

## Background

School districts had increasing costs associated with the employment of substitute teachers. Costs included benefits, worker's compensation, background check administration and placement. Scope of project was to develop an outsourcing solution that would save money and improve program.

## Challenges

- Transition and hiring of significant numbers of qualified substitute teachers without school disruption
- Electronically fingerprint incumbents and new hires under new statutes
- Increase classroom fill percentages
- Improve quality of substitute in the classroom
- Improve school teacher and administrative communication

## Vital Approach

- Develop workplan for transitioning and hiring of 1,500 individuals.
- Research fingerprinting and criminal background solutions for efficiency and effectiveness.
- Research improved placement alternatives.
- Research improved substitute teacher quality training.
- Develop teacher and administrative communication.

## Target

- Research and connect with companies that provide internet/IVR placement solutions
- Research teacher and administrative communication
- Research with the state police and department of education on background checking alternatives for more efficient process
- Research substitute teacher training and certification solutions

## Vital Results

- Implemented a real-time automated placement and calling internet/IVR system
- Onboarded and trained **1,500 substitute teachers in 30 days**
- Onboarded and trained **600 teachers and administrators in 30 days**
- **Became first** in the state of Michigan **to receive CRC identification # and email alternative** to eliminate 5–7 days mail and decisioning time
- **Provided training and certification** through Utah State University, the **#1 school in substitute training**
- **Increased the fill rates to 99.47%** of the time with the RIGHT substitute teacher
- Provided the teachers and administrative staff with real-time **placement and management internet/IVR tools**
- Became turnkey provider with a business that **filled over 70,000 positions annually**

**Vital** Our promise to you.