



## 5 Tools for Tackling Substitute Staffing, Fill Rates, and ACA

Austin ISD

Mayra Lopez, Coordinator of Substitute Services

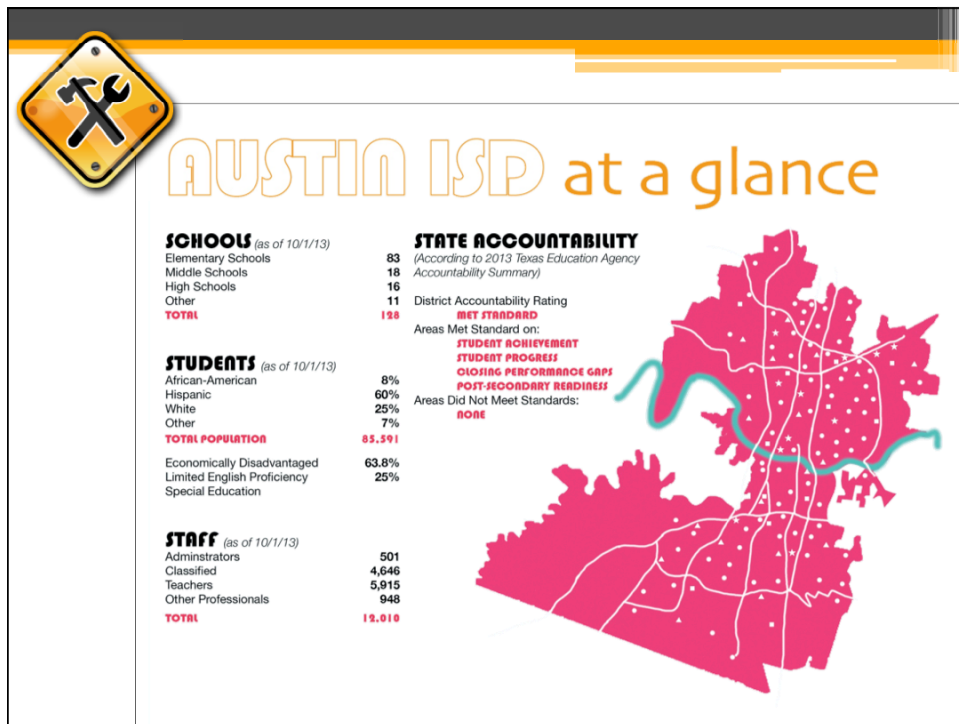
Skye Duckett, Coordinator of Administrative Staffing



## Today's Focus

- Understand the factor's that affect substitute fill rates
- Review specific strategies that are effective in a large, urban school district
- Learn how to improve substitute fill rates through HR processes and technology






## Overview

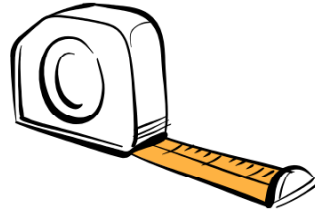
- ⌘ Metrics
- ⌘ Recruiting
- ⌘ Compensation
- ⌘ Technology
- ⌘ Systems Integration





## Metrics

*How do you measure up?*

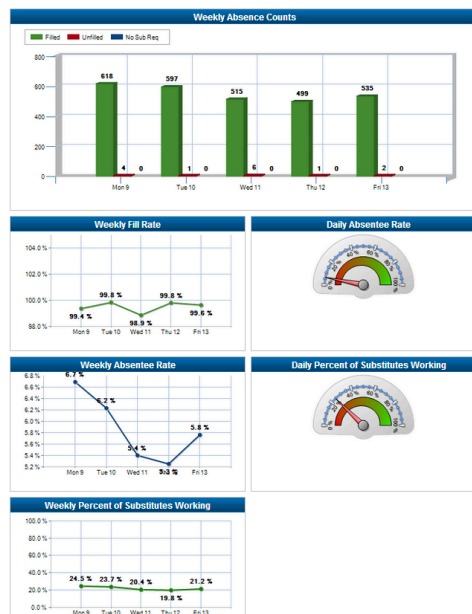


- Dashboards
- Number of applicants attending orientation
- Number of substitutes on call list
- Total fill rate
- Teacher absences
- Reasons for absences
- Last year vs. this year



## Metrics

- Aesop Dashboard





## Metrics

### ■ Daily Report E-mail

**AESOP Daily Report**  
 From: **Yari Gonzalez** To: Pamela Hall, Dora Fabelo  
 Human Resources  
 Cc: Skye Duckett, Mayra V Lopez  
 12/10/2013 10:12 AM  
[Hide Details](#)

From: Yari Gonzalez/AISD  
 To: Pamela Hall/AISD@AISD, Dora Fabelo/AISD@AISD  
 Cc: Skye Duckett/AISD@AISD, Mayra V Lopez/AISD@AISD

Good Morning Below is the fill rate for all jobs for today, which is 99%. The fill rate for teachers is 100% (total jobs 489, filled jobs 489). Attached is the daily report showing unfilled teacher absences.

Please let me know if you would like any additional information.

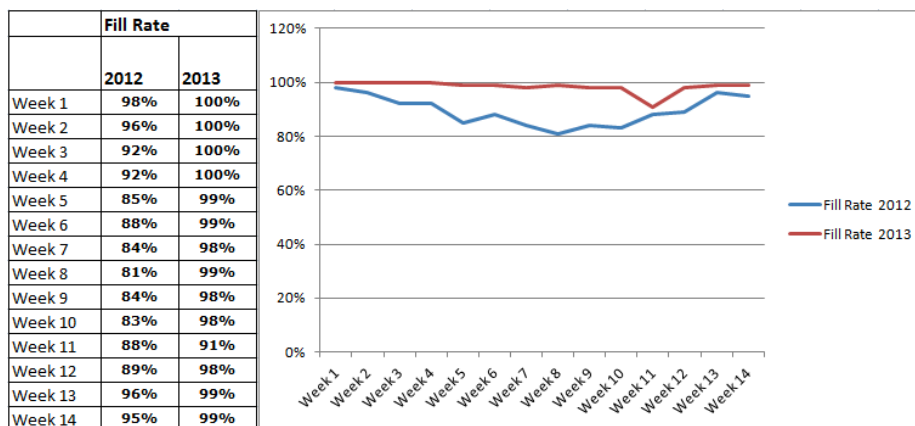
Weekly Absence/Vacancy Chart				
Date	# Absences/Vacancies	# Need Fulfillment	# Fulfilled	Fill Rate
12/10/2013	596	596	595	99%
12/11/2013	480	480	477	99%
12/12/2013	478	478	477	99%
12/13/2013	511	511	510	99%
12/16/2013	329	329	327	99%
12/17/2013	321	321	319	99%

12.10.13.pdf



## Metrics

### ■ Weekly Analysis





## Metrics

### Monthly Substitute Stats Spreadsheet

																	Difference from 2012-2013 to 2013-2014						
																	AUGUST						
AUGUST	Requests Filled: 13-14				School Leave: 13-14			Total Rqst	# Filled	# Not Filled	% Not Filled	School Leave	% Sch Leave	Other									
	Total Rqst	# Filled	# Not Filled	% Not Filled	School Leave	% Sch Leave	Other																
TOTALS	1125	1123	2	0.2%	437	38.8%	688	2203	2196	7	0.3%	154	7.0%	2049	-1078	-1073	-5						
AVERAGES	225	225	0		87		138	275	275	1		19		256	-50	-50	-1						
																	SEPTEMBER						
SEPTEMBER	Requests Filled: 13-14				School Leave: 13-14			Total Rqst	# Filled	# Not Filled	% Not Filled	School Leave	% Sch Leave	Other									
	Total Rqst	# Filled	# Not Filled	% Not Filled	School Leave	% Sch Leave	Other																
TOTALS	10492	10434	58	0.6%	2462	23.5%	8030	11810	11551	259	2.2%	2554	21.6%	9256	-1318	-1117	-201						
AVERAGES	525	522	3		123		402	562	550	12		122		441	-37	-28	-9						
																	OCTOBER						
OCTOBER	Requests Filled: 13-14				School Leave: 13-14			Total Rqst	# Filled	# Not Filled	% Not Filled	School Leave	% Sch Leave	Other									
	Total Rqst	# Filled	# Not Filled	% Not Filled	School Leave	% Sch Leave	Other																
TOTALS	14392	14170	222	1.5%	2538	17.6%	10774	12750	12307	533	4.2%	2832	22.2%	9918	1642	1863	-311						
AVERAGES	654	644	10		115		490	607	586	25		135		472	47	58	-15						
																	NOVEMBER						
NOVEMBER	Requests Filled: 13-14				School Leave: 13-14			Total Rqst	# Filled	# Not Filled	% Not Filled	School Leave	% Sch Leave	Other									
	Total Rqst	# Filled	# Not Filled	% Not Filled	School Leave	% Sch Leave	Other																
TOTALS	11499	11289	210	1.8%	1894	16.5%	9605	11720	11110	610	5.2%	2891	24.7%	8829	-231	179	-400						
AVERAGES	548	538	10		90		534	617	585	32		152		465	-69	-47	-22						

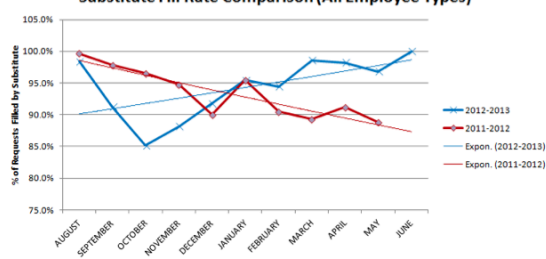


## Metrics

### Annual SY Comparison

	2012-2013					2011-2012				
	# Requests	# Filled	# Not Filled	% Filled	% Not Filled	# Requests	# Filled	# Not Filled	% Filled	% Not Filled
AUGUST	1268	1248	20	98.4%	1.6%	2203	2196	7	99.7%	0.3%
SEPTEMBER	9529	9060	869	91.2%	8.8%	11810	11551	259	97.8%	2.2%
OCTOBER	13520	11516	2003	85.2%	14.8%	12750	12307	533	96.5%	4.2%
NOVEMBER	11593	10222	1296	88.2%	11.2%	11720	11110	610	94.8%	5.2%
DECEMBER	9420	8648	704	91.8%	7.5%	9141	8233	448	90.1%	4.9%
JANUARY	11480	10959	516	95.5%	4.5%	10550	10067	379	95.4%	3.6%
FEBRUARY	13663	12903	585	94.4%	4.3%	14037	12897	1340	90.5%	9.5%
MARCH	9106	8978	127	98.6%	1.4%	12078	10789	1289	89.3%	10.7%
APRIL	15357	15082	275	98.2%	1.8%	12881	11745	1036	91.2%	8.0%
MAY	17933	17361	571	96.8%	3.2%	16669	14813	1855	88.9%	11.1%
JUNE	1354	1354	0	100.0%	0.0%					
TOTAL	114623	107331	6966	93.6%	6.1%	113839	105508	7756	92.7%	6.8%

Substitute Fill Rate Comparison (All Employee Types)





## Metrics

- Disseminating information to other departments (i.e. Professional Development Usage)
- Identify weaknesses and gaps
- Proactive vs. reactive



## Recruiting

- Why?
- How?
- When?
- Web site, newspaper, Social Media, flyers
- Sources:
  - retirees
  - student teachers
  - campus contacts
  - HR staffing office
- Job posting & website for subs





## Compensation



- Recruitment & Retention
- What do you want to incentivize?
- Use your metrics
- Base Pay
- Market Surveys
- Extras & add-ons

Type of Substitute Pay	Daily Rate
<b>Teacher Base Rates</b>	
60+ Hours	\$75.00
Degreed	\$80.00
Certified	\$85.00
<b>Teacher Incremental Pay</b>	
31-60 days of service	Base rate + \$20.00
61+ days of service	Base rate + \$40.00
<b>Teacher Long Term Pay</b>	
20+ consecutive days in same assignment	Base rate + increment + \$20.00
Classified Base Rate	\$70.00
<b>Classified Incremental Pay</b>	
31-60 days of service	Base rate + \$10.00
61+ days of service	Base rate + \$20.00
Friday Pay (All Subs)	Base rate + increment + long term (if applicable) + \$5.00



## Compensation

### ■ Monthly Payroll File

Pay Code	External ID	Site Name	Day of Week	Branch Accounting Code 2	Base Pay Rate	Friday Pay	Cumulative D	Consecutive I	Long Term Pa	Incremental I	Date	Total
Degreed (teach)		Austin High School 002	Tuesday	199-11-6112-00-002-Y-11-0-00	\$80.00	0	40	40	20	20	10/15/2013	\$120.00
Degreed (teach)		Austin High School 002	Wednesday	199-11-6112-00-002-Y-11-0-00	\$80.00	0	41	41	20	20	10/16/2013	\$120.00
Degreed (teach)		Austin High School 002	Thursday	199-11-6112-00-002-Y-11-0-00	\$80.00	0	42	42	20	20	10/17/2013	\$120.00
Degreed (teach)		Austin High School 002	Friday	199-11-6112-00-002-Y-11-0-00	\$80.00	5	43	43	20	20	10/18/2013	\$125.00
Degreed (teach)		Austin High School 002	Monday	199-11-6112-00-002-Y-11-0-00	\$80.00	0	44	44	20	20	10/21/2013	\$120.00
Degreed (teach)		Austin High School 002	Tuesday	199-11-6112-00-002-Y-11-0-00	\$80.00	0	45	45	20	20	10/22/2013	\$120.00
Degreed (teach)		Austin High School 002	Wednesday	199-11-6112-00-002-Y-11-0-00	\$80.00	0	46	46	20	20	10/23/2013	\$120.00
Degreed (teach)		Austin High School 002	Thursday	199-11-6112-00-002-Y-11-0-00	\$80.00	0	47	47	20	20	10/24/2013	\$120.00
Degreed (teach)		Austin High School 002	Friday	199-11-6112-00-002-Y-11-0-00	\$80.00	5	48	48	20	20	10/25/2013	\$125.00
Degreed (teach)		Austin High School 002	Monday	199-11-6112-00-002-Y-11-0-00	\$80.00	0	49	49	20	20	10/28/2013	\$120.00
Degreed (teach)		Austin High School 002	Tuesday	199-11-6112-00-002-Y-11-0-00	\$80.00	0	50	50	20	20	10/29/2013	\$120.00
Degreed (teach)		Austin High School 002	Wednesday	199-11-6112-00-002-Y-11-0-00	\$80.00	0	51	51	20	20	10/30/2013	\$120.00
Degreed (teach)		Austin High School 002	Thursday	199-11-6112-00-002-Y-11-0-00	\$80.00	0	52	52	20	20	10/31/2013	\$120.00
Degreed (teach)		Pearce Middle School 048	Thursday	199-11-6112-00-048-Y-11-0-00	\$80.00	0	53	1	0	0	11/7/2013	\$100.00
60+ Hours (teach)		Mendez Middle School 058	Wednesday	199-11-6112-CP-058-Y-11-0-00	\$37.50	0	1	1	0	0	10/30/2013	\$37.50
60+ Hours (teach)		Palm Elementary 171	Thursday	199-11-6122-00-171-Y-11-0-00	\$75.00	0	2	1	0	0	10/31/2013	\$75.00
60+ Hours (teach)		Bedichek Middle School 054	Friday	199-11-6112-00-054-Y-11-0-00	\$75.00	5	3	1	0	0	11/1/2013	\$80.00
Certified (teach)		Mendez Middle School 058	Wednesday	199-11-6112-00-058-Y-11-0-00	\$85.00	0	11	1	0	0	10/16/2013	\$85.00
Certified (teach)		Odom Elementary 156	Wednesday	199-11-6112-CP-156-Y-11-0-00	\$85.00	0	12	1	0	0	10/23/2013	\$85.00
Certified (teach)		Widen Elementary 175	Friday	199-11-6112-00-175-Y-11-0-00	\$85.00	5	13	1	0	0	10/25/2013	\$90.00
Certified (teach)		Fulmore Middle School 043	Wednesday	199-11-6112-CP-043-Y-11-0-00	\$85.00	0	14	1	0	0	10/30/2013	\$85.00
Certified (teach)		Widen Elementary 175	Friday	199-11-6122-00-175-Y-11-0-00	\$85.00	5	15	1	0	0	11/1/2013	\$90.00
Certified (teach)		Widen Elementary 175	Thursday	199-11-6122-00-175-Y-11-0-00	\$85.00	0	16	1	0	0	11/7/2013	\$85.00
Certified (teach)		Houston Elementary 162	Friday	199-11-6112-00-162-Y-11-0-00	\$85.00	5	17	1	0	0	11/8/2013	\$90.00
Classified		Perez Elementary 190	Friday	199-11-6122-00-190-Y-11-0-00	\$70.00	5	8	1	0	0	10/25/2013	\$75.00
Classified		Perez Elementary 190	Friday	199-23-6122-00-190-Y-99-0-00	\$70.00	5	9	1	0	0	11/8/2013	\$75.00
Classified		Blazier Elementary 185	Wednesday	199-11-6112-00-185-Y-11-0-00	\$70.00	0	24	1	0	10	10/16/2013	\$80.00
Classified		Bedichek Middle School 054	Thursday	199-11-6122-00-054-Y-11-0-00	\$70.00	0	25	1	0	10	11/7/2013	\$80.00
Classified		Langford Elementary 168	Friday	199-11-6112-00-168-Y-11-0-00	\$70.00	5	26	1	0	10	11/8/2013	\$85.00



## Technology

*"Efficiency is doing things right;  
effectiveness is doing the right  
things."*

-Peter Drucker

- Paperless new hire process
- Streamlined payroll
- Aesop emails & Web Alerts
- Twitter & Facebook announcements
- ACA reporting and hour limitations



**TECHNOLOGY=TOOL=POWER**

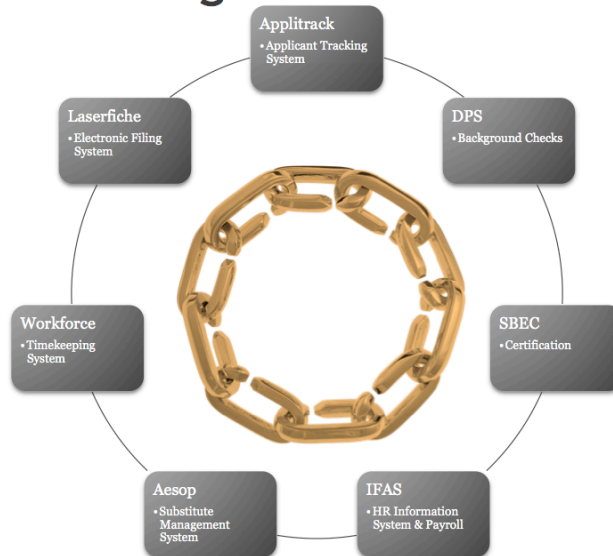




## Systems Integration

*“Now that we integrate with our HRIS, new subs can be active in Aesop within one to two days after attending orientation.”*

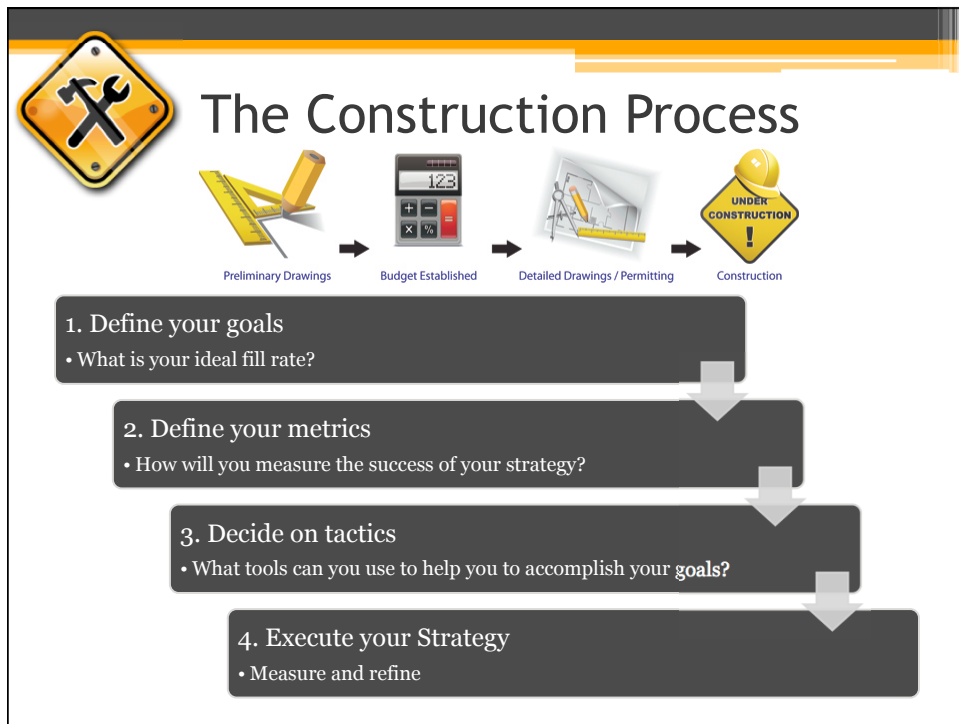
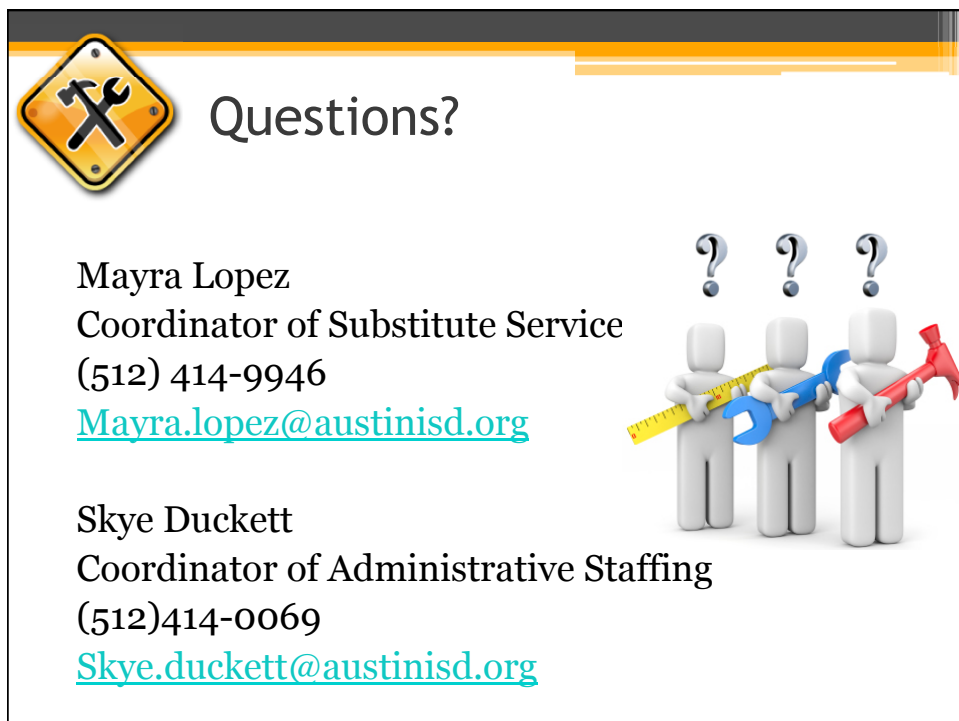
*They get to work faster - helping to fill jobs on high absence days.”*



## Sub Office Toolbox

- ⌘ Metrics
- ⌘ Recruiting
- ⌘ Compensation
- ⌘ Technology
- ⌘ Systems Integration



**Questions?**

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