

ANOKA-HENNEPIN SCHOOLS

Frontline Absence Management

HOW THE SYSTEM WORKS

The Absence Management (formerly Aesop) system is a computer software system that is used for managing absences and securing substitutes for those assignments. It is a computerized system that allows employees to report absences, review absences or cancel absences seven days a week, 24 hours a day. Substitutes may accept assignments either by phone or by the internet. Information on each absence is collected, stored in a database, and then made available for administrative inquiries, as needed.

Absence Management is designed for subs to be proactive. Those who want to work need to review available jobs frequently, either on the phone or the internet. Check the Absence Management Notifications frequently for important information/updates.

REGISTERING IN SYSTEM

Using the Absence Management Phone System Instructions for Substitutes, call 1-800-94-AESOP (1-800-942-3767) and follow the narrator's instructions for recording your name. *THE ABSENCE MANAGEMENT PHONE SYSTEM MAY NOT WORK WITH SOME PRIVACY OPTIONS PLACED ON YOUR PHONE.*

Once you have recorded your name, create your online login credentials from the invite, and review your online menu options.

IDENTIFICATION AND PIN NUMBERS

ID # - Phone # including area code you provide on the *Daily Substitute Information* form – Example: 7635061092

- If you change your phone number in Absence Management – this automatically changes your login ID # for the phone option only

PIN # - Last 4 digits of your ss# when possible. You can change your PIN # at any time.

Your Identification, PIN number, and instructions will be emailed to you once your information has been entered into the system. These numbers are used by the substitute only in all transactions with Absence Management on the phone. **Do not give out your PIN#.**

You will also be emailed an invite to create your **online** login credentials. Follow these instructions immediately.

AVAILABILITY

The default availability = Monday-Friday. To edit your availability - Logon to the Absence Management website and choose the *Non Work Day* option.

PREFERRED SCHOOLS

The default schools = all schools. To edit your site availability – Logon to the Absence Management website and choose the *Preferences menu option* then *Schools*.

SUBSTITUTE SELECTION PROCESS

Absence Management allows employees and sites to specify certain subs as preferred, thus giving them preference over others. Depending on visibility settings, these subs will have the ability to view jobs online or over the phone before the General Substitute list. The order in which subs can view/hear these jobs, depending on visibility settings is as follows:

- Employee Preferred list
- School Preferred list
- General Substitute list

Employees also have the option to *Save and Assign* – *Save and Assign* allows the employee to assign a specific absence to you.

- All employees are required to confirm with the sub that they are available for the job before entering the absence and assigning the sub to their absence.
- Absence Management will **NOT** call you to notify you of this job. However, if you provided Absence Management with your email address, you will receive an email notification.
- It is your responsibility to review your current assignments frequently. You can leave your phone # if you wish to be called for pre-arranged assignments in the future.
- The Absence Management help desk **does not** release your phone # to employees

ADDITIONAL INSTRUCTIONS

When an employee reports their absence on the website, they are given an opportunity to enter instructions/notes. This option cannot be heard over the phone. If you are accepting a job over the phone and there are instructions/notes, the system will tell you to logon to the internet for more details (on outbound calls only). It is recommended that you review your assignment on the website for specific instructions after accepting an assignment on the phone. Employees also have the option to attach lesson plans either in a Word document or PDF file.

CONFIRMATION NUMBER

After accepting an assignment, Absence Management will list a number as your confirmation that you are assigned to this absence. You must have a confirmation number for every substitute assignment.

ASSIGNMENT CANCELLATIONS

If you have accepted an assignment and need to cancel make sure you cancel in Absence Management as soon as possible. The latest time you are able to cancel is 1 hour before the start of the teacher sub day. The system will let you know when it is too late to cancel. When canceling same day assignments, call the school and let them know you have canceled giving the confirmation # and employee name.

If you need to cancel (1) day of a **multi-day** assignment - Logon to Absence Management if within 24 hours of the day you need to cancel, review scheduled assignments and click on the **Cancel** button. Do not accept a multi-day assignment if you knowingly cannot commit to all days of the assignment.

The district has a responsibility to hire and retain staff committed to the education profession. Alternate substitutes often cannot be located when cancellation notice is given close to the starting time of the assignment. This has a negative impact on the teaching and learning of the students involved. Frequent job cancellations, no shows, and late arrivals are monitored, which may result in being placed on the inactive substitute list.

An employee can cancel an absence until the same deadline that a substitute has to cancel. We have encouraged employees to cancel jobs as soon as they are aware of any change in their schedule. Absence Management will attempt to notify you by phone/email. However, if you set your file to *I prefer not to be called by Absence Management*, you will **NOT** get a call when an absence has been cancelled. **It is your responsibility to review your assignments before reporting.** It is the substitute's responsibility to listen for all school closings. Substitutes will not receive pay for cancelled school days.

CALL OUT HOURS

Same day absences: 5:30 AM to 2:00PM and next day or future absences: 4:30PM to 11:00PM, Sunday PM through Friday AM. REMEMBER to review available jobs frequently – DON'T WAIT FOR ABSENCE MANAGEMENT TO CALL YOU.

If you are called for a job or view a job online, with a start time that has passed, the system may still be looking for a substitute. If you are available and can arrive within a reasonable amount of time, please accept the job and place a call to the school with a reasonable arrival time. The school may inform you that they have it covered and you are not needed.

WORK HOURS

Substitute Teachers – The sub teacher day is full day 7 hours 10 min or half day 3 hours 35 min. **Prep is not a break-** a duty/supervision will be assigned to you, or you may be needed to cover an additional class if there are other unfilled absences.

Non Teacher substitute positions - A full day for non-teacher positions will vary depending on the area, and are paid hourly.

You are required to remain at the school for the entire time requested for the assignment you accepted. If the employee you are scheduled to work for returns, you must check in with the office to be assigned to other duties to complete your scheduled assignment. There is no extra pay for substitute teachers attending field trips that may extend beyond the normal substitute hours.

MILEAGE REIMBURSEMENT:

Substitutes who are required to use their vehicle to travel between building assignments during the duty day for the **same employee**, are eligible for mileage reimbursement. This does not apply when a substitute accepts 2 separate half day assignments for different employees.

Copy and complete the mileage form in your substitute packet or download from the *Absence Management Notifications* regarding downloadable forms. It is the sub's responsibility to supply the form for signatures. The principal from all sites must add *Code No* and sign the *Substitute Mileage* form before submitting to -Debbie Richter, Substitute Help Desk, ESC, 2727 N Ferry St, Anoka, MN 55303

ALL MILEAGE MUST BE REPORTED ON THE SUBSTITUTE MILEAGE FORM. INCOMPLETE FORMS WILL BE RETURNED. MILEAGE MORE THAN THREE MONTHS OLD WILL NOT BE REIMBURSED.

COMMUNICATIONS/UPDATES:

Review the Absence Management Notifications/Messages frequently! Communications and/or updated information will be posted on the *Absence Management Notifications*.