

Administrator FAQs



What is Kelly® Education?

Founded in 1997, Kelly Education is a specialty service of Kelly®—a global leader in discovering what’s next in the world of work—and is the largest employer of pre-K – 12 substitute teachers nationwide. Kelly Education provides schools with quality substitute teacher staffing and management in addition to after-school program staffing, early childhood education staffing, special education staffing, and the staffing of non-instructional positions such as custodians, cafeteria employees, administrative assistants, and school nurses.

As a complete education staffing solution, Kelly Education manages the recruiting, screening, scheduling, training, and orientation of qualified substitute teachers and non-instructional staff. We also assume employee costs associated with payroll tax collection, unemployment, workers’ compensation, and state and federal employment tax requirements.

Why do we need your service? Why is this a benefit to our district?

The teacher shortage, especially that of substitute teachers and special education professionals, is too high for even the best districts to keep up with on their own. We come in to drastically and rapidly fill empty classrooms, every single day at a moment’s notice. We remove the need for administrators to scramble to find a substitute in the morning, and most importantly, provide students with quality, uninterrupted learning. Moreover, our special education training partnership with Exceptional Child® of Vector Solutions makes Kelly Education the exclusive educational staffing provider with the ability to provide specialized, highly trained temporary professionals for classrooms with special needs students.

Schools today are asked to do more with less. With the support of Kelly Education, there’s less pressure on teachers, principals, and other faculty members—alleviating many of the common operational stressors that schools encounter

all too often. Through Kelly Education, districts gain access to a qualified talent pool and a variety of resources that contribute to the success of students and staff, and the relief of common administrative burdens. Sponsorship opportunities, strengthening community ties, and valuable learning experiences for students are just a handful of positive byproducts of our partnership. With outside help, districts can return to the crucial task of ensuring the best learning environments for students.

What kind of qualifications do Kelly Education substitute teachers have?

Kelly Education mirrors the school district's hiring process. Our substitute teachers are carefully screened and trained to meet all state, local, and school district certification qualifications and requirements.

Nearly 90 percent of our substitute teachers have an advanced degree, a college degree, or are attending college, including:

- 56% bachelor's degree
- 15% master's degree
- 1% doctorate degree

What kinds of training do Kelly Education substitute teachers receive?

All Kelly Education substitute teachers must complete an orientation and training session before entering the classroom. This includes:

- School-specific training to meet each school district's policies and requirements
- Free, mandatory, online substitute teacher and paraprofessional training—including a review of topics such as classroom management, teaching strategies, professionalism and ethics, and legal- and health-related issues
- Paid post-hire orientation, including district-specific policies and procedures

Kelly also offers a variety of web-based educational training and professional development courses via the Kelly Learning Center, along with other free software training.

How will substitute teachers know the classroom/school policies?

As part of our implementation process, detailed information is obtained from each school or classification of schools (i.e., elementary, middle, and high schools) and provided to substitute teachers during orientation to ensure they are well-prepared to enter the classroom.

What if a school in my district is not pleased with a substitute teacher?

Kelly Education takes the performance, conduct, and professionalism of our substitute teachers very seriously. We encourage teacher/administrator feedback, both positive and negative, regarding our substitute teachers and our service delivery.

Additionally, our commitment to quality includes promptly investigating any formal complaint or report regarding a Kelly Education employee's performance, conduct, or professionalism. Our formal Incident Reporting Process is managed by Kelly Global Security & Investigations (GS&I), located at our corporate headquarters. GS&I maintains a 24-hour, first-level incident reporting hotline for use by any Kelly Education customer or employee. Additionally, via our 24-hour incident management program, all incidents are entered into Origami Risk, a leading risk management software system. All incidents are professionally logged, categorized, tracked, and reviewed by members of the GS&I team, who promptly engage the appropriate resources and/or outside agencies, as required. GS&I works in conjunction with your district and the local Kelly Education team to formulate an action plan and resolve the incident.

Should a school or district have any concerns regarding our employees or our service delivery, your local Kelly Education office should be notified immediately.

Who will direct the classroom activities of the substitute teacher?

Kelly Education partner school districts always remain in control of the supervision, direction, and control of the individual while performing their substitute teacher duties. All matters of instructional services, such as curriculum design and implementation, lesson planning, classroom activities, etc., remain the responsibility of the school district. Kelly

Education provides qualified candidates so that districts can focus time on managing curriculum and directing educators.

How will principals/teachers request substitute teachers?

Principals and teachers can efficiently log absences and assign a specific substitute teacher for a future absence through our industry-leading, user-friendly automated scheduling systems which include 24/7/365 web and phone access for requesting/scheduling staff, tracking absences funded by special grants or funding sources, and powerful usage reporting by school location. In turn, substitute teachers can easily locate and accept classroom assignments they are qualified for, and select a particular school within a district they prefer to work in.

What happens to the current substitute teacher pool in our school or district? Will Kelly automatically hire all of our substitute teachers?

All substitute teachers currently working in the school district will be invited to apply for employment with Kelly Education. A transition meeting will be held for current substitute teachers to provide specific program information and to answer their questions. Additionally, per school district policy, current substitute teachers must successfully complete our screening, hiring, and orientation process to become a Kelly Education substitute teacher.

What should we tell our current substitute teachers?

There will be ongoing communication with all substitute teachers to provide timely and accurate information during the transition and implementation process. Upon executing the contract, each current substitute teacher will receive written communications from the school district and Kelly Education. These communications will explain the program changes, outline Kelly employment benefits, and invite each substitute teacher to meet with a Kelly representative to begin the screening, hiring, and orientation process.

On average, how long would it take to transition a school district of 2,000 teachers to Kelly Education?

Recent Kelly estimates include 5 – 7 weeks with the customer fully engaged.

Why is this an advantage to our current substitutes?

Current substitutes will benefit from being immediately eligible to apply for a position with Kelly Education to either keep their current role, or explore positions at other schools within the district. A Kelly Education representative will guide current employees every step of the way, ensuring that the process happens efficiently. Additionally, as a Kelly Education substitute, they will have exclusive access to highly respected training and professional development programs, and can further their teaching career in their specialty areas of interest. Kelly Education also offers its employees the benefit of remaining employed during the summer months.

What benefits do substitutes receive through Kelly Education?

In order to recruit and retain the best substitute teachers, Kelly Education provides a full benefits package that includes:

- **Weekly electronic payroll options:** employees have control over how and when they are paid.
- **Ongoing work assignments:** opportunities to substitute are just a few clicks away. Employees can access new work assignments daily.
- **Flexible scheduling:** employees can pick when and how often they want to work.
- **Referral program:** employees who refer friends and family to these great positions are eligible for a \$100 referral bonus. There is no limit to the number of referrals you can make.
- **Bonus plan:** the more you work, the more we pay! Monthly KUDOS points and a year-end service plan bonus are available to those that qualify.
- **Recognition programs:** Substitute of the Month and Substitute of the Year recognition, monthly raffles, and monetary performance-based rewards.

- **Continued learning opportunities:** Kelly Education substitutes have access to Kelly Learning Center (KLC), our online training portal that includes more than 6,000 self-paced or facilitated career development courses, as well as 55,000 ebooks and publications available at no charge for our employees.

Additional benefits include:

- Employee discounts
- 401(k) participation / rollover option
- Family and Medical Leave Act (FMLA)
- Toll-free office automation hotline
- Pre-tax parking and transit benefit
- Access2wellness™ discount prescriptions
- And more

What kind of insurance do you provide and what is the cost to the employee?

Kelly Education offers substitutes an ACA-Compliant Health Care Plan that covers health, prescription, vision, dental, life and short-term disability insurances.

How will you find substitutes when we can't?

Kelly Education utilizes a wide variety of resources to ensure that every substitute is placed in the best-fitting role. Our extensive backgrounding services, ability to offer competitive pay and benefits, and commitment to only placing the most qualified candidates in classrooms helps us bolster and expedite your district's hiring efforts. We also have access to talented professionals through our parent brand, Kelly, as well as partnerships with credentialing programs like iteach®.

How will Kelly Education fill more classrooms?

Kelly Education has several resources that allow us to locate qualified substitutes and ensure they are a match for your district. Our dedicated team of staffing representatives will work through the time-intensive processes involved in recruiting, screening, hiring, and training personnel. We have a fantastic pool of talented educators and continue to expand our network to meet the needs of our district partners. Being part of the larger Kelly brand also gives Kelly Education access to recruiting/retention resources, as well as a larger talent pool that other service providers cannot offer districts. In addition, we have partnerships with SafeSchools and iteach that prepares our substitutes with professional development to successfully work in diverse classrooms and in specialized areas like special education, STEM, ELL, pre-K, and virtual/online environments.

Ready to learn more? Let's talk!

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OUR GUARANTEE

Kelly guarantees that the Kelly employees assigned to a district/school shall satisfactorily perform the services ordered by the customer. Upon reasonable notice from the customer, Kelly will arrange for a replacement employee and/or cancel all charges for unsatisfactory services.

Interested in talent solutions that save time and money? We thought so.

When you look at what it costs to keep your district fully staffed, it goes well beyond payroll. Staff absenteeism, lost learning days, student safety, and the time it takes for your full-time staff to manage it all contribute to your overall expense. Our holistic approach to talent solutions considers all factors that impact your overall cost—providing you with outcomes that will make a real difference.

Kelly® Education delivers:

Hiring:

- Year-round, targeted recruiting
- Specialized hiring/assessment process
- Custom new hire and ongoing training
- Orientation program
- Mandatory screening: reference checks, education verification, criminal background, national sex offender registry search
- Drug testing and fingerprint facilitation (as required)
- Robust benefit and retention packages

Employment:

- In-house payroll processing
- State and federal employer taxes
- Unemployment and workers' compensation
- Affordable Care Act compliance
- General liability coverage

Data:

- Data analytics and usage reporting
- Consultation on absentee management

Time-saving management:

- Automated scheduling system
- Live support to fill last-minute absences
- Automated timekeeping
- Year-round talent management and engagement
- Employee quality assurance process
- 24/7 incident reporting process
- Grant tracking

Support:

- Daily local account team support
- Customer support team
- Partnership reviews each semester
- Proven service delivery model

You benefit from:



Reduced hiring costs



Reduced employment costs



Reduced absenteeism



Simplified processes



More time to focus on other priorities

Ready to see how the right talent solutions can make a difference?
Visit kellyeducation.com to connect with one of our experts today.

   | kellyeducation.com

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Managed paraprofessional program

Employment, training, and oversight services

We get it. There's so much more you could accomplish if you had more time and resources. That's where we come in. Kelly® Education's managed paraprofessional program is designed to give you and your district some breathing room without compromising on the quality of your staff.

Our capabilities

When you partner with Kelly Education, we take care of everything. By becoming the Employer of Record (EOR) for your paraprofessionals, your district's valuable resources are freed up to address pressing issues and student needs. Plus, we treat your employees like our own, offering:

- Onboarding and training
- Professional development
- Performance management
- Benefits
- Payroll processing
- Workers' compensation and unemployment









The Kelly Education difference

As the nation's leading education workforce provider, we drew on more than 20 years of experience recruiting, placing, and retaining substitute teachers to create this program. More than 10,000 schools trust our expertise in:

- The science of recruiting
- Predictive supply and demand analytics
- Advanced hiring and screening
- Talent development and retention
- Savings management



Program value

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|  <p>Create cost savings and operational efficiencies</p> |  <p>Maintain consistency by hiring current staff and adding Kelly's vetted talent, when needed</p> |  <p>Provide on-site job coaching, observations, and recommendations</p> |
|  <p>Reduce administrative burden, allowing your staff to focus on other priorities</p> |  <p>Ensure quality through professional development and continuous learning</p> |  <p>Bring a team you can trust, with more than 10 years of paraprofessional program experience</p> |

To learn more about our managed paraprofessional program and other services, contact **Jessica Johnson** 727.457.3281 jessica.johnson@kellyservices.com