



Ask Dr. Rodriguez



Ten Frequently Asked Questions (FAQs)

Edition #23 2023-24 School Year – Week of February 12, 2024

Questions are quoted as I received them directly from our community.

- 1. This inquiry pertains to the absence of classified employees. Currently, at the school where I am employed, some classified employees are not obligated to arrange for a substitute to cover their position when absent., unlike others. This practice seems unjust, as the duties of the absent employee are shifted onto their colleagues. Could you please provide clarification on whether all classified positions are required to request a substitute?**

A substitute is requested for all certificated and classified positions once we are aware of the absence. However, employees are not required to acquire their own substitutes. When the absence is created/entered in Frontline (AESOP), the qualified substitutes receive an automated call and have the option to accept or decline the assignment. There may be a shortage of substitutes especially for specific hard to fill positions.

- 2. I saw that you wrote that school sites will be receiving a shade structure. What will those look like? What will be the process?**

Shade structures beautify schools and neighborhoods and provide students with much-needed protection from the sun during hot weather. The shade structures also provide unique outdoor spaces where students can play and learn together. The process will begin with site visits during the next several weeks. The site visits will determine the best locations where playgrounds and fields need shade. We will also determine the right size and model for each site. Once designs are completed for each site, we will prepare documents for a public bid process which will include both the procurement and installation. Due to the customization for each school and the need to go out to bid, I have provided examples from various different vendors that show how the shade structures will look in concept only.





3. Why are employees required to do this every calendar year, even if our dependents haven't changed? And why isn't the district providing subs when most of the times offered are during school hours?

The Dependent Verification Review (DVR) is conducted once every 3-years, not annually, and is required by employers who are participating in CalPERS sponsored health plans. The purpose of this review is to verify that only eligible dependents are currently enrolled in the District's benefit plans. SUSD is working with American Fidelity to conduct this review. Employees will need to schedule an appointment, either in-person or virtual, to meet with an American Fidelity Benefit Counselor, to show the required verification documents for enrolled dependents in order to verify their eligibility to remain covered on their benefit plans. Employees who do not complete the verification review process by March 15, 2024, would have their dependent's benefit coverage canceled on May 1, 2024.

Employees who may not have dependents enrolled in their benefits plans, are encouraged to still meet with American Fidelity during this review period. Oftentimes, employees who waive our medical coverage forget that they still may have dependents enrolled in their dental and vision plans, which will need to be re-verified. This review period is also an opportunity for employees enrolled in voluntary insurance products (i.e. life ins., disability, cancer, accident) through American Fidelity, to review their policies and update beneficiary information.

The District is providing substitutes for employees to attend their DVR appointments, communication was sent to school administrators on January 31, 2024 with information on how to schedule roving substitutes for staff.

4. Is the Priority Recommendations website in Spanish too?

The Public Accountability Dashboard is available in both English and Spanish. You can go to allosusd.net and click on the change language symbol or you can go directly to todosjuntosensusd.net to see the Dashboard in Spanish.



- 5. Hello, Dra. Superintendent Michelle. I have been asked by many parents to send you this question about the new security or way to enter to our student's school for visiting the school, or parents' meetings. My school hasn't implemented it yet so I don't know exactly how it will work but many parents have reached to me to ask. They said that they are being asked to present a California ID or California Driver license. Many of our parents are from other countries and they cannot provide these kinds of identifications, so, how the new system will handle this problem? some parents have their countries id, like "matriculas consulares" are these going to be ok to enter our school sites? Thanks so much for taking the time to answer all of our questions. You and your team are doing a great work. Have a good day.**

The Hall Pass Visitor Management System accepts all Government-issued Identification Cards. In addition to identification cards issued by various countries' consulates, a "Matricula Consular" issued by the Mexican Consulate through the Mexican Government is also accepted by the system. In case a visitor does not have an accepted identification card, the front office staff can manually key in their information using the system's manual feature. Our primary goal is to ensure the safety of everyone visiting our school, and we aim to make the process as convenient and hassle-free as possible. In case of any concerns regarding identification, please reach out to Marcus Omlin at MOmlin@stocktonusd.net or Chief Mayra Franco at mfranco@stocktonusd.net for additional guidance.

6. **I am trying to get educator's credit on my student loans. How do I request for my PSLF/TLFA form to be verified?**

PSLF/TLFA can be dropped off at the main district office or emailed to voe@stocktonusd.net. Please address your form to the HR VOE Help Desk.

7. **Where do I find the new HR and Payroll Ticket System that you talked about? Are staff using it?**


The HR and Payroll Department developed the Help Ticket system so they can track requests and improve customer service. They have already answered over 500 inquiries. You can submit your inquiry through the HR Help Ticket found at the top of the [Human Resources Department](#) page. Once you sign in, you will see the following screen to fill out with your inquiry.

Inquiry

For Department *

Additional Details

Date

Signature *

This signature is digitally generated from user input

* Multiple requests can delay the process.

8. **Why is SUSD allocating funds for Mental Health Clinicians to work all year long but our students are at school for 6 hours - 187 days per school year? Shouldn't funds be allocated to support behavior support programs due to the rise of behaviors in our classrooms?**

SUSD Mental Health Clinicians (MHC) provide mental health assessments and planned individual, group, and parent/family mental health services for students receiving General and Special Education services during the academic year, as well as during summer break and intersessions, such as Expanded Learning Opportunity Program (ELOP), Summer Learning Academy (SLA), and Extended School Year (ESY). MHCs are available during these time periods to provide direct mental health services as well as crisis response and school site support. In addition, MHCs offer professional development opportunities for students, families and staff and participate in site activities which occur before and after

school contributing to informing, building awareness, and decreasing stigma historically associated with mental health needs.

We have seen a rise in mood and anxiety related behaviors and symptoms in our community and classrooms and mental health services are provided to support students whose mental health needs are expressed in help-seeking behaviors. Our MHCs work collaboratively with our district behavior supports to develop behavior intervention plans, school wide supports, and classroom specific needs for students exhibiting behavioral symptoms related to mental health needs. Additionally, MHCs provide communication between school-based and community-based providers, such as psychiatrists and clinic-based therapists, to collaboratively serve students and families. MHCs are also responsible to maintain documentation, progress monitoring reporting and continuous development of individual and group treatment interventions based on student specific needs.

One of the District's Priority Recommendations is to "explore additional behavior supports, programs and resources to improve student interactions with each other and staff." To meet this priority recommendation, SUSD Mental Health & Behavior Support Services Department (MHBSS) is facilitating the analysis of existing resources, supports and services currently available, including but not limited to an electronic database of resources for staff, professional development in the areas of classroom management and behavior intervention strategies and support, behavior consultation with administrators, teachers and staff, and direct services for identified students. MHBSS meets monthly with other relevant SUSD departments, including Special Education, Early Childhood Education, and Department of Public Safety, to review and analyze data regarding existing behavioral supports and resources to determine areas of success and need. In addition, MHBSS has collaborated with other districts, participated in professional development opportunities, and reviewed literature to expand programs and resources available to address behavior. We will continue to analyze school climate data, discipline data, and school site survey data to further determine district needs and identify any gaps in our continuum of behavior support.

- 9. Hello, I would like to know if the Verizon mobile hotspot issued to me during distance learning of 2020 is still working? Apparently mine doesn't work, there's a message on the hotspot screen that says "No Service; Retrieving Data Usage Info". It stays on that screen forever. Mobile hotspot also shows no signal even though I'm in an area that has signal.**

District hotspots are turned off if there is no data usage after 30 days. To reactivate the device, please contact your school site's library media assistant or staff that manages hotspots. The district library media assistant or staff is aware of the process and can submit a request to reactivate the hotspot through the Technology and Innovation department.

- 10. I am looking at getting a copy of my transcript and was wondering if I am able to come down to the school to get it?**

If you are in need of transcripts for a current student or one who graduated during 2022-2023 to present, please send records request paperwork via email or in person to the school site in which you graduated.

If you are requesting transcripts for a student who graduated before the 2022-2023 school year, please click the link below to go to the SUSD Student Records Department homepage to complete a request form at <https://www.stocktonusd.net/StudentRecords>, call 209 933-7020 ext. 2290 or email cwarequest@stocktonusd.net