninah, Business Analyst/Accountant	(407) 870-4823 (407) 933-3955
Health and Safety Specialist Maria Hernandez, Coordinator	(407) 892-6762
Help Desk	(407) 870-4000
High School Curriculum & Instruction Dr. Chundra Evens, Assistant Superintendent TiaTasha Brown, Director	(407) 870-4901
Human Resources Department John Boyd, Director of Government and Labor Relations	(407) 870-4800
Human Resources & Employee Relations Tammy Otterson, Chief Human Resources Officer Rosa Cuevas, Charter School Certification & Staffing Specialist	(407) 870-4800

DISTRICT DEPARTMENT PERSONNEL DIRECTORY

Information and Technology Division Peter Thorne, Chief Information & Technology Officer	(407) 518-2934
Information Services Jonathan Kochan, Director Connie Cappola, Supervisor of Student Information Systems Juan Ruiz, (DQA) Data Quality Analyst	(407) 870-4042 (407) 870-4024 (407) 870-4991
Media and Instructional Technology Scott Clark, Director	(407) 870-4669
Middle School Curriculum & Instruction Dr. Michael Allen, Assistant Superintendent Michelle Henninger, Director	(407) 870-1485
Multicultural Curriculum, Instruction, and Compliance Dr. Lastenia Penaloza, Executive Director	(407) 870-4848
Oasis Robin Davis, Oasis Volunteer Specialist	(407) 870-4080
Print Shop Penny Mol, Printing & Graphics Specialist	(407) 870-4662
Professional Development Janice Franceschi, Director	(407) 518-2940
Purchasing Property Records & Warehouse Edward Parker, Executive Director	(407) 870-4630
Research, Evaluation & Accountability Leah Torres, Director	(407) 870-4056
Technology Services Shawn Woodell, Director	(407) 870-4050
School Nutrition Services Judith Gordon, Director of Food Services	(407) 870-4678
School Operations Scott Knoebel, Assistant Superintendent for School Operations	(407) 483-3661
Special Programs Dr. Diane LaMar, Director	(407) 870-4934
Safety and Security Lester Yeates	(407) 343-4506
Student Services Rhonda McMahan, Director Angela Burdie, Coordinator	(407) 870-4897