

STANDARD OPERATING PROCEDURE 11.05: TECHNICAL ASSISTANCE PROCESS

July 1, 2025

A. 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.

B. APPLICABILITY

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

C. DEPARTMENT RESPONSIBILITIES

Responsible Department:	Legal Department
<i>Other Departments:</i>	<i>Compliance Department</i>
	<i>School Improvement Team</i>
	<i>Services Team</i>
	<i>C Suite Level Executives</i>
	<i>Management Team</i>
	<i>Executive Team</i>

D. 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 C Suite Level Executives and addressed immediately if deemed appropriate.
-

5. In general, the staff member or contractor receiving the request shall respond and copy the SES email address. 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. Staff shall complete the Sponsor Evaluation Collection reporting document within the reporting timeframe for technical assistance provided, in addition to copying the SES email address.
8. The Legal Department shall prepare a summary of the technical assistance provided quarterly.
9. Management Team shall review the summary quarterly during scheduled team meetings in conjunction with the Resource Allocation Process and Sponsorship Self Evaluation and Improvement Process to determine which schools need additional assistance.

E. DOCUMENTATION

Location of documentation:

TEAMS

F. GLOSSARY

Communication, health and safety, expertise, subject matter expert, sponsorship, Sponsor Evaluation Collection, technical assistance summary, quarterly, resource allocation process

G. CROSS REFERENCED SOP'S

SOP 11.02 Resource Allocation Process

SOP 11.07 Sponsor Annual Self Evaluation and Improvement Process

H. REVIEW AND APPROVAL

Approved By: Chief Executive Officer David L. Cash, Jr.

Date: 06/30/2025
