



Staff Handbook

Santa Clara County  Office of Education

Letter from the Superintendent



Welcome to the Santa Clara County Office of Education.

You have chosen to join a staff that prides itself on providing exemplary services and resources to the education community – including students, parents, teachers and school administrators.

At our central office and at nearly 200 sites county-wide, we take our role as leaders and advocates for public education very seriously and we continually seek to improve the quality of everything we do. It is our intention to conduct all aspects of our operation with the highest moral, legal and ethical principles.

This staff handbook will provide you with an introduction to the SCCOE. It includes information on our business, human resources, educational, student service and technology branches. It also highlights our continuous improvement efforts and outlines important employee benefits, programs, and services.

In a workplace where people are valued and challenged, you'll find many opportunities to contribute your talents to the SCCOE. The Santa Clara County Office of Education is committed to serving, inspiring and promoting student and public school success.

It's a pleasure to have you join our team.

Sincerely,

Jon R. Gundry

A handwritten signature in black ink that reads "Jon Gundry". The signature is written in a cursive, flowing style.

County Superintendent of Schools

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Mission and Three Year Goals of the Santa Clara County Office of Education (SCCOE)

Our Mission

The Santa Clara County Office of Education is committed to serving, inspiring and promoting student and public school success.

Three Year Goals

2013-14, 2014-15, 2015-16

Improve student equity and reduce access discrepancies to high quality education

Provide support to districts, communities, schools and students

Be a premier employer; and improve organizational effectiveness and efficiency.



Organization

The SCCOE is governed by an elected board, and is comprised of administration and five branches:

- Business Services
- Human Resources
- Educational Services
- Student Services
- Technology Services

BOARD OF EDUCATION

The Santa Clara County Board of Education is the elected governing body of the SCCOE. Its seven members serve four-year terms and are elected from different areas of the county. The Santa Clara County Superintendent of Schools serves as the Ex-Officio Secretary to the Board of Education.

The Board of Education generally meets on the first and third Wednesday of each month at 5 p.m. at the Santa Clara County Office of Education.

Closed Session may be scheduled prior to the meetings. Due to breaks in the calendar and other scheduling priorities, there may be special meetings or adjustments to board meeting dates and times.

Grace H. Mah

Trustee Area 1: Palo Alto Unified, Los Altos Union, Mountain View Whisman, Mountain View-Los Altos Union High School Districts and a majority portion of Sunnyvale School District and the corresponding portions of Fremont Union High School District

Michael Chang

Trustee Area 2: Cupertino Union, Lakeside Joint Union, Loma Prieta Joint Union, Los Gatos Union, Saratoga Union, and Los Gatos-Saratoga Joint Union High School Districts and small portions of Santa Clara Unified and Sunnyvale School District and the corresponding portion of Fremont Union High School District

Leon F. Beauchman

Trustee Area 3: Cambrian, Campbell Union, Luther Burbank, Moreland, Union and Campbell Union High School Districts and small portions of San Jose Unified and Santa Clara Unified School District.

Joseph Di Salvo

Trustee Area 4: Majority portion of San Jose Unified, a portion of Oak Grove and corresponding portion of East Side Union High School District.

Anna Song

Trustee Area 5: Majority portion of Santa Clara Unified, Milpitas Unified, Orchard, Berryessa Union and corresponding portion of East Side Union High School District.

Darcie Green

Trustee Area 6: *Area 6 (per-redistricting plan): Evergreen, Franklin-McKinley, Oak Grove and corresponding portion of East Side Union High School District.

*Area 6 (post-redistricting plan): Alum Rock, Mt. Pleasant, and Franklin-McKinley and corresponding portion of East Side Union High School District and a small portion of San Jose Unified School District.

Julia Hover-Smoot

Trustee Area 7: Morgan Hill Unified, Gilroy Unified, Evergreen, and a portion of Oak Grove and corresponding portion of East Side Union High School District.

See www.sccoe.org for current trustees.

OFFICE OF THE SUPERINTENDENT

County Superintendent of Schools

The County Superintendent of Schools provides leadership to the educational community and to the County Office of Education; serves as Chief Administrative Officer and Ex-Officio Secretary of the County Board of Education; and ensures compliance with all the relevant education laws, policies and regulations. Under the leadership of the superintendent, the SCCOE:

- Provides direct services to students where appropriate
- Provides instruction improvement support
- Provides essential fiscal and administrative services to school districts
- Supports compliance with state and federal mandates

Staff provide support to the SCCOE, school districts, and other educational agencies. Services include evaluating programs; monitoring programs for compliance; grant writing; conducting research studies, needs assessments and demographic analyses; and media and public relations. Staff members also provide assistance with expulsion and inter-district and attendance appeals; serve on the County Committee for School District Organization; coordinate the Office's newsletters, "Education Bulletin," and "News Roundup," social media and Public Schools Directory; and manage web organization and content.

Evaluation, Research and Analysis

Staff members are available to provide the following services for internal and external customers:

- Evaluation of educational programs
- Conducting research studies/needs assessments
- Analysis of data
- Planning support
- Design and implementation of surveys
- Facilitation of meetings of educators and those affiliated with the educational community

Innovative Schools

The Office of Innovative Schools serves as the point of contact for charter school petitioners, parents, school districts, and other stakeholders. Coordinates the monitoring and oversight of charter schools authorized by the County Board of Education. In addition, the Office of Innovative Schools seeks to identify and highlight innovative schools and programs in the 31 districts served by the SCCOE.

Media and Communication

Media and Communications supports SCCOE's mission to serve, inspire and promote student and public school success. Coordinates internal and external county-wide communications to increase transparency, support and confidence in the SCCOE. Provides the following services:

- Graphic communications
- Media relations
- Public information
- Special events management
- Strategic communications & planning
- Videography & photography
- Web and social media:

General Counsel

Represents and protects the legal interests of the Santa Clara County Office of Education. It provides legal guidance and representation to the County Superintendent of Schools, Board of Education, and SCCOE Departments.

BUSINESS SERVICES BRANCH

The Business Services Branch is the COE's financial and assets manager and the school districts' business support office. In addition to our mandated services of school district budget review and pupil attendance accounting, we help school districts save money by providing such regionalized services as payroll processing, data compilation, and cooperative buying.

District Business and Advisory Services

The District Business and Advisory Services (DBAS) provides business support services for all school districts, community college districts, and charter schools in Santa Clara County. This department serves as a financial hub for the collection, processing and dissemination of all fiscal, budgetary, and related statistical information and reports for K-12 school districts within the county. DBAS provides technical assistance and oversight for school districts on fiscal issues. The department also provides assistance to districts on various topics including property taxes, special education funding, categorical funding, and the federal No Child Left Behind Act.

DBAS acts in an advisory capacity to assist and support districts with general school business and financial operations. Training is provided on a wide variety of school business issues and computer systems. Special emphasis is given to small school districts with limited business office staff.

DBAS coordinates governing board member elections for school and community college districts. Payroll audits are another function of this department. Staff provides service, support and assistance to school districts, community colleges and charter schools of Santa Clara County. In addition, this department processes over 650,000 warrants and over 33,000 W-2s annually with a total payroll of over \$1.2 billion in gross wages.

General Services

The General Services Department manages the daily operations of all aspects of General Services, including: facility maintenance and operations, on and off-site custodial,

Branches and Department Services

security services; negotiates and coordinates leases; initiates and directs construction projects; directs centralized purchasing, food service, warehouse, print services, and school bus transportation, along with all mail services.

FACILITY AND CONSTRUCTION SERVICES

Facility Services includes Maintenance, Operations, and Conference Center Services.

Facility Services provides assistance in maintaining school sites and the SCCOE office, oversees new construction and special projects, and handles requests for office space. Its responsibilities include coordinating furniture and equipment relocation.

The department controls, budgets, and distributes the Deferred Maintenance Program and maintains the AHERA asbestos program for school sites and the SCCOE office.

CONFERENCE CENTER SERVICES

Through the SCCOE Conference Center, meeting rooms and related facilities are made available to local school districts and educational groups. Nearly 2,000 meetings and seminars are held each year. Fourteen rooms each accommodate 20 to 200 individuals.

MAINTENANCE AND OPERATIONS SERVICES

Maintenance and Operations Services coordinates the planning, organizing, monitoring and implementation of a variety of maintenance and custodial services at the SCCOE office and outlying sites. Items include heating and air conditioning, electrical, plumbing, painting, emergency power systems, custodial services, security and fire systems, card access control, keys, recycling and preventative maintenance.

This unit interacts with outside service providers such as landscapers, elevator maintenance services, security/patrol services, water treatment services, laundries, air quality services, locksmiths, movers, utilities, and recycling services. It also interacts with such government agencies as fire departments, the Occupational Safety and Health Administration, and the Department of Environmental Health.

FOOD PRODUCTION CENTER

The Food Production Center prepares and delivers approximately 5,730 meals per day to a variety of programs in Santa Clara County, as well as San Benito County. All meals are prepared in accordance with the nutritional guidelines established by State and Federal regulations.

PRINT SERVICES

From simple black-and-white copies and stationery to elaborate colorful banners and specially bound reports, Print Services does it all – on time, on budget, and with high-quality results delivered through exceptional personal care and attention.

PURCHASING SERVICES

Purchasing provides centralized purchasing services for all SCCOE programs. Bids, quotes and requests-for-propos-

als (RFPs) are developed and processed by Purchasing staff. Various support services provided to districts include monthly professional development meetings, cooperative purchases and a new contract sharing web page.

WAREHOUSE AND MAIL SERVICES

Centralized stores, receiving and delivery are available through the Warehouse, enabling smaller school districts, in particular, to achieve economies of scale in obtaining supplies. Mail services include free weekly Pony deliveries to over 200 SCCOE and district sites. Special bulk mailings and distributions of educational materials can be arranged.

TRANSPORTATION SERVICES

Transportation Services provides specialized transportation services for approximately 85 special needs students, residing in Licensed Children's Institution facilities, to 43 school sites in Santa Clara County, within an area of 1312 square miles. The department is responsible for maintaining a fleet of wheelchair and ambulatory buses to meet the needs of these students.

Internal Business Services

The Internal Business Services Department, which is comprised of the Budget Office, Accounting Services, and Payroll Services, provides services in the areas of budget, attendance accounting, financial accounting, payroll, and insurance. These services are provided to ensure that education codes, state and federal requirements, and COE policies are met, and that the COE operates on a sound fiscal basis.

Risk Management

Provides leadership and support in areas of safety, for students, staff and general public; loss control/prevention training, analysis, inspection, ergonomic consultation; and Workers' Compensation claims. Also responsible for contracts, insurance and self-insurance programs, emergency planning and asset management.

EDUCATIONAL SERVICES BRANCH

The Educational Services Branch (ESB) provides leadership and support to school districts through professional development, curriculum/instruction development, assessment and accountability, and district/school improvement services. ESB conducts seminars and workshops for K-12 teachers and administrators, and supports the development and integration of career technical education skills.

ASAPConnect

Provides professional development to out-of-school-time trainers, mentors, coaches and consultants. ASAPconnect links after school programs with assistance providers to ensure high quality services to needy youth.

Assessment and Accountability

Coordinates and implements California's statewide testing programs. The department works with the SCCOE and with schools, districts and the public to provide professional

guidance in the collection, reporting, and use of student achievement information to improve California's schools and to increase academic achievement for all students.

Categorical & Special Projects (CSP)

Provides technical support to schools and districts on state and federal categorically funded programs, School Site Council training, formation of school and district English Learner Advisory Committees, District Advisory Committee training, development of Single Plans for Student Achievement, creation of Supplemental Educational Services, Consolidated Application training, Educational Services charter school oversight, and Quality Education Investment Act program monitoring. A free Region 5 Parent Engagement Conference Series and customized workshop trainings are offered to districts in Spanish and English. Region 5 technical assistance training is provided in Categorical Program Monitoring through the California Accountability and Improvement System (CAIS).

Curriculum and Instruction Department

Curriculum and Instruction services for educators include seminars, conferences, workshops and institutes in all content areas. All program offerings focus on:

- Research-based instructional strategies
- Curriculum standards
- Teaching standards

In addition to our regular schedule of classes, we offer a highly qualified team available to customize workshops, provide on-site coaching, and standards and assessments alignments.

Science Technology Engineering Arts Mathematics

District Leadership Support Department

Provides technical assistance, leadership training and differentiated support to districts and schools throughout the county in planning, implementing and evaluating programs focused on improving achievement for all students. A systems approach in actively engaging stakeholders in the education process.

Multilingual Education Services

Learning Multimedia Center

The Learning Multimedia Center serves educators, students, parents and community members throughout Santa Clara County.

HUMAN RESOURCES BRANCH

The Human Resources Branch is responsible for the personnel activities of the County Office, including recruiting and selecting employees, maintaining employee records, coordinating compensation and benefits, negotiating and administering contracts, and No Child Left Behind compliance. The Human Resources Branch handles unemployment claims for school districts throughout Santa Clara and

San Benito counties. Credentialed staff hired by the public school system in Santa Clara County register their credentials with this office. Talent Management provides staff with professional development, health and wellness programs, and administers the Office's Volunteer Program.

Administrative Services

Provides Human Resources and the SC COE central office with reception and administrative support. Administers the employee Tuition Reimbursement Program. Organizes the annual SCCOE Employee Recognition Dinner and Awards Ceremony and Santa Clara County Teacher Recruitment Fair.

Classified Personnel Services

Administers the recruitment, examination, job classification, compensation, layoff, hearings and appeals for non-instructional (classified) employees. These services are guided by the Merit System Rules of the Personnel Commission. Additionally, the department oversees the centralized Sub Finder System for programs operated by the SCCOE and operates Fingerprint Livescan services to county school districts and charter schools.

Credentials

Provides information on credential requirements and processes, assistance with credential applications, and issuance of temporary county certificates. In addition, the unit registers the credentials for all teachers employed in Santa Clara County. Monitors districts and provides reporting as per legal requirements and compliance for The Williams Settlement.

Employee Benefits

Manages the health insurance programs (medical, dental, vision, Employee Assistance Program), tax sheltered retirement programs, and payroll direct deposit and voluntary deductions.

Employment Services

Maintains official records of every regular and substitute employee of the office and is responsible for:

- Pre-placement medical examination program
- Position control
- Leadership consultation
- Certificated position classification
- Staffing and reduction
- New employee processing, certificated and classified
- Implementation of employee status changes
- Compensation plans

Employee Wellness

The SCCOE Employee Wellness Program is committed to developing a healthier staff. The www.powerofvitality.com program (an SCCOE wellness vendor) is a free benefit to all regular county office employees. Vitality rewards staff for improving their health and well-being. The program is designed to benefit every age, every body type, and every

level of condition.

Talent Management

The charter of Talent Management is to provide SCCOE staff with professional and personal development, health and wellness, and continuous improvement programs. Other key services include the administration of SCCOE's volunteer program and consulting services related to organization development.

Unemployment Insurance

Administers school district unemployment claims throughout Santa Clara and San Benito Counties.

STUDENT SERVICES BRANCH

The Student Services Branch provides county wide educational programs for students with disabilities, students who are under court supervision and students who are not attending regular school for various reasons. It also operates preschool and child development programs, provides environmental education to fifth and sixth-graders, helps districts run their own special education programs and provides educational programs for children of migrant families.

Alternative Education

Provides educational programs for students who are under court supervision, or who are not attending regular school for a variety of reasons. School sites include Juvenile Hall, two ranch programs, Santa Clara County Children's Shelter, as well as independent study and numerous community schools throughout the county. The educational program at all sites emphasizes academic competencies, as well as behavior and attitude change.

Foster Youth Services (FYS)

FYS serves the educational needs of youth foster care and homeless situations throughout Santa Clara County. FYS staff work with schools, districts, group home providers, the Department of Family and Children's Services, the Juvenile Probation Department and other community agencies to monitor and support the educational outcomes of foster and homeless youth. FYS also works to eliminate educational barriers to school enrollment, and to increase the number of transition-age youth in post-secondary education.

Regional Occupational Program

The Regional Occupation Program provides quality career preparation and skill training for adults, out-of-school youth and high schools students 16 years of age or older.

Early Learning Service

The Early Learning Services Department provides a variety of services for young children, families, districts and community stake holders within Santa Clara, Santa Cruz, Monterey and San Benito Counties. The department includes Head Start, Early Head Start, State Preschool, the Inclusion Collaborative (children with disabilities in early care and education), the Local Early Education Planning Council (LPC), California Preschool Instructional Network (CPIN)

and Transitional Kindergarten. The department also leads early learning efforts for the office, such as the Santa Clara County Early Learning Master Plan, Educare of California at Silicon Valley, statewide strategic planning efforts for transitional kindergarten and the Santa Clara County Strong Start Initiative.

California Preschool Instructional Network (CPIN)

CPIN is an initiative designed to close the "preparation gap" for 3- to 5-year-old children, including English learners and children with special needs, by providing professional development, technical assistance and support to preschool education instructors and administrators. The SCCOE houses Region 5 CPIN, which serves Santa Clara, Monterey, San Benito, and Santa Cruz counties.

Head Start/Early Head Start

The Head Start/Early Head Start Program provides comprehensive services, family support and a high-quality educational curriculum to help young children develop preschool competence to prepare them for kindergarten.

The Santa Clara County Office of Education (SCCOE) is funded by the U.S. Department of Health and Human Services (HHS) to provide Head Start and Early Head Start services to 2,256 infants, toddlers and preschoolers residing in Santa Clara and San Benito Counties. Head Start centers are located in most cities in the two-county area, including San Jose, Santa Clara, Campbell, Mountain View, Milpitas, Gilroy, and Hollister.

Head Start's free preschool program offers both part-day and full-day early childhood programs. Full-day services are available for children whose parents are working and/or enrolled in school or a training program. All Head Start centers are licensed and staffed by trained early childhood development educators.

Inclusion Collaborative

The Inclusion Collaborative leads the effort to provide every Santa Clara County child with a quality learning environment. Its focus is the successful inclusion of children with special needs in child care, preschool programs and the community through education, advocacy and awareness. The Inclusion Collaborative ensures that children with disabilities and special needs have equal access to full participation in inclusive learning and community environments through advocacy, access, support, professional development and screening/assessment coordination.

State Preschool Program

The state-funded preschool programs have been in operation since 1971, currently providing full-day and half-day preschool services to 700 low income children, ages 18 months to five years, at five locations in San Jose.

Eligibility is based on family income and parental need. Half-day preschool is free to income eligible families and full-day services are available to families on a sliding fee scale basis with the requirement that parents are working and/or enrolled in school. All centers are licensed and staffed by

trained early childhood development educators.

Transitional Kindergarten

The Kindergarten Readiness Act (California Senate Bill 1381), which was passed in 2010, changed the entry date for incoming kindergartners. The legislation also established a transitional kindergarten program beginning in the 2012–2013 school year. Transitional kindergarten is designed to provide an opportunity for the youngest five-year-olds to be successful in school, and serve as a bridge between preschool and traditional kindergarten. The Transitional Kindergarten Program provides professional development and on-site technical assistance and coaching to TK teachers in the county and throughout the state.

Environmental Education

Walden West is a residential outdoor school for fifth- and sixth-grade students from throughout Santa Clara County. Accompanied by classroom teachers, students live and learn in an outdoor environment for a week. The program is operated on the premise that students learn through hands-on activities in which the educational and living processes merge. Lessons in science, ecology and the environment are brought to life.

Migrant Education

The Migrant Education program is designed to provide supplementary services to eligible migrant students. The program helps students overcome education disruptions and language barriers, and prepares them to transition to post-secondary education or employment.

Provides quality college and career preparation for out-of-school youth and high school students who are 16 years of age or older.

Special Education

The Special Education Department provides a variety of instructional programs and services for infants, children, and youth with severe and low-incidence disabilities from birth through 22 years of age. These students live at home, in licensed care institutions or at the local state hospital, and are served more effectively by the comprehensive programs offered by the SCCOE.

Special Education Local Plan Area (SELPA)

SELPA coordinates with school districts and the SCCOE to provide a continuum of programs and services for disabled individuals from birth through 22 years of age. We are also available as a resource to the community on issues related to special education.

TECHNOLOGY SERVICES BRANCH

Technology Services includes administrative, business and educational technology systems support, including network administration and security, information systems operations, instructional technologies, data systems, technical and applications support.

Information Systems Center (ISC)

The ISC provides network and PC support and repair services, as well as systems administration, including database and server support, data management support, and new data warehousing and cloud solutions.

- Help Desk
- Network Services
- Systems Administration

Technology Programs & Instructional Support Center

The department provides a broad variety of services and support to all of the SCCOE and its local schools and districts. From training and support for technology users in business and instruction, to online services for schools, to Web application development and support, this department delivers the technology training and support as needed by students and professional staff.

- Educational Technology Services
- Technology Resource Advisors
- Web Services and Application Development

Technology Training

Technology Resource Advisors provide free computer training to SCCOE staff in a variety of areas. Classes are offered in standard office computer applications such as Microsoft Word, Excel, PowerPoint, Photoshop, In-Design, as well as accessing the Internet. Most classes are available for PC and Macintosh computers.

For information on current computer training, call (408) 453-6555 or refer to the Technology Training Calendar available on the SCCOE home page at www.sccoe.org.

Educational Technology Services also provide trainings in instructional uses of technology. Contact them at (408) 453-6668.

Americans with Disabilities Act

The Americans with Disabilities Act (ADA) prohibits various forms of disability discrimination, including discrimination in employment by public and private employers. The Equal Employment Opportunity Commission (EEOC) has the statutory responsibility for processing and investigating disability discrimination claims under the ADA. The ADA covers employees who suffer from physical and/or mental disabilities. Questions, complaints, or requests for further information should be referred to your immediate supervisor or the director of Employee Benefits & Workplace Compliance at 453-6876.

Bloodborne Pathogens and Employee Rights

Bloodborne pathogens can cause infection by entering your body in a variety of ways, including open cuts, nicks, skin abrasions, dermatitis, acne or the mucous membranes of your mouth, eyes or nose.

Bloodborne diseases can also be transmitted indirectly when you touch an object or surface contaminated with blood or other infectious materials and then transfer the germs to your mouth, eyes, nose or open skin.

Prevent infection by understanding the dangers you may face, and knowing how to protect yourself.

Your rights by law are as follows:

- You have the right to receive information regarding exposure to bloodborne pathogens.
- If an exposure incident occurs, your physician has the right to receive information regarding what you were exposed to and your job duties.

You also have a right to detailed medical information about your exposure.

- You have the right to receive Hepatitis B vaccinations and blood tests at no cost to you if you are a person identified in your district plan or if you have been exposed.
- You cannot be discharged or discriminated against in any way for exercising these rights. Additional information will be provided at your orientation.

Code of Conduct

The Official Documents of the Santa Clara County Office of Education (SCCOE) are comprised of board bylaws, board and Superintendent policies, administrative regulations and operational procedures, defined below:

- Board bylaws are rules governing the internal operation of the Board of Education.
- Board and Superintendent policies are statements in which the Board of Education provides guidance to the Superintendent and SCCOE staff in a variety of situations.

- Administrative regulations outline individual staff responsibilities and time lines.
- Operational procedures often stem from either a board policy, Superintendent policy or an administrative regulation. An operational procedure is a prescribed series of steps.

The documents derive their authority from State Education Code Section 1042 (a), and are effective only to the extent that they are not inconsistent with federal, state, and local laws and regulations.

There are more than 250 and are available on the SCCOE home page at www.sccoe.org.

Use of Electronic Communication & Information Systems

(See Technology Rules and Regulations)

- The telephone, email, voice mail, fax, and Internet access systems are to be used for business-related purposes, except when their infrequent and brief use for personal communication is necessary.
- Pass codes should never be shared and should be periodically changed to protect confidentiality. Despite such efforts, email, voice mail, and fax messages may sometimes be read or heard by a person other than the intended recipient. Accordingly, employees should be cautious when using these systems.
- The full names of students and staff should never be used in confidential electronic messages; to maintain confidentiality, only first names should be used. Confidential communications and information should never be sent or forwarded to individuals or agencies not authorized to receive that information. Employees should not disclose personal information without permission.
- Employees should not engage in communications that are defamatory, obscene, offensive, disruptive, or harassing. This includes sexual comments or images; racial slurs; gender-specific comments; or any comments that would offend someone on the basis of age, sexual orientation, religious or political beliefs, national origin, or disability.
- Copying or transmitting any documents, software, or other information protected by copyright law or trade secret is not allowed.
- Employees should not store large numbers of email files and voice mail messages. This will help to protect confidentiality, save storage space on the systems, and make use of the systems more efficiently.

Cell Phone Policy

SCCOE understands that volunteers and employees utilize cell phones and other hand held devices in their daily lives to keep in contact with family, friends, and colleagues. As a family-focused organization we respect this, and have established guidelines for the workplace.

Cell Phone Use in the Workplace

(other than breaks and lunch)

Personal cell phones shall not be used in the work-place during regular work hours. Using a personal cell phone for any reason including taking or making personal calls, texting or using the internet, is unacceptable.

If you need an exception granted, you must first receive permission from your manager or supervisor. You may check your cell phone for messages during your break, lunch or after hours. If you are expecting an urgent communication, have the person call the classroom or office telephone number.

Cell Phone Use While Driving

If your job requires you to drive from one site to another, you must obey the law. You must have a hands-free device to take and make phone calls. Texting while driving is prohibited at all times. Your safety and the safety of others is our greatest concern, and we encourage you to be alert and responsible while driving.

Cell Phone Use - Student Programs

Personal cell phone use during your work hours is prohibited. In addition, you may not use your cell phone for any reason while supervising students in or outside of the classroom. Answering your cell phone, texting or using the internet is unacceptable because it takes your focus away from our students and classroom operations. It would be best to turn off your cell phone and inform family and friends not to contact you during your work hours. If you are expecting an urgent communication, have the person call the classroom telephone number. You may check your cell phone during regular breaks and lunches only.

Cellphone Exceptions (Administrative, Support and Maintenance Staff)

Supervisors and staff who are responsible for multiple sites are required to have cell phones to assure they are available at all times. This would include maintenance staff, administrative staff, and others who may answer their cell phone while they are on site due to the nature of their work. However, you should not use your cell phone during regular work hours for personal calls, texting or using the internet for personal business.

Controlled Substances & Definition of Drug-Free Workplace

Employees are prohibited from engaging in the unlawful manufacture, distribution, dispensation, possession or use of a controlled substances. Controlled substances include (but are not limited to) marijuana, LSD, glue, heroin, cocaine, PCP, barbiturates and alcohol.

Smoking cessation resources are available through a variety of organizations, including the American Lung Association, Kaiser, CONCERN, Vitality® and the American Cancer Society.

Drug and Alcohol Abuse and the Drug-Free Workplace Act

Employees whose behavior is impaired by drugs and/or alcohol may endanger their own safety and health, as well as the safety and health of students, other staff members and members of the public.

To ensure the well-being of all our employees, the SCCOE is committed to providing safe and healthy work environments, and to helping employees resolve any drug-related problems that may occur in the workplace. Our Employee Assistance Program, CONCERN, offers confidential counseling and referrals. To schedule an appointment, call Monday - Friday from 8:30 a.m. to 5:00 p.m. CONCERN also provides emergency assistance 24 hours a day, seven days a week (see page 21). Call 1-800-344-4222.

SCCOE Board Policies provide additional information in these areas. Read more at <http://www.sccoe.org/supand-board/officialdocs/>. Requests for further information should be referred to Human Resources at (408) 453-6876.

Drug and Alcohol Testing

The SCCOE Drug and Alcohol Testing is limited to positions defined as "Safety-Sensitive," as outlined in Administrative Regulation 4132.

Penalties for Drug Abuse

SCCOE Board Policy 4131 states that disciplinary action may be taken when a drug abuse policy is violated. Employees who do not comply may be faced with compulsory leave of absence, suspension, demotion or dismissal.

Sexual Harassment and Non-Discrimination

Sexual harassment of SCCOE employees, board members and students will not be tolerated. Sexual harassment undermines morale, violates human dignity, and interferes with the health and productivity of its victims. Under State Education Code Section 212.5, sexual harassment has been defined as, "unwelcome sexual advances, requests for sexual favors, and other verbal, visual or physical conduct of a sexual nature."

The SCCOE is committed to providing a workplace free of discrimination as well as harassment, based on such factors as sex, race, color, religion, national origin, sexual orientation, ancestry, age, medical condition, marital status, handicap or veteran status.

Questions, complaints, or requests for further information should be referred to your immediate supervisor or the Director of Human Resources at (408) 453-6841.

Smoking and the Use of Tobacco Products

Smoking and use of tobacco products are prohibited at all sites operated by the SCCOE, on all SCCOE property and in all SCCOE vehicles. No exceptions are permitted.

Violence in the Workplace

The SCCOE is committed to providing its employees with a safe and secure working environment based on common courtesy, concern, and respect for others. For this reason, the following types of conduct are not permitted and may lead to disciplinary action, including immediate termination.

- Any deliberate act which might endanger the safety or lives of others is prohibited. Threatening, intimidating or coercing fellow employees or students is prohibited.
- Unlawful harassment of any form, including verbal, physical and visual contact, threats, demands and retaliation, is not allowed. Harassing behavior, whether visual, physical, verbal or by way of phone, mail or electronic mail is strictly prohibited.

Questions, complaints or additional information can be obtained through your immediate supervisor or Human Resources at 408-453-6841.

Employee Benefits

SCCOE provides a variety of benefits to employees including medical and other insurance and retirement planning. You may visit the SCCOE intranet more for information. The programs are administered by the Employee Benefits Unit in the Human Resources Branch. For questions, contact the Employee Benefits Specialist assigned to you:

Employees Last Name Beginning A-G	(408) 453-6831
Employees Last Name Beginning H-O	(408) 453-4355
Employees Last Name Beginning P-Z	(408) 453-6681

Visit Intranet:

http://www.sccoe.org/depts/personnel_services/benefits/

Medical Insurance

Eligible employees have a choice of six plans, Valley Health Plan (VHP) HMO, Kaiser Deductible Plan With Health Savings Account (HSA), Kaiser Deductible HMO, Kaiser HMO, Kaiser Point of Service (POS), Kaiser – PHCS Multiplan PPO. During open enrollment period every fall, employees may change their medical plan. Requests for further information should be referred to Human Resources at (408) 453-6876.

Kaiser Permanente	www.kaiserpermanente.org
Valley Health Plan	www.valleyhealthplan.org

Continuation of Benefits Upon Termination (COBRA)

If employees terminate their employment, they may continue their health care coverage by paying the full premium.

Dependents may also continue their health care coverage if they are no longer eligible under the employee plan (as in the situation of divorce or an over-age dependent).

Dental Insurance

Delta Dental provides employees and their eligible dependents up to \$2,000 each in basic coverage per year in addition to \$1,000 in child orthodontia.

All covered participants are eligible for 100% coverage (up to established limits) after four years in the plan. Employees may choose their own dentist.

Vision Insurance

Medical Eye Services of California provides employees and their eligible dependents with one eye exam, two pair of lenses and frames within twenty-four months.

Life Insurance

Employees are covered by a term life insurance policy which pays the beneficiary double indemnity in the case of accidental death or dismemberment.

Long-term Disability

Long-term disability is available to eligible employees who are ill and unable to work. They may receive 66 2/3% of their wages up to a specified maximum amount per month after the exhaustion of sick leave or 30 days of absence whichever is longer.

Retirement Planning

Employees have the option of contributing to 403b and 457 plans. These tax sheltered retirement savings plans enable them to save money for retirement without paying current tax on contributions. Forms for this program are available from your benefits specialist.

Retirement health care benefits are available as described in bargaining unit contracts. It is recommended that employees ask about eligibility at least one year prior to retirement date.

All employees of the SCCOE are required to participate in a retirement system for public employees. Certificated staff are members of STRS (State Teachers Retirement System), and classified employees are members of PERS (Public Employees Retirement System).

Employees should contact their retirement system for their estimated benefits at least one year prior to retirement. The SCCOE District Business and Advisory Services (DBAS) can also provide information.

Certificated Employees

www.calstrs.com

STRS

(408) 535-6171

Classified Employees

PERS

www.calpers.org

(888) 720-7377

Frequently Asked Questions About Health Care:

- Q. When do my benefits start?
A. *The first day of the month following your hire date.*
- Q. Who can be covered as dependents under my Kaiser or Valley Health plan?
A. *Your spouse, children under 26, regardless of marital or student status, and dependents over 18 who meet special needs requirements. (The term "spouse" can include a California-registered same-sex domestic partner.)*
- Q. Can I add my dependents to all of my benefit plans?
A. *Depending on your bargaining unit, you may be able to add your eligible dependents to your vision, dental and employee assistance program.*
- Q. I forgot to enroll my new spouse/child. How do I get them covered?
A. *If not enrolled within 30 days of your hire date, your marriage, or the child's birth or adoption, you will have to wait until the next open enrollment period to enroll your spouse or child.*
- Q. Who do I call regarding coverage, reimbursement, or denial of services?
A. *Call the insurance company customer service representative. If you still have questions, contact your SCCOE benefits specialist.*
- Q. Which coverages do I need claim forms for?
A. *Vision forms are available in Human Resources.*
- Q. I am a 10-month employee. Are my benefits in effect during the summer?
A. *Yes, if you return to your job at the beginning of the next school year.*
- Q. Can I change medical carriers?
A. *Yes, but only during the open enrollment period.*
- Q. How can I be sure which specific dental services are covered?
A. *Call the Delta Dental Plan at 866-499-3001 to inquire about limitations and out-of-pocket costs before dental work is scheduled.*

Discounts and Deals

Retail discounts, theme park summer fun savings opportunities and consignment tickets await you and your family through special offers to the Santa Clara County Office of Education. Offers can be found on the SCCOE intranet under "Good Stuff" or you can call 408-453-6820 or by visiting Human Resources.

Wellness Program

The well being of employees is vital to the delivery of high-quality services. In order to support our employees and provide the highest levels of service, the SCCOE has initiated an Employee Health Promotion Program. The Vitality© Program incorporates proven wellness and health promotional approaches that improve productivity and morale, as well as contain health care costs. Coordinated by Talent

Management in the Human Resources Branch, the program content is guided by an ongoing assessment of the needs and interests of SCCOE employees.
For more information, visit www.powerofvitality.com or call our COE Wellness Coordinator at 408 453-3616.

Workout Facility

Staff have access to a workout facility located at Ridder Park. The access form can be found on the SCCOE Intranet under Business Forms.

Learning Multimedia Center

A free library card is available to all SCCOE employees. Check out popular fiction and non-fiction, professional development materials and journals, audio books, eBooks, parent and family collection DVD and children books.

Vacation, Holidays and Sick Leave

Sick leave and vacation benefits discussed below are general in nature. For specific information and exceptions, please refer to your respective bargaining unit contract or the Management Team Handbook.

Para-Educators

Sick Leave: 12 days per year for 12 month employees. 11 days per year for 11 month employees. Vacation is based on years of service. Refer to Local 521 SEIU Agreement.

OTBS/OSS

Sick Leave: 12 days per year for 12 month employees (one day per month). 11 days per year for 11 month employees (one day per month). Vacation is based on years of service. Refer to Local 521 SEIU Agreement.

Leadership

Sick Leave: 12 days per year (one day per month).
Vacation: 22 days per year.

Association of County Educators

Sick Leave: 10-12 days accrual depends on length of work year.
Vacation: Not applicable. Teachers are paid for days worked and covered by contract/calendar.

Psychologists and Social Workers Association

Sick Leave: 12 days per year (one day per month).
Vacation: Not applicable. Psychologists are paid for days worked and covered by contract/calendar.
Note: Part-time employees receive prorated sick leave and vacation.

Holidays

Leadership and classified employees observe and receive pay for up to 15 holidays per year.
<http://www.sccoe.org/aboutsccoe/Pages/Calendar.aspx>

Frequently Asked Questions

- Q. When can I use my vacation? (Classified)
A. *On the first day of the pay period following completion of six (6) months of service.*
- Q. Can I take vacation while I am on probation?
A. *No, but your vacation accrual continues during the probation period.*

Evaluations and Employment Opportunities

Evaluation Process

SCCOE certificated employees are evaluated in accordance with procedures outlined in Board Policy 44660 - 44666, the Leadership Team Handbook, labor agreements with the Association of County Teachers (ACE/CTA), SEIU - Local 521 or the Psychologists and Social Workers Association.

The personnel evaluation provides employees with information on their performance, provides them with an opportunity to participate in professional development, and serves as a basis for the retention of qualified staff. Information regarding evaluation procedures may be obtained from Human resources at (408) 453-6841.

Employment Opportunities within the SCCOE

Current employees are encouraged to consider employment opportunities within the SCCOE. Information on open positions is available from several sources:

Human Resources Branch office at SCCOE Ridder Park site

SCCOE Website:	www.sccoe.org/jobopps
Classified Transfer Line:	(408) 453-6618
Certificated Jobline:	(408) 453-6934 (866) 511-6284
SCCOE Teacher Recruitment Fair:	(408) 453-6840
Ed-Join:	www.edjoin.org

Job opportunities:
<http://www.sccoe.org/jobopps/Pages/default.aspx>

Employee Categories

The SCCOE uses the following basic employment categories:

- Regular: Classified or certificated assignment with no ending date anticipated for any reason.
- Non-permanent reassignment of regular employee: Classified or certificated non-permanent reassignment for one month or longer from another (usually permanent) assignment to this job, with return rights to the previous assignment. This status applies to current, regular employees being assigned on a temporary, provisional or “work out of classification” basis.
- Temporary: Non-permanent certificated employee being hired into classification of three or more months duration, with an ending date for any of the following reasons: position is categorically funded; or a regular or temporary employee on leave of absence is being replaced; or a teaching position in a classroom which has uncertain enrollment is being filled. Generally, a temporary assignment cannot be extended beyond June 30, and cannot begin during the period of March 15 through June 30 each year. Such an employee has no return rights to a particular position.
- Limited-Term: Non-permanent classified employee being hired into assignment of three or more months duration, with an ending date for any of the following reasons: the position’s categorical funding will end in six or fewer months; or a regular employee on leave of absence is being replaced; or a regular employee who has taken a 1:1 Education Assistant position is being replaced; or there is a need for services to be performed for a period of three to six months. Such an employee has no return rights once the assignment has ended.
- Classified Provisional: Non-permanent classified employee hired/assigned on interim basis made in the absence of an eligibility list, for a period of up to 90 work days; limited extensions may be made under specific circumstances as authorized by the Director-Classified Personnel Services. Such an employee has no return rights once the assignment has ended.
- Certificated Intern: Non-permanent certificated employee being hired into an assignment serving under an Intern Credential. When an employee serves in a position under an Intern Credential for two years and subsequently obtains a preliminary credential they may become Probationary 2 status.
- Certificated Provisional: Non-permanent certificated employee being hired into an assignment serving under a Waiver, Emergency Permit pre-intern permit to short-term staffing permit. Employee may not obtain tenure or permanency with the office in this status.
- Non management/non teaching: Non-permanent certificated employee being hired into one of the following assignments: Audiologist, Counselor, ROP Teacher, Out of School Youth Specialist, Resource Teacher, Resource Specialist, School Nurse, Transition and Placement Teacher, Work Experience Education Teacher, Work Experience

Teacher Coordinator.

Employee Associations and Unions

Santa Clara County Office of Education employees are represented by the following bargaining units:

Employee Group

Para-Educators, Office Technical and Business Services (OTBS), Operations-Support Services (OSS)
 Represented by:SEIU- Local 521 408-954-8715
www.seiu521.org

Psychologists and Social Workers Association 408-392-3922

Association of County Teachers 408-866-9494
 Represented by:(ACE/CTA) www.cta.org

Uniform Complaint Procedures

Board Policy and Administrative Regulation
1312.32013-2014

For students, employees, parents/guardians, school and district advisory committee members, appropriate private school officials, and other interested parties.

The Santa Clara County Office of Education (SCCOE) has the primary responsibility to insure compliance with applicable state and federal laws and regulations and has established procedures to address allegations of unlawful discrimination, harassment, intimidation, and bullying, and complaints alleging violation of state or federal laws governing educational programs and the charging of unlawful pupil fees.

The SCCOE shall investigate and seek to resolve complaints using policies and procedures known as the Uniform Complaint Procedures (UCP) adopted by our local board. Unlawful discrimination, harassment, intimidation, or bullying complaints may be based on actual or perceived age, ancestry, color, ethnic group identification, gender expression, gender identity, gender, disability, nationality, national origin, race or ethnicity, religion, sex, sexual orientation, or on a person's association with a person or group with one or more of these actual or perceived characteristics, in any program or activity that receives or benefits from state financial assistance.

The UCP shall also be used when addressing complaints alleging failure to comply with state and/or federal laws in Adult Education, Consolidated Categorical Aid Programs, Migrant Education, Career Technical and Technical Education and Training Programs, Child Care and Developmental Programs, Child Nutrition Programs, Special Education Programs, and Safety Planning Requirements.

A complaint of noncompliance with laws relating to pupil fees may be filed pursuant to the local UCP. A pupil enrolled in a public school shall not be required to pay a pupil fee for participation in an educational activity.

A pupil fee includes, but is not limited to, all of the following:

1. A fee charged to a pupil as a condition for registering for school or classes, or as a condition for participation in a class or an extracurricular activity, regardless of whether the class or activity is elective or compulsory, or is for credit.
2. A security deposit, or other payment, that a pupil is required to make to obtain a lock, locker, book, class apparatus, musical instrument, clothes, or other materials or equipment.
3. A purchase that a pupil is required to make to obtain materials, supplies, equipment, or clothes associated with an educational activity.

Complaints other than complaints relating to pupil fees must be filed in writing with the following compliance officer:

Chief Schools Officer
Student Services Branch
1290 Ridder Park Drive
San Jose, CA 95131-2304
408-453-6550

Complaints of noncompliance with laws relating to pupil fees are filed with a principal of a school. A complaint regarding pupil fees may be filed anonymously if the complaint provides evidence or information to support an allegation of noncompliance with laws relating to pupil fees.

Complaints alleging discrimination, harassment, intimidation, or bullying, must be filed within six (6) months from the date the alleged discrimination, harassment, intimidation, or bullying, occurred or the date the complainant first obtained knowledge of the facts of the alleged discrimination, harassment, intimidation, or bullying, unless the time for filing is extended by the superintendent or his or her designee.

Complaints will be investigated and a written Decision or report will be sent to the complainant within sixty (60) days from the receipt of the complaint. This sixty (60) day time period may be extended by written agreement of the complainant. The Local Education Agency (LEA) person responsible for investigating the complaint shall conduct and complete the investigation in accordance with sections 4680-4687 and in accordance with local procedures adopted under section 4621.

The complainant has a right to appeal the SCCOE's Decision to the California Department of Education (CDE) by filing a written appeal within 15 days of receiving SCCOE's Decision. The appeal must include a copy of the complaint filed with the SCCOE and a copy of the SCCOE's Decision.

Civil law remedies may be available under state or federal discrimination, harassment, intimidation, or bullying laws, if applicable. In appropriate cases, an appeal may be filed pursuant to Education Code Section 262.3. A complainant may pursue available civil law remedies outside of the SCCOE's complaint procedures. Complainants may seek assistance from mediation centers or public/private interest attorneys. Civil law remedies that may be imposed by a court include, but are not limited to, injunctions and restraining orders.

A copy of the SCCOE's UCP Policy and Complaint Procedures shall be available free of charge.

Employee Programs and Services

Communication

The SCCOE has an established website (www.sccoe.org) which offers general information regarding county office programs and education resources. There is also an Intranet to facilitate employee communication. All SCCOE sites are linked by an email system for electronic communication. The SCCOE also has fax machines located at various sites. Voicemail systems are utilized by employees daily.

Communication between employees of the SCCOE is enhanced by a publication on-line, "News Roundup". "Education Bulletin" published 12 times a year, goes to SCCOE employees as well as school district personnel and key community leaders. In addition, some branch and department newsletters are published on a less frequent basis.

Media relations are coordinated through the Office of the Superintendent. If you are contacted by media, please contact the Director-Media Communications before responding. For further information, call 408 453-6514.

Computer Technology Training

Technology Resource Advisors provide free computer training to SCCOE staff. Classes are offered in standard office computer applications such as Microsoft Word, Excel, PowerPoint, Photoshop, In-Design, as well as accessing the Internet. Most classes are available for PC and Macintosh computers. For information on current computer training, call 453-6555 or refer to the Technology Training Calendar available on the SCCOE home page at www.sccoe.org.

Employee Assistance Program: CONCERN

Personal problems can adversely affect your work performance and attendance. For this reason, the SCCOE offers an innovative program for employees and their families called CONCERN.

CONCERN is a free, confidential counseling service for all regular full-time and part-time employees and their immediate families. Experienced professional counselors are available to assist you in dealing with personal problems through short-term counseling and referrals. Counselors can help you clarify problems, develop a plan of action and take positive steps toward the outcome you desire. The SCCOE does not receive confidential information from CONCERN.

CONCERN offers assessment and short-term counseling for up to five visits, as well as referral to community resources. Continued counseling is available beyond the five sessions for a fee. A portion of this fee may be covered by your health insurance.

To schedule an appointment, call 1-800-344-4222 Monday through Friday from 8:30 a.m. to 5:00 p.m. CONCERN also provides emergency assistance 24 hours a day, seven days a week.

Employee Recognition

The SCCOE has an Employee of the Month (EOM) recognition program. Nominations forms can be found on the SCCOE intranet under "My Input." Each May an annual Staff Recognition dinner and awards ceremony is held to honor staff with 20, 25, 30, 35 and 40 years of service. Staff with 5, 10, and 15 years of service are recognized by their direct Supervisor/Manager.

In addition, each year the SCCOE nominates a teacher to be honored through the Santa Clara County Teacher Recognition Program. Teachers may also be nominated for California Teacher of the Year. Administrators may be nominated for honors through the Association of California School Administrators (ACSA).

Idea Center

Employees are encouraged to share their continuous improvement ideas. Ideas are forwarded to the appropriate person for a response. Ideas may be submitted via the SCCOE Intranet under "Suggestions and More" or hard copy to Talent Management, MC 264 or fax 408-453-6723. Past ideas and responses may be viewed on the SCCOE Intranet.

Safety and Disaster Preparedness

California Government Codes 3100 and 3101 state "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law." As an SCCOE employee, you may be required to remain at your job site or assist in other emergency activities.

Each SCCOE site has a disaster preparedness plan. Designed to prevent injuries and save lives in the event of a disaster, the plan outlines the appropriate actions for an employee to take before, during and after different types of emergencies. Contact your supervisor to learn more about your responsibilities in the event of a disaster.

Tuition Reimbursement

The SCCOE's Tuition Reimbursement Program provides reimbursement for tuition, books and course-related materials. The program is offered to eligible employees as a way to learn new skills, improve performance, and/or expand career options within the SCCOE. Most permanent employees are eligible for up to \$700 per year. Individual eligibility is dependent upon the bargaining unit contract and the availability of funds within the pool for the specific bargaining unit.

Classes and workshops must be directly related to the employee's occupational area. An application form must be completed, approved by the employee's supervisor, and approved by Human Resources before the class begins. For more information about eligibility, what is covered and how to apply visit the Human Resource Branch or call 408 453-6503.

The application form can be found on the SCCOE intranet at: www.intranet.sccoe.org/rsc/forms/hr/Tuition_Application.pdf

Pay Procedures

Regular, Temporary, and Limited-Term

Monthly Employees

Regular employees are paid on the last working day of each month. Paychecks are distributed to each department by noon on pay day. Employees have the option of picking up their pay check or having it mailed to their home address. Alternately, employees may make arrangements through Human Resources to have their checks deposited directly in their personal bank account on pay day. Contact your Employee Benefits Specialist to make arrangements.

Employees Last Name Beginning A-G	(408) 453-6831
Employees Last Name Beginning H-O	(408) 453-6681
Employees Last Name Beginning P-Z	(408) 453-4355

Hourly/Daily Employees

Employees paid on an hourly or daily basis, temporary or substitute employees, are paid on the 10th day of the month. All temporary or substitute employees' checks are mailed if they choose not to pick up their checks in person.

Regular employees who work overtime or extra time will have this time added to their end of the month checks. Checks are distributed to their appropriate department by noon on pay day.

FAQ - Frequently Asked Questions

- Q. Can I get a paycheck in the summer if I am a 10-month employee?
- A. Yes. *This is called "deferred pay" and must be started before the September payroll deadline. Salary will be pro-rated over a 12-month period.*
- Q. How will I be paid if I am a 10-month employee and work summer school?
- A. *Teachers and aides are paid for the first session of extended year on July 31 and are paid for the second session of extended year on August 31.*
- Q. Do I have to be a member of Public Retirement System (PERS) or State Teachers Retirement System (STRS)?
- A. *Yes, it is mandatory for employees of public education agencies.*
- Q. Why do I need tuberculous clearance before I can start working?
- A. *California Education Code requires this clearance or the health and safety of students and coworkers. The code also requires the TB clearance to be renewed every four years.*
- Q. Are copies of transcripts acceptable for salary placement purposes?
- A. *Original transcripts for certificated employees are required. However, once they are received, we can make a copy and return your original.*

Acronyms

New employees may encounter the use of unfamiliar jargon and acronyms in their work. The partial list below is presented to help new employees become familiar with the “alphabet soup” of the SCCOE and its many programs.

ACSA	Association of California School Administrators	FY	Fiscal Year
ACE	Association of County Educators	HR	Human Resources
ACYF	Administration for Children, Youth and Families	IEP	Individual Education Plan
ADA	Americans with Disabilities Act	ISC	Information Systems Center
ADA	Average Daily Attendance	JPA	Joint Powers Agreement
AE	Alternative Education	LMC	Learning Multimedia Center
ASAP	After School Assistance Providers	LPS	Local Early Education Planning Council
AVID	Advancement Via Individual Determination	LEA	Local Education Agency
BP	Board Policy	LT	Leadership Team
CASBO	California Association of School Business Officials	MCS	Management, Confidential and Supervisory Employees
CDD	Child Development Division	ME	Migrant Education
CDE	California Department of Education	OSS	Operations-Support Services
CfL	Champions for Leadership Program	OTBS	Office, Technical and Business Services
CI	Continuous Improvement	PDSA	Plan, Do, Study, Act
CID	Curriculum & Instructional Department	PERS	Public Employees Retirement System
CEC	Council for Exceptional Children	PO	Purchase Order
CI	Curriculum and Instructional Department	PR	Purchase Requisition
CPIN	California Preschool Instructional Network	PSWA	Psychologist and Social Workers Association
CLAD	Crosscultural Language & Academic Development	QCC	QSS Control Center – the GUI (Graphical User Interface) to QSS
COE	County Office of Education	QSS	Quintessential School Systems. Business/Human Resources system software used at SCCOE and districts for school business
CSBA	California School Boards Association	SCCOE	Santa Clara County Office of Education
CSD	Charter Schools Department	SEIU	Service Employees International Union
CSP	Categorical & Special Projects	SELPA	Special Education Local Plan Area
CTA	California Teachers Association	STEAM	Science, Technology, Engineering, Art and Math
CTAP	California Technology Assistance Project	STRS	State Teachers’ Retirement System
DBAS	District Business and Advisory Services	TSA	Tax Sheltered Annuity
DSSS	District and School Support Services	VPSS	Verification Process for Special Settings
ELS	Early Learning Services		
EMC	Educational Media Center		
ESB	Educational Services Branch		
EAP	Employee Assistance Program		
EEOC	Equal Employment Opportunity Commission		
ELAC	English Language Acquisition Consortium		
ELL	English Language Learners		
EOM	Employee of the Month		
ESL	English as a Second Language		
ESS	Employee Self Service		
FTE	Full Time Equivalent		
FYS	Foster Youth Services		

County Board of Education
Michael Chang • Joseph Di Salvo
Darcie Green • Rosemary Kamei
Grace H. Mah • Claudia Rossi • Anna Song

County Superintendent of Schools
Jon R. Gundry

Santa Clara County  Office of Education

1290 Ridder Park Drive
San Jose, CA 95131-2304
www.sccoe.org