



# PRINCIPAL/TIMEKEEPER SMARTFIND EXPRESS GUIDE

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## INTRODUCTION

This Guide is designed to provide you with information about our employee absence management system, SmartFind Express (SFE). The information contained in this Guide is provided in order to assist our building administrators in understanding the policy and making it possible to review, run reports of staff absences, make requests for substitutes, modify and approve time for absences and substitutes' work. The contents of this Guide shall not constitute nor be construed as a full version of the provisions covered by a bargaining unit or any other entity. The Guide is a summary of processes that must be completed using SFE, which are presented here only as a matter of information.

## EMPLOYEE ABSENCE MANAGEMENT SYSTEM – SMARTFIND EXPRESS (SFE)

- SmartFind Express (SFE) is an automated software program that is available 24/7 for teachers, paraprofessionals, and secretaries who will enter time off and may need to request a substitute.
- Substitute teachers, paraprofessionals, and secretaries use SFE daily or an as-needed basis for accepting assignments for the absent employee as specified on the job request.
- SFE provides coverage for absent teachers, paraprofessionals, and secretaries.
- The system has time-restricted guidelines for you to follow that will prevent many unfilled positions and inconsistencies in your classrooms.
- SFE provides reports to administrators on absence status and absence assignments.
- SFE gives administrators the ability to run reports as needed. The daily report provides planning tools to address and complete your daily, short, and long term substitute needs.
- Using SFE properly will ensure all employees are paid correctly and on time.

## PRINCIPAL – HOW TO REGISTER AND NAVIGATE SFE

The Secretary will have the information or call the Substitute Center for assistance.

## WHO TO CONTACT FOR EMERGENCIES AND INQUIRIES?

<b>Substitute Center:</b>	Phone: 216-838-0069 (Principals/Secretaries) Phone: 216-838-0077 (Employees) Email: <a href="mailto:substitutes@clevelandmetroschools.org">substitutes@clevelandmetroschools.org</a>
<b>Senior Substitute Coordinator:</b>	Phone: 216-838-0077  Email: <a href="mailto:substitutes@clevelandmetroschools.org">substitutes@clevelandmetroschools.org</a> Substitute Coordinate Phone Hours: 6:00 a.m. – 11:00 a.m.
<b>Leaves of Absence Specialist:</b>	Phone: 216-838-0054  Email: <a href="mailto:samantha.walker@clevelandmetroschools.org">samantha.walker@clevelandmetroschools.org</a>
<b>Substitutes Pay inquiries:</b>	<a href="mailto:substitutes@clevelandmetroschools.org">substitutes@clevelandmetroschools.org</a>
<b>SmartFind Express:</b>	216-838-4782  (Automated – for substitutes to review and accept assignments)

**Licensure:** [licensing@clevelandmetroschools.org](mailto:licensing@clevelandmetroschools.org) or 216-838-2984

**Benefits:** [benefits@clevelandmetroschools.org](mailto:benefits@clevelandmetroschools.org)

**Compensation:** [compensation@clevelandmetroschools.org](mailto:compensation@clevelandmetroschools.org)

**Leaves of Absence:** [samantha.walker@clevelandmetroschools.org](mailto:samantha.walker@clevelandmetroschools.org)

**New Educator Portal:** [karen.joyce@clevelandmetroschools.org](mailto:karen.joyce@clevelandmetroschools.org)

**Payroll:** [wdpayroll@clevelandmetroschools.org](mailto:wdpayroll@clevelandmetroschools.org) or 216-838-4729

**Public SchoolWorks:**

Jacquinette Brown at [jacquinette.brown@clevelandmetroschools.org](mailto:jacquinette.brown@clevelandmetroschools.org)

Angela Wolfe at [angela.wolfe@clevelandmetroschools.org](mailto:angela.wolfe@clevelandmetroschools.org) or 216-838-2993.

**Substitute Handbook:** [substitutes@clevelandmetroschools.org](mailto:substitutes@clevelandmetroschools.org)

## PRINCIPAL “MUST” LIST/SECRETARY SUPPORT

### PRINCIPAL (MUST)

- Make sure the staff is aware of substitute policies, SmartFind Express System (SFE), deadlines, and time entry submission.
- Build a process that reviews substitute time daily and delegate to Secretary.
- Make sure that **all** substitutes have a **job number** and are properly scheduled through SFE.
- Ensure staff is calling in for substitutes as early as possible and properly using sick time regardless of if a substitute is needed.
- Ensure that the Secretary stays in contact with the Substitute Center for support.
- Use of substitutes for **full day** only. If you only need them for half a day, consider scheduling IEP time or other time to occupy the substitute for the rest of the day. (Substitute teachers).
- If there is a need for a daily (1-5 days), short (6-60 days) or a long (61+ days) term substitute, find a preferred substitute with the proper credentials (license in the needed subject). You can contact the Substitute Center for a report of specific credentials.
- General Position Substitutes (IEP, Miscellaneous school assistance, and Testing) should only be requested by the principal or designee and **not** entered as employee absence.
- Requests for extensions of assignments should be called in before 11 AM. This ensures that a substitute is paid properly and secured for the next day.
- If substitute need is longer than four days, contact the HR/Talent partner to obtain approval.
- Ensure that lesson plans are on file in the school and available to the substitutes upon arrival.
- Have a plan and accessible information for new substitutes to the building. Include lunch/break/restroom policies and school rules.
- Provide substitutes with information on what they are to do and not to do, including your expectations for them and students.
- Substitutes are to sign in and out each day, including their job number, with the school secretary.
- Use the Do Not Return process if needed (more information on this later in this document).
- Send specified substitute name for the job after you have contacted the substitute and have their acceptance.
- Plan Ahead: Professional Development, IEPs, Field Trips, Special Privilege Days etc.
- Whenever possible, plan 5-10 days in advance to request a substitute. Make sure that the employee does the same.
- Run reports weekly to review possible instances of absence abuse. This includes ALL substitutes in short and long term assignments.

- Review class coverage and overage requests.
- **Review, modify, and approve time off and/or substitute time.**

#### SECRETARY (SUPPORT)

- Run the absence report at the beginning of the day and at the end of day in order to plan properly.
- Ensure that all the jobs numbers are in the system.
- Ensure known future openings have been entered.
- Assist building administrator with planning ahead whenever possible.
- Ensure that all substitutes that report to the building have a **valid job number**. The job number is what generates a pay record.
- Assist in orienting substitutes in the building and with proper policies and procedures.
- Ensure substitutes sign in and sign out each day and confirm the timekeeping records match.
- Provide lesson plans to substitute teachers unless otherwise instructed by the absent teacher.
- Extend assignments by calling the Substitute Center before 11 AM.
- Review assignments at the start and end of the day to review, modify absences for teachers, paraprofessionals and/or secretaries then submit to the principal for final approval.
- Review job assignments for substitutes and verify or modify and time for the substitute, then submit to the principal for final approval.
- Help substitutes with inputting class coverage in Workday.

#### REQUESTING A SUBSTITUTE

**Open & Vacant Positions:** All open and vacant positions need to get approval through your HR partner.

**General Position:** All general position requests that are 1 to 5 days can be requested through the substitute center. If you need a general position substitute for more than 5 days, you will need to get approval through your HR partner.

**School Professional Development:** If Professional development is taking place in your building, then the school administration needs to call the substitute center to determine the situation. If the Professional development is out of the school/classroom, the employee can put in their absence through SmartFind.

**Employee Daily Absence:** All employees are responsible for daily absence entries and any absence prior to any leave approval. If an employee needs help with any absence related problems, please refer them to contact the Substitute Center.

**Not all absences warrant the use of a Substitute.**

WHEN SUBS ARE NEEDED	
Substitutes ARE Required	NO Substitute Required
Illness (full day)	½ Day Illness
Jury Duty	Report Card
Field Trip – <b>IF</b> portion of class remains in classroom	Parent Teacher Conferences
Special Privilege – <b>MUST BE APPROVED IN ADVANCE</b> (CBA Article 21, Section 6) UNDER STAFF BUTTON	“No Student” days
Leave of Absence	Early Dismissal

Professional Development (Principal Authorized)	Professional Development (when less than ½ day – PRINCIPAL to authorize)
Military, Reassignment to Admin	School Closures

- Any substitute must be **utilized for a full day**.
- Substitutes do not work partial days.
- If a substitute is not fully utilized in a classroom environment for a full day, be prepared to use the substitute for additional school activities.

## PREFERRED VS. SPECIFIED SUBSTITUTE DIFFERENTIATION

**Preferred** substitute is a substitute that has already verbally confirmed the acceptance of the assignment, and SFE will not call the substitute, and the name will be added to the job request. This activity must be initiated by the **Principal** contacting the Sub Center.

**Specified** substitute is a specific substitute requested by a teacher/para/secretary in SFE. Unlike the preferred sub, the specified substitute **MUST ACCEPT** the assignment via SFE. SFE will call the specific substitute up to 10:00 PM the night before the absence.

Talent Management Partners are always here to support you. If you are not sure whether a substitute is needed, need to shorten or extend an assignment, or have special circumstances, please reach out to them for assistance.

## VIEW, MODIFY AND APPROVE TIME WORKED (SUBSTITUTE TEACHERS, PARAS AND SECRETARIES)

SmartFind Express is the system where substitute time is captured and then uploaded into Workday through an automated integration process. It is extremely important that sub assignments are reviewed and validated on a daily basis. Specific attention should be given to review and validate:

- hours worked (make sure sign in/out aligns with system entry)
- job classifications, job numbers, class coverage
- days in position (driven by job number)
- time type, and confirmation/corrections to class coverages

## TIME TRACKING

The time frame is short so any errors or corrections found may need to be fixed by Timekeepers. If errors are detected earlier and there is time for the employee to fix errors, you may Send Back the time sheet to the employee for corrections. If warranted, you may Deny the time entry and the time sheet will need to start over. If there is not enough time to send back, Timekeepers should make the correction directly.

- Employees are responsible for entering their time and validating the accuracy.
- Substitutes are responsible for accepting sub assignment and confirming SmartFind Express assignments are correct. Assignments in SFE are uploaded into Workday through an automated interface process. If SFE entries are incorrect, Workday will also be incorrect.
- Timekeepers/Secretaries are responsible for reviewing time to ensure accuracy.
- Principales/Time Approvers are responsible for approving time.

## BEST Practice Tips:

- Time should be monitored on a daily basis to give employees ample time to update their time if corrections are needed.
- Timekeepers must be mindful of where we are in the processing schedule when you use the send back. If there is not enough time for the employee to correct the time, timekeepers will need to correct to adhere to the payroll cutoff deadlines.
- Be able to substantiate class coverages for audit purposes

It is imperative to ensure you have the proper tools to approve time appropriately and accurately. The following job aids are provided for assistance.

[Validate Employee's Time](#) - includes approve, send back, and deny in time approvals

[Enter Class Coverage and Supplemental Time](#)

[Validate and Submit Time](#)

[Enter & Correct Employee Time for WD Time Clock Users](#)

[Enter & Correct Employee Time for Web Calendar Users](#)

[Payroll Calendars](#) - Payroll processing and cut-off dates

## APPROVING TIME

Approving time **on time** is critical for an employee to be compensated. Any delay in reviewing, modifying and/or approving time may result in improper compensation or, in the case of a substitute, no pay at all. Improper or “no” pay can have significant consequences. If the District determines that an employee's withheld wages are in violation of Article 31, Section 5(B)(5), the District will compensate the affected employee all withheld wages plus ten percent (10%) of the amount of wages wrongfully withheld.

### **Bi-Weekly (Secretaries)**

Employees must submit time by payday Friday.

Timekeeper reviews all time and classifications by EOD Monday.

Time Approver must approve by the end of day Tuesday following payday Friday.

### **Semi-Monthly (Teachers and Paraprofessionals)**

Employee submits by 15<sup>th</sup> or last day of the month (unless this falls on a weekend or holiday, the deadline will be the following business day).

Timekeeper reviews all time one day after the period end date (16<sup>th</sup> or 1<sup>st</sup>)

Approvals due two after the period end date (17<sup>th</sup> or 2<sup>nd</sup> unless this falls on weekend or holiday, will be business day following)

If corrections are needed, the timelines referenced above apply. If time prohibits the substitute from making corrections, the Timekeeper should make necessary corrections. For assistance, please refer to the [Enter & Correct Substitute Employee Time](#) job aid.

## SUPPLEMENTAL TIME (CLASS COVERAGE, ETC.)

In order to receive payment for supplemental duties, class coverages, and PD, time must be entered into Workday. For more information refer to [Enter Class Coverage and Supplemental Time](#) and [Validate and Submit Time](#).

## CORRECTING AN ERROR AFTER APPROVAL – WORKDAY

Contact Payroll: [wdpayroll@clevelandmetroschools.org](mailto:wdpayroll@clevelandmetroschools.org) or 216-838-4729

## RESPONSIBILITIES OF TEACHERS, PARAPROFESSIONALS AND SECRETARIES WHEN CALLING AN ABSENCE

### Teachers

- Request a substitute as far in advance as possible.
- Enter instructions for a substitute when calling off, such as where the lesson plans are located.
- If you have a specific substitute you would like to have cover for you, add their name in SFE at the time the absence is entered in SFE.
- If your absence may be longer than 5 days, work with the principal and the Substitute Center team in order to find a qualified substitute. You may request a preferred/specified substitute (the Substitute Center calls by seniority, not certification)
- If you will be absent for multiple days, enter all days at once to ensure consistency in the classroom.
- Click “No” if a substitute is not required to fill the absence.

### Paraprofessionals

- Request a substitute as far in advance as possible.
- Enter any special instructions for a substitute when calling off.
- If you have a specified/preferred substitute at the time of absence, add the request.
- If you will be absent for multiple days, enter all days at once in order to ensure consistency in the classroom.

### Secretaries

- Request a substitute as far in advance as possible.
- Enter any special instructions for a substitute when calling off.
- If you have a specified/preferred substitute at the time of absence, add the request.
- If you will be absent for multiple days, enter all days at once in order to ensure consistency in the office.

## DEFINITIONS OF DAILY, SHORT AND LONG TERM SUBSTITUTES (CTU)

- **Daily Assignment – five (5) or fewer school days**

A Daily Assignment is a substitute teacher assignment anticipated to last for **five (5) or fewer school days**. Substitutes accepting these assignments will not be expected to plan lessons, participate in scheduled parent-teacher conference days, attend scheduled staff professional development days, or participate in 100 minutes as defined in Article 9 Section 2. Substitute teachers in Daily Assignments are not eligible to participate in Staff/Community Engagement Days as defined in Article 31, Section 11. Substitutes completing a Daily Assignment will not be permitted to use accrued sick time for any absence during a Daily Assignment.

- **Short-Term Assignment – last a minimum of six (6) to a maximum of 60 workdays**

A Short-Term Assignment is a substitute teacher assignment anticipated to **last a minimum of six (6) to a maximum of 60 workdays** in the same assignment. Substitutes accepting these assignments will be expected to plan lessons, participate in scheduled parent-teacher conference days, attend

scheduled staff professional development days, or participate in 100 minutes as defined in Article 9 Section 2, and perform the other functions of the classroom teacher. Substitute teachers in Short-Term Assignments would be eligible to participate in Staff/Community Engagement Days as defined in Article 31, Section 11. Substitutes assigned to a Short-Term Assignment are permitted to use previously accrued sick time for any absence occurring after the fifth day of the assignment under the terms outlined in Article 21, Section 1. Substitute Teachers in Short-Term Assignments should report their absence in the same manner as regular classroom teachers, outlined in Article 21, Section 1.

- **Long-Term Assignment – last a minimum of 61 workdays in the same assignment**

A Long-Term Assignment is a substitute teacher assignment anticipated to **last a minimum of 61 workdays in the same assignment**. Substitutes accepting these assignments will be expected to plan lessons, participate in scheduled parent-teacher conference days, attend scheduled staff professional development days, or participate in 100 minutes as defined in Article 9 Section 2, and to perform the other functions of the classroom teacher. Substitute teachers in Long-Term Assignments would be eligible to participate in Staff/Community Engagement Days as defined in Article 31, Section 11. Substitutes assigned to a Long-Term Assignment are permitted to use previously accrued sick time for any absence occurring after the fifth day of the assignment under the terms outlined in Article 21, Section 1. Substitute Teachers in Long-Term Assignments should report their absence in the same manner as regular classroom teachers, outlined in Article 21, Section 1. Substitutes in Long-Term Assignments are eligible for health insurance as set forth in Article 30 Section 1(D) upon their 61<sup>st</sup> day of service in the same Long-Term Assignment as outlined in Article 23, Section 9 and Appendix A. In addition, a substitute in a long term assignment shall begin to accrue sick leave on the 61<sup>st</sup> day in the same assignment.

#### DO NOT RETURN (SUBSTITUTE TEACHERS/PARAPROFESSIONALS)

- A Principal has the option to request a substitute not return to the school.
- Request must be made to Talent Department on the The Do Not Return Form found [here](#).
- Do Not Return Form must be submitted within two working days of the substitute’s assignment to the school.
- Within five working days of receiving the “do not return” form, the Talent Department will send to the substitute a copy of the submitted allegation and directions on how to respond to the allegation.
  - Response must be initiated by the substitute in a written rebuttal and submitted to Talent Department within five working days of the receipt of the notification.
- When a substitute, within one school year, receives three “do not return” forms from three individual schools, the Talent Department will conduct a hearing with the substitute to discuss the issue with the substitute and union representative.
- Following this hearing, the Talent Department will determine if remedial action is necessary. This action may include job assistance or non-reappointment by June 1. ([CBA between the District and CTU, Article 23, Section 9](#))

Examples of reasons to initiate a “Do Not Return” list may be, but not limited to, the following:

1. Administrating corporal punishment
2. Directing profanity towards students or staff
3. Violating attendance policies/excessive tardiness and suspected absence abuse
4. Falsification of documents, e.g., testing, attendance, court documents
5. Leaving students unattended
6. Lack of classroom control



7. Poor classroom management
8. Engaging in personal work during class time
9. Arguing or acting belligerent toward school or personnel staff
10. Leaving an assignment without completing the lesson plan
11. Failure to follow school rules
12. Other inappropriate behavior or conduct unbecoming a District employee

## ATTENDANCE GUIDELINES

It is important for teachers to be in the classrooms as teachers are critical in improving student outcomes. When teachers are absent, students are impacted by disruption to learning. Teachers must lead by example. The following attendance guidelines are provided.

- Sick Time can only be used for absences due to personal illness, pregnancy, injury, exposure to contagious disease which could be communicated to others, and for absence due to illness, injury or death in the employee's immediate family.
- Teachers (and Aides) are required to report absences using Sick Time in advance to the sub center, either by phone or online. The later time off is reported, the less likely to receive a sub.
- When returning from an absence, teachers should complete Appendix F – which is a written signed statement on forms to justify the use of sick leave. (ORC 3319.141)
- Falsification of this form (Appendix F), is grounds for suspension or termination of employment (ORC 3319.141)
- Fractional use of sick time is used if a staff member is late or leaves early due to illness or medical appointments. It can be taken in 0.125 increments.
- Ask for proof if someone is continually asking to leave early or come in late. (Medical appointments are not vision, court or any other appointments – these should use special privilege time)
- Chronic illness, and serious medical conditions should be referred for review under ADA or FMLA. Do not just accept them and allow alternative schedules. Refer them to HR and allow us to work through the process.
- Our scholars instructional time should be preserved. They deserve instruction every day. Understanding that medical appointments are part of our life, recommend to your staff that when possible schedule doctor/dentist appointments outside of regular work hours.
- Request documentation if someone is continually asking to leave early or come in late. This goes on Appendix F.
- Secretaries enter fractional use of sick leave for teachers. When a teacher is covering a class for the absent teacher the secretary should validate both the class coverage and the fractional use of sick leave.
- Special Privilege Days
  - Cannot be taken during or before the first full week of student attendance
  - Or last 10 days of school year, or the work day before or after a paid holiday or vacation period.

- In emergency situations during the times noted above, approval may be granted by the Principal using the family emergency procedure. Emergency shall be defined as a situation over which the employee has no control and the employee did not participate in the decision for when the event was/is to occur.
- Must be requested 2 days in advance when non-emergency
- Fractional use of special privilege leave shall be allowed in 0.125 day increments.

Other than an emergency, special privilege leave days shall not require approval, explanation or documentation.

## LEAVES OF ABSENCE (LOA)

*Leave Types: Medical, Parental/Adoption/Foster Care, Family Care, Educational and Military LOA*

If there is a request for assault leave, contact the LOA Specialist at 216.838.0054.

### Requesting a LOA

There are **two steps** required for a LOA.

- 1) SFE - Enter absence and request substitute (if needed) into SmartFind Express
  - a. Follow guidelines outlined above under **Responsibilities of Teachers, Paraprofessionals, and Secretaries when calling an absence**
  - b. If assistance is needed, please contact Diane Hlavaty at 216.838.0069 or via email at [substitutes@clevelandmetroschools.org](mailto:substitutes@clevelandmetroschools.org).\*
- 2) Workday - Submitting a Leave of absence
  - a. LOA requests must be submitted via Workday, thirty (30) calendar days in advance, when the need for leave is foreseeable.

Note: All work-related leaves are subject to approval through Workers Comp.

HOW TO SUBMIT A LOA REQUEST VIA WORKDAY: (EMPLOYEE MUST ENTER THEIR OWN REQUEST FOR LOA)

1. Scan appropriate paperwork in order to prepare for upload to Workday.
2. Log into Workday and click the time off icon.
3. Select the Leave of Absence tab.
4. Enter the estimated dates for your leave, starting with the \*First Day of Leave Option.
5. Choose your leave type.
6. Upload your scanned paperwork under "Attachments."
7. Hit the Submit button and follow the additional prompts in your Workday Inbox.

*You will receive notification of determination within seven (7) to ten (10) business days upon receipt of your request.*

### Returning from OR changing a LOA

There are **two steps** required for returning from or changing a LOA.

- 1) Workday - How to submit a Return to Work request via Workday: (must be completed by employee)
  - a. If Applicable scan your paperwork for your records and preparation for the upload to Workday.
  - b. Log into Workday and click the time off icon.
  - c. Select the Return to Work tab.
  - d. Enter your last day of leave.
  - e. Upload your scanned paperwork under "Attachments".

**Please Note:**

All return to work requests should be submitted two- weeks prior to the expiration of the leave of absence.

No Documentation is required for return from parental, family care, or intermittent leave.

Return to work requests with restrictions requires prior approval from the LOA department.

- 2) SFE – Closing out absence in SmartFind Express if absence duration changes (longer/shorter than originally submitted.)
  - a. Can a teacher modify SFE to either Extend or accelerate return? OR do they have to go through Subcenter?
  - b. If assistance is needed, please contact Diane Hlavaty at 216.838.0069 or via email at [substitutes@clevelandmetroschools.org](mailto:substitutes@clevelandmetroschools.org).\*

## STAFF RESIGNATION PROCEDURES

Employees and substitutes who are resigning from the District, must submit their resignation through Workday.

1. Sign into their Workday account.
2. Click on the related Actions icon.
3. Select Job Change and then follow the prompts.

## ADDITIONAL RESOURCES

### NEW EDUCATOR PORTAL

In the spring of 2019, the Talent Department launched a new educator portal. This portal serves as a tool for all new hires to the District as it provides invaluable information on new educator orientation, how to get started, network/email, Workday, Licensure, Substitutes, Professional Development, benefits, policies and procedures and much more. You can access the site at <https://www.clevelandmetroschools.org/Page/14132> .

### SUBSTITUTE HANDBOOK

A substitute teacher/paraprofessional handbook is available to all Cleveland Teachers Union substitutes in the District. It includes job descriptions, definitions, substitute protocols, classroom management techniques and expectations amongst other important information. You can access the handbook at <https://www.clevelandmetroschools.org/cms/lib/OH01915844/Centricity/Domain/41//2019/SubTeacherParaHandbook2019.pdf> .

## PUBLIC SCHOOLWORKS

The District provides online safety and regulatory (Federal, State and District) compliance programs for K-12 schools through Public SchoolWorks. Completion of all the training modules is mandatory. In addition to the initial request for completion, there are additional training modules that must be completed throughout the year. The number and type of training modules may vary by job.

Thank you for all you do every day for our scholars!