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Welcome!

This packet was created as an additional tool to help support your substitute program! Please don’t hesitate contacting us at Kelly Educational Staffing if you have any questions or are in need of assistance! (Contact information is on Page 2!)

In order to improve the success of your substitute pool, it’s important to engage positively with your substitute base. Throughout this guide you will note this symbol 😊 which will indicate one of many tools you can utilize to improve substitute retention & increased fill rate! Read on!

Preparing for Substitute Teachers:

- Greet and orient the Substitute teacher. Provide room visits to show support. Have an administrator “stop by” the room periodically to show support and reinforce expectations.
- Assign a staff member to answer questions, “put out fires,” & introduce the substitute to other teachers
- Identify desired student performance and behavior when there is a substitute teacher.
- Provide an opportunity for substitute teacher feedback at the end of the day & be sure to include both positive and constructive criticism.

Substitute Folders: 😊

The effectiveness of a substitute teacher is greatly influenced by the materials and expectations left by the classroom teacher. We suggest that our substitutes carry a “sub pack” of fillers for classrooms that are missing lesson plans, but we direct our substitutes to follow the teacher’s instructions in order to maximize classroom continuity. For that reason, we highly encourage teachers to provide necessary materials for substitute success!

A substitute folder is a good way to keep these materials together. It could include:

- Adequate lesson plans – complete, understandable, and engaging (include any special IEP Needs, supplies need, as applicable)
- Up-to-date class list and seating chart and Attendance procedures
- Hall pass procedures
- Emergency procedures
- Office Phone Number and/or Contact number for immediate classroom support
- School Policies, as applicable

Remember; the Substitute Teacher needs support from the school administrators and staff to be successful!
Kelly Edu Staffing & Substitute Services Contact Info:

<table>
<thead>
<tr>
<th>Contact:</th>
<th>Details:</th>
<th>Contact For:</th>
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| **Kelly Educational Staffing (KES):** Responsible for hiring and management of most substitute positions and management of Frontline. | **Philadelphia Offices:**  
- Center City Office: (Broad Street)  
  215-563-4320  
- Northeast Office: (Bustleton Ave)  
  215-604-1030  
- South Office: (Oregon Ave)  
  267-758-8688  
Email: SDP@kellyservices.com | -Update on hiring process for a specific sub  
-Substitute time-keeping  
-Substitute Feedback  
-General Questions |
| **Kelly Scheduling Team:** Call center that assists in opening vacancies and absences in Frontline | 855-535-5955  
Email: kesschedule@kellyservices.com | -To confirm Frontline login credentials  
-To open/edit an absence or vacancy  
-To request a specific substitute  
**Please note:** Frontline reports should not be used to fill out the TPER. |
| **SDP Substitute Services Unit (SSU):** Responsible for hiring and management of select substitute positions and KES | Email: ssuhelpdesk@philasd.org  
Phone: 215-400-7827 | -Frontline administrator requests  
-Any issues that can’t be resolved by contacting KES |

**The following positions are eligible to receive substitute coverage:**

- Teachers  
- Librarians  
- Secretaries  
- Noon Time Aides  
- Student Climate Staff/School Climate Manager  
- Support Services Assistant  
- Teacher Assistants  
- Food Service Workers  
- Classroom Assistant  
- One-to-one Aides  
- Counselors  
- Nurses  
- Therapists (Speech, Occupational)  
- Principals*  
- General Cleaners*

*If you have a long-term principal or assistant principal need, email the Chief of School’s office for approval and then forward approval to ssuhelpdesk@philasd.org. If you need a substitute general cleaner, contact the Facilities department at 215-400-4310.
1. **How to maintain your sub pool:**
   a. Properly engaging substitutes is key to maintaining a healthy sub pool. While you can’t be all things to all subs, there are steps that can be taken to maintain sub engagement. As mentioned in the welcome section, acknowledgement goes a long way.
   b. Take a stroll by your sub’s classroom and acknowledge your substitute. Students will often follow your lead as you respectfully acknowledge your substitute and chances are they will too.
   c. Pay attention to the new subs at your school. For many subs, visiting a new school may be daunting so a friendly face can help boost the experience for your sub.
   d. Be sure to provide necessary information to your substitute, such as “who to call when they need help” or the contact info for their “point person” at the school.

2. **Positive Feedback:**
   a. Within Origami (see Incident Review Process) you have the option to report positive feedback for your substitutes. Why is this important? This allows the KES team to recognize stand out substitutes. Positive feedback may provide us the opportunity to provide KUDOS bonuses for these subs, use them as mentors for incoming substitutes, or submit them for the KES Substitute of the Year program!

3. **Preferred Substitutes:**
   The Preferred Substitutes feature offers your preferred substitutes the first opportunity to fulfill absences at your school. By creating a preferred substitute list, the IVR system will contact the preferred sub when absence in added in system that matches the qualifications of the substitute. The Scheduling team will also utilize this list when attempting to fill the absences.
   a. As an administrator, you can view your school’s list of “preferred substitutes, as well as excluded substitutes from the “Settings”, located on the left toolbar in Frontline.
   b. School employees are able to add a preferred substitute to their list by accessing their Frontline profile, selecting preferred sub on the left toolbar and begin by selecting “Add Substitute.” Directions can be found in the Frontline User guide.

4. **Two substitutes – One Assignment:**
   Each absence is given a unique identifier called a Confirmation Number. In the event that two substitutes arrive for the same assignment, the substitute with the confirmation number is rightfully assigned to the absence. Please contact the KES Scheduling team who will work with the non-assigned substitute as best we can to link them to another assignment.

5. **Confirmation Numbers:** Each confirmation number is linked to a specific assignment which will be linked to a specific substitute. A substitute who fulfills an absence, without a confirmation number, will not be linked to an assignment and therefore will not get credit for this assignment. This can create a problem for not only the substitute but also the KES branch and even the School District. Please call the KES Scheduling team or your local branch if you have a substitute with no scheduled assignment.
6. Substitutes who are late:
If an 8 a.m. assignment is added at 7:45a.m. ... Accepted by the substitute at 8:15a.m ... it’s NOT likely that a substitute will arrive before 9a.m., depending on travel time, etc. However, if a substitute has not arrived within a reasonable amount of time after assignment is added or picked up, please contact our KES Scheduling team as soon as possible. We will make every attempt to safely contact substitute and update school. Substitute late arrivals are noted and we will counsel substitutes who track patterns of tardiness.

7. Field Trips:
Occasionally, subs are asked to fill in on field trips. Good news! Subs are allowed to do so, but there are some restrictions, such as no overnight field trips, etc. In order to ensure that our subs are able to be as supportive as possible, please be sure your substitute completes a Field Trip request with our local office. In order to schedule a sub for a field trip, or if you have any questions, please call the local branch office. (Contact information on page 2!)

Does your school have a list of preferred substitutes? Make sure to ask your teaching staff if they have preferred subs! Positive feedback is essential!

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Remember to update your preferred list in Frontline! Need help? Call the scheduling team or your local branch! (See Contact Info – pg. 2)
Absence Management

Understanding absence management is essential to a healthy sub pool. Below you will find some key points and reminders on Absence Management. (For step by step instructions, please see: Frontline Administrator Guide.)

1. Creating an absence:
   a. An absence can be created via the IVR, mobile app, contacting the KES Scheduling team, or by accessing Frontline. The earlier you enter the absence, the more time you allow the sub pool to view and accept. Be sure to enter the absence as soon as you can!

2. Assigning (and saving) a substitute:
   a. Remember to only assign a substitute to an absence after you have already spoken with the substitute. When you manually assign a substitute, the sub will not automatically be notified! Never assume the sub will know!
   b. You may also request to assign a substitute by contacting the KES Scheduling Team. They will contact that substitute to confirm if they are able to accept the requested assignment.

3. Modifying or Removing a Substitute:
   a. In order to modify an absence that has already been created, you must contact the KES Scheduling Team. Remember, they are there to help you! The KES Scheduling Team will ensure that the details are up to date and, more importantly, ensure that communication is initiated to the substitute!
   b. Be sure to call Scheduling Team to remove (or replace) a substitute. It’s imperative that the sub is removed, notified and the absence is adjusted to either be opened up to sub pool or closed if applicable.

4. Creating an absence AFTER the start time:
   a. When you wish to enter an absence after the start time, you must call the Scheduling Team. This will alert the team to begin contacting subs to FILL the assignment. Adding the assignment, without notification, increases the likelihood that the assignment will not be filled. Subs will not look for and 8a.m. assignment that was added at 10am! Be realistic and create that absence for half day am – NSN and open the half day pm to the pool as a suggestion. When in doubt, call the Team!
Long-Term /Vacancies and Substitutes

When a substitute is needed because a teacher resigns, retires, or will be out for an extended period of time (i.e. maternity leaves, sick leaves, sabbaticals), the school is responsible for the following:

1) Opening the job in Aesop.
   a. If the employee already has a job in Aesop (for example, if the employee was on sick leave but decided to resign), school leadership should call or email the Kelly Scheduling Team to extend the job and enter the certification in the notes.
   b. If the employee has not opened the job in Aesop, Principals, Asst. Principals, Secretaries, or roster chairs can enter the job at www.aesoponline.com, or by contacting KES.
      i. **If the employee is still assigned to the position in SMS:** Enter the job under the employee’s name using code LS-Left SDP, and if it is a teacher, add the certification area to the notes (e.g. 4 – 6 Elementary).
      ii. **If the employee is no longer assigned to the position in SMS:** Enter the job under the available vacancy profile for the position and certification area. If you are entering it yourself instead of contacting KES, look for the vacancy profile under the name of the position (e.g. Teacher) where you would normally look for an employee’s name.
      iii. **If the school would like to request a specific substitute:** Email the name of the sub to KES at kesschedule@kellyservices.com and cc the SDP Sub Services Team at ssuhelpdesk@philasd.org.

2) Providing feedback on the substitute (teachers only). The SDP Substitute Services team will ask the Principal to provide feedback during the substitute’s probationary period (the first 5 days in the job). Based on the Principal’s feedback, the sub will begin pursuing an emergency permit to stay in the assignment if they are not certified, or KES will identify a different sub to fill the job.
   a. If the substitute is not working out, please call the Kelly Scheduling Team to remove the substitute and open the assignment back up the pool! **Additionally,** the local KES branch at 215-563-4320 to inform them of the change.

3) Acquiring substitute access to school systems. Once SDP Substitute Services Team receives approval from the Principal, they will enter the long-term substitute into the HRIS system (Advantage) so that substitute may receive access to school systems such as Gradebook. The substitute will receive an e-mail from KES with detailed instructions on how to activate their SDP username/password. After their account is activated, the Principal can provide them access to SIS as they would any newly appointed teacher.
Long-Term / Vacancies and Substitutes

4) Closing the job in Aesop. If the vacancy is filled or the employee returns from leave, the school should notify KES immediately that the sub is no longer needed.
   a. At least once a week Talent Partners review inactive employee and vacancy profiles in Aesop. This may result in a job in Aesop being closed or a substitute needing to be moved. If a Talent Partner reaches out with questions regarding long-term sub placements, please prioritize getting back to them so as to ensure no break in substitute coverage.

Remember ... it’s important to provide feedback regarding your long-term substitute teachers within the first 5 days! This allows the sub service department and KES to adjust if necessary!
1. I’d like to contact the long-term substitute assigned to the leave/vacancy ahead of their start date to provide them with necessary information about the job.
   a. Please contact KES at sdp@philasd.org to request substitute resumes and contact information. KES cannot and will not release substitute contact information without first getting consent from the substitute.

2. My employee is going out on leave and KES has secured a long-term substitute ahead of the leave start date. Can the substitute overlap with my employee to get used to daily routines/meet staff and students?
   a. Unfortunately, no. Substitutes can only be provided when a leave/vacancy actually exists.

3. A new hire was made/my employee on leave is scheduled to return, but I love my substitute. Can I keep them at my school?
   a. Please contact your talent partner to review any other vacancies you may have. You could potentially move the substitute to one of these classrooms/roles. If you do not have any substitute need at the time, please contact KES in order to have the sub placed on your school’s preferred sub list.

4. Our long-term substitute was moved into a different classroom to fulfill a different long-term need. Can they continue to receive the long-term pay rate?
   a. No. The long-term pay rate begins when a substitute works more than 20 days in one classroom. They will have to start from day one if moving to a different classroom.

5. My long-term substitute is having trouble gaining access to school systems.
   a. If a substitute is receiving an error message when trying to activate their SDP account, please have them e-mail the Substitute Services Team at ssuhelpdesk@philasd.org. If a substitute has successfully activated their account, but the Principal is having trouble providing them with access to systems, please have them contact the SDP IT Team at 215-400-5555 or helpdesk@philasd.org. Please note that due to limited Zimbra licenses, the substitute will not be assigned a SDP e-mail address unless they are a former SDP employee.

6. Why does a substitute have to complete the 04 Permit process?
   a. The State has a law that non-certified subs cannot be in the same class room for more than 20 cumulative days without being certified or with the 04 Permit.
7. What is the process?
   a. First we will need confirmation that this is in fact a LT (for non-vacancy positions), principal approval as well. Then the sub will need to come in before day 17 of the assignment to receive the permit. This will include a $100 money order and MIGHT include a transcript. If the sub does not get the permit before the 17th day they risk being removed from the assignment until the permit is processed. Accordance to the permit guidelines a substitute can only receive the 04 permit twice in a lifetime for a particular content area (PreK-4, Art, etc.)

Remember!

The teacher in the classroom MUST be equivalent to the absence recorded in Frontline for accurate long term absence and pay!
1. What is the Daily Report
   a. The Daily Reports allows the administrator to view details of the employees’ absences. It provides valuable information, including employee names, absence date(s), and the substitutes who are assigned to their school.

2. Where can I find it in Frontline?

   **Step 1:** Click on the **Reports** link on the side navigation bar, then click on the **Daily Report**. This will automatically bring up the absence information for the current date.

   **Step 2:** Enter the date for which you want to view the Daily Report. You can also specify the type of employee (e.g., teacher, librarian) to be included in the report. If the administrator oversees one school, the report will be sorted by employee name by default. District administrators may sort the report by school or by employee name.

   **Step 3:** The five sections of the report will automatically show on the lower half of the page, or click **Search** to select the specified sections.

   **Step 4:** Click **Print** to be able to print off the Daily Report for today’s date, or the date that was specified in the search.

The information is sorted into five sections:

- **Unfilled** – Absences the system is attempting to fill for that date, or that are currently being held for a substitute.
- **Filled** – Absences filled with a substitute for that date.
- **No Sub Required** – Absences created in the system but do not require a substitute for that date.
- **Canceled** – Absences that have been entered, not filled, and closed unfilled. A substitute is no longer required for that date.
- **Closed** – Absences that were entered and filled with a substitute then closed. Another substitute is no longer required for that date.

*You also have the option to filter each section by Conf#, Employee Name, School, Absence Reason, Shift, and when it was created. Simply click on the up and down arrow to filter.*

3. How do I view unfilled absences?
   a. Click Daily Report from the sidebar Reports menu.
   b. View the Unfilled section from the report.
   c. Enter the date to view unfilled absences for and click Search.

4. How do I monitor a particular date’s absence information? (Example: See the absence information before or after a holiday.)
   a. Click Daily Report from the sidebar Reports menu.
   b. Enter the appropriate date. This will allow you to see who was absent, what the entitlement type was, and when the absence was entered into the system.

   **Note:** To obtain specific details about an absence or employee’s history, click the Confirmation Number for that absence. This will display the employee’s name, the school, the time the absence was created, the status, and the Substitute’s name.
   c. Click Search.
Items to Remember
**Incident Reporting**

**Incident Process**
1: Always report incidents to the principal first; the principal should follow SDP protocol
2: Complete incident report online at [https://jobs.philasd.org/sub/](https://jobs.philasd.org/sub/) and attach all witness statements gathered
3: KES/SDP investigates the incident
4: Outcome is determined

**FAQs**

**BEFORE AN INCIDENT OCCURS**
What is considered an “incident”?
An incident occurs any time that you are not happy with a substitute’s performance and you think that KES and SDP should be informed.

If an incident occurs with a substitute, what steps do I take to report it?
Immediately complete an incident report form. If an incident is physical or sexual in nature, it is best to contact Substitute Services at 215-400-5994 or KES 215-604-1030 or 267-758-8688 to report the incident by phone first, so that we may act as quickly as possible. All other incidents may be reported through the Origami link first. Please note that you do not have to manually fill in the form. Please click “look up”, then select the School District of Philadelphia and the form will autofill.

I keep receiving an error message when I try to submit my incident form. Why?
If you are manually entering your information into the form, this may cause an error message when trying to submit. Please click “look up”, then select the School District of Philadelphia and then the form will autofill. Type in the details of the incident and click submit. You should no longer receive an error message.

**DURING AN INCIDENT INVESTIGATION**
What happens during the investigation process?
The investigation begins no later than 24 hours after the incident report is received. Depending on the severity of the incident, substitutes will be deactivated from Aesop immediately to prevent them from picking up future assignments. KES will contact the reporter to gather additional information or statements, if needed. KES will then contact the substitute and ask for a written statement. Then, KES collects all statements from the parties involved and shares them with the Substitute Services team. Once SSU receives all statements and any other applicable evidence, the information is reviewed and an outcome is determined.
Incident Reporting

How long does it take before an incident is resolved?
When a substitute has been deactivated pending investigation, the investigation must be complete before the substitute can return to any schools. It usually takes 10 business days from the time that SSU/KES receives the formal incident report to the time the outcome is made. 10 business days are not inclusive of reports that are made by phone or email. Sometimes, there are more severe incidents that may require a few additional days to investigate. The #1 reason incidents take longer than 10 days to close is because of missing witness statements. Please be sure to collect and submit all witness/student/staff statement to KES as soon as possible and submit them to SSU/KES.

Are schools allowed to release information to KES?
Yes. You are encouraged to do so. Because substitutes are KES employees, they lead the investigation but all information shared is confidential and there is FERPA language in our contract allowing the release of this information. KES only shares information with the SDP Substitute Team. Any details involving the incident are crucial to the investigation process.

How can I help expedite the investigation process?
The best way to expedite the investigation process is to submit all witness statements as soon as possible. Witnesses include: the immediate victim, student witnesses, teachers, dean of students, administrators- anyone who witnessed the incident should complete a clear, legible statement. If you are unsure if a handwritten document is legible, please type it.

May I submit a letter of recommendation for a substitute to help their investigation?
Substitute incidents are strictly investigated according to the events that took place. We use witness statements and any other applicable evidence to determine an outcome. Your letter of recommendation will not help or hurt the substitute’s investigation.

AFTER AN INCIDENT INVESTIGATION

What outcomes can be made after an investigation?
A host of outcomes can be made in response to substitute incidents. SDP can determine to exclude a sub from the classroom, school, or school district and relies heavily on statements from the school to make that determination. KES uses the school’s information to determine if the sub needs further training, or needs disciplinary action up to and including termination. Each incident is unique and both SDP and KES try our best to decide on the most appropriate outcome(s) for each incident.

Is KES allowed to release information about subs?
If principals inquire about the status of an incident, KES can provide that information. A substitute’s personal information will not be released to the school; requests from the authorities should be directed to ssuhelpdesk@philasd.org.

POSITIVE FEEDBACK

Within Origami (see Incident Review Process) you have the option to report positive feedback for your substitutes. Why is this important? This allows the KES team to recognize stand-out substitutes. Positive feedback may provide us the opportunity to provide KUDOS bonuses for these subs, use them as mentors for incoming substitutes, or submit them for the KES Substitute of the Year program!
Frontline login information

My school or District Administrator needs Frontline access:
- All principals, APs and secretaries are automatically given access to school level data for their org code. If someone else needs access, or if they need access to another org code (such as a pre-k program):
  - Email SSU smason@philasd.org and include:
    - Username of the employee requesting access
    - Org code(s) - If there are multiple (for example, a school and a pre-k program), include the org code for both schools.
    - Email must be from the principal
Employee will receive access in 24 hours accompanied by an email from Aesop with their login credentials

I can’t login to Aesop
- Individual Login (requesting sub for yourself): call KES at 1-855-535-5955
- District Login (administrators viewing district level data): email SSU at ssuhelpdesk@philasd.org

I have a new hire and they need their Aesop login:
- Employees should receive an email with their login information within their first week; if they have not received it, they can call KES at 1-855-535-5955 to get their login.

Troubleshooting substitute requests

What absence code should I use to submit my request? The absence code I want is not listed.
- Use the absence code that you are using on TPERs. If you don’t see the code that you want, use 01-Personal.
Absence code in Aesop does not matter as long as the correct code is in TPERs. Aesop will not override TPERs.

I need to change a sub request that I entered.
- If the job is already filled by a substitute, you must contact KES at 1855-535-5955 in order to make changes to the job
- If it’s prior to the day of the substitute request, login with your administrator login and you will be able to make changes.
- If it’s the same day or past the day of the substitute request, call KES at 1-855-535-5955 to make changes.
Aesop FAQs

The employee or vacancy list in Aesop is not correct:

I am trying to request a substitute, but I don’t see the employee in Aesop.
1. Do we provide substitutes for the employee?
2. If no, the absence should be coded on the school TPER and no further action is necessary.
3. If yes, then the employee record is incorrect in SDP’s HR system.
   a. Enter the job under the vacancy profile (there will always be either an employee profile or a vacancy profile for every allocation at the school).
   b. To ensure that SDP systems are aligned, email staffing@philasd.org and let them know that the employee is at the wrong location.

My employee left but is still showing up in Aesop:
- Create job under the employee’s name through the end of the pay period using code LS-Left SDP
- Email KESSCHEDULE to let them know that you’d like a job opened the following Monday (first Monday of the pay period) under the vacancy profile for that assignment
- Email staffing@philasd.org to make sure that SDP’s HR department is aware

I am a Climate Manager, but my title in Aesop is Student Climate Staff. Could you please change this to reflect my current position?
- No. We do not provide substitutes for Climate Managers, but understand how critical this role is to a school’s ability to function. Therefore, we designate this position as SCS in Aesop so you are able to receive a substitute.

I am an SCS/Food Service Worker/SSA and my work hours are not accurate in Aesop.
- The Aesop system is not equipped to account for the varying hours within these positions. When requesting a substitute, use the “custom hours” function to reflect the start and end times of your position. If calling or e-mailing the Kelly Scheduling Team to request a sub, you can provide the start and end times to the Kelly representative.