

EIPS Absence Reporting & SubFinder for Substitute Employees

SubFinder Program Access:

- Phone Number: touch tone phone required (PIN: employee number with no preceding zeros followed by the # key)
- Website: (User Name: last name; Password: employee number with no preceding zeros).

Important Registration Process:

You will NOT receive any job offers from the Absence Reporting & SubFinder system nor be able to access your online profile until you do the following:

1. Call the Absence Reporting & SubFinder System (see above SubFinder Program Access)
2. The Absence Reporting & SubFinder system will identify itself and ask you to enter your PIN followed by the pound (#) key.
3. The Absence Reporting & SubFinder system will acknowledge that this is the first time you have called and ask you to record your name.
 - clearly say your first and last name]
 - press the # key
4. The Absence Reporting & SubFinder system will play your recorded name back to you for verification. Select the correct # to either save or record your name again.

Automated SubFinder System Call Out Times to Substitutes:

IMPORTANT: The number that appears on your telephone call display will be 1-570-651-4588 (and may show the word Pennsylvania), please remove any call blocking feature.

Morning Call Out for jobs on same day: 6:00 a.m. until start time of job up to 1:00 p.m.

Evening Call Out for future jobs: Every evening 5:00 p.m. until 10:00 p.m.

Job Cancellation Deadline for substitutes to cancel out of an assignment:

- The only reasons that you cancel an assignment are due to an illness or emergency. You must cancel the assignment in the SubFinder system as soon as possible. If the assignment is for a Christian school then follow their predetermined procedures. Once canceled input an 'unavailable' date range to restrict the system from offering you other assignments. Contact the Staff Replacement Support Representative if you have to cancel for other reasons.
- A minimum of 12 hours notice prior to job start time is recommended for cancellations.

For assistance, please call:

The Absence Reporting & SubFinder Staff Replacement Support Representative at (780) 417-8250 between the hours of 7:00 a.m. and 3:00 p.m. (Monday to Friday)

I. Objective of the Absence Reporting & SubFinder Program

The objective of Elk Island Public Schools' Absence Reporting & SubFinder program is to maintain program continuity for all EIPS students.

II. Overview of Absence Reporting & SubFinder

Absence Reporting & SubFinder is a Windows/PC based software application which completely automates employee absence reporting, substitute replacement and provides detailed analysis of important data. Absence Reporting & SubFinder is a proactive staff management tool which operates 24 hours/day, 7 days/week and 365 days/year. Using the online program is easiest but you can also use the Interactive Voice Response (IVR) technology, the Absence Reporting & SubFinder program utilizes voice prompting to guide both the certificated and classified employee/substitute through each step in an orderly manner. Managing complex schedules, placing the very best substitute in each available position and compiling important data are all part of the Sub Finder's daily routine.

III. How Does The Absence Reporting & SubFinder Program Work?

The Absence Reporting & SubFinder system performs the following tasks:

- allows employees to report their absences
- manages complex scheduling tasks – sorting and filtering preference/skill level criteria with a Qualitative Substitute Analysis (QSA) program
- calls out to arrange for substitutes
- tracks every absence detail – job offer, substitutes called, date and time of each call, rejections, cancellations and secured placements.

IV. What are the Benefits of the Absence Reporting & SubFinder Program?

- Absence Reporting & SubFinder is completely unbiased in its selection process
- system filters substitute's specialties and preferences
- teachers may leave work site/lesson plan voice messages for substitutes
- teachers may designate specific substitutes
- flexibility for substitutes to choose days or date ranges when unavailable
- ability to review jobs that have been posted/accepted
- jobs can be posted up to 100 days in advance
- continued calling to fill jobs up to 1 minutes prior to starting time
- comprehensive analysis reporting

V. Role of the Absence Reporting & SubFinder Staff Replacement Support Representative

- provide training, protocol/conduct guidelines
- create and maintain a database of all employees and substitutes
- monitor and review daily absences and provide attention to “unfilled” of “failed to fill” absences
- liaise with and provide support to site administrators, employees and substitutes
- generate and customize analytical reports

VI. Role of Substitute Employee

- be available to accept jobs as defined
- demonstrate flexibility in accepting jobs outside area of expertise
- provide services to many different sites throughout the district
- follow proper protocol/conduct with Absence Reporting & SubFinder system
- arrive to site 15 minutes prior to job assignment start time and leave a minimum of 15 minutes after the end time
- follow procedures as outlined in Administrative Procedure 414, Substitute Teacher Handbook and Existing Substitute bulletins posted on eips.ca/existing-substitutes.

VII. What are Job Numbers?

Each absence **successfully** reported, by an employee or an administrator, is assigned a job number. A substitute will receive the same job number when they **successfully** accept the job. Many of Absence Reporting & SubFinder's reports use the job number as a reference. Any time you accept a job, MAKE SURE YOU TAKE NOTE OF YOUR JOB NUMBER!

VIII. Why Will Absence Reporting & SubFinder Call Me?

1. To offer you a job.
 - i. You may listen to the job more than one time.
 - ii. You could receive more than one call during a specific calling period.
2. To notify you of a job cancellation.