



**TECHNICAL ASSISTANCE
PROCESS**

EFFECTIVE DATE 05/01/2013

SOP 3.11

SIGNATURE

A handwritten signature in black ink, appearing to be "R. P.", is written over a horizontal line.

PROPOSED BY

VP Sponsorship Operations

PURPOSE

The TECHNICAL ASSISTANCE PROCESS provides consistency in the handling of requests for technical assistance, including proper documentation and verification of communication and/or actions taken. It provides for targeted and customized supports by CSS professional staff or contractors with subject matter expertise relevant to the operations of partner schools to successfully fulfill their obligations under applicable rules, laws, and the terms of the community school contract and ensure timely assistance to schools in response to issues, problems and concerns.

SCOPE

The TECHNICAL ASSISTANCE PROCESS applies to all CSS staff or contractors responsible for providing technical assistance.

PROCEDURE

1. Technical assistance requests are received through a telephone call, email, verbal or written communications from schools, governing authorities and school leadership.
2. Requests may be received by any CSS staff member or contractor.
3. The request should be responded to with a telephone call or email by the appropriate team member within a twenty-four (24) hour period unless extenuating circumstances apply.
4. If the request for technical assistance is related to health and safety, the request should be sent directly to the President and addressed immediately if deemed appropriate.
5. In general, the staff member or contractor receiving the request shall respond. For specific technical matters, the staff member or contractor may consult a subject matter expert for additional assistance.
6. If the request is not appropriate for sponsorship technical assistance, CSS will work with the school to provide appropriate recommendations for how the school can receive technical support as may be requested.



7. At least once per month, the Office Manager shall send a spreadsheet to all staff for them to record technical assistance provided to a school.
8. Staff shall return a completed spreadsheet to the Office Manager within ten (10) business days of receiving the spreadsheet.
9. Office Manager will maintain a master spreadsheet of technical assistance provided to each sponsored school.
10. Management Team shall review spreadsheet annually during scheduled team meetings in conjunction with the Resource Allocation Process and Sponsorship Improvement Process.

DOCUMENTATION / VERIFICATION

Location of documentation:

S:/Sponsorship Technical Assistance/

Naming convention: Year + Tracking Sheet

Ex: Sponsorship Technical Assistance/2017/Tracking Sheet

Naming convention: Technical Assistance + date of request

Ex. S/TECHNICAL ASSISTANCES/SCHOOL NAME/TECHNICAL ASSISTANCE06012012

Supporting documentation included with this process:

1. A sample technical assistance tracking form is attached to this process.

DOCUMENT HISTORY

Orig. Date May 2013

Rev. December 2014

Rev. March 2017

Rev. November 2018

REVIEW AND APPROVAL

Reviewers of the TECHNICAL ASSISTANCE PROCESS are as follows:

Reviewed By: Management Team

Date: 11/19/18

Approved By: President David L. Cash, Jr.

Date: 11/19/18

The effective date is as of the date signed above. Processes are consistently reviewed and revised as necessary throughout the term. The TECHNICAL ASSISTANCE PROCESS may be implemented as currently written and will be formally evaluated and revised as necessary going forward.