



TECHNICAL ASSISTANCE

EFFECTIVE DATE 05/01/2013

PROCESS

SOP 3.11

SIGNATURE

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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 support 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 may be received through a telephone call, email, verbal or written communications from schools, governing authorities and school management company representatives.
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 prior to responding.
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. The Office Manager shall create and maintain Technical Assistance logs, by month/year, in TEAMS.
8. Each month, the Office Manager shall send a reminder to all staff for them to record technical assistance provided to a school in TEAMS.
9. Staff shall complete the spreadsheet within ten (10) business days of providing technical assistance.
10. Management Team shall review the spreadsheet quarterly during scheduled team meetings in conjunction with the Resource Allocation Process and Sponsorship Improvement Process to determine which schools need additional assistance.

DOCUMENTATION / VERIFICATION

Location of documentation:

TEAMS

DOCUMENT HISTORY

Orig. Date May 2013
Rev. December 2014
Rev. March 2017
Rev. November 2018
Rev. April 2020
Rev. April 2021
Rev. August 2021
Rev. November 2021



REVIEW AND APPROVAL

Reviewers of the TECHNICAL ASSISTANCE PROCESS are as follows:

Reviewed By: Management Team

Date: 10/25/2021

Approved By: President David L. Cash, Jr.

Date: 11/8/2021

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.

