

Constituent and Customer Services (CCS) Update

January 20, 2021



Heidi Lattuada, Director

Vision

All NUSD students
graduate as college
and career ready,
productive,
responsible, and
engaged global
citizens

Core Beliefs

**Every student
can learn and
succeed**

**Disparity and
disproportionality
can and must be
eliminated**

**Our
Diversity is a
Strength**

**Staff must be
committed,
collaborative,
caring, and
exemplary**

Goals 2017-2022

1. Increase student success in ELA, math, science, literacy, and civics
2. Prepare students to be college and career ready
3. Engage parents and families to support student success in school
4. Create safe and welcoming learning environments where students attend and are connected to their schools
5. Recruit, hire, train, and retain high quality staff who are committed, collaborative, caring and exemplary

Objectives

- Present historical comparisons of CCS data
- Present CCS data for the first half of 2020-2021 school year (July-December)
- Present comparison of **calendar** year 2019 and 2020 to show COVID 19 impact on CCS
- Provide context for the different type of role CCS continues to play since school closure in March 2020
- **Celebrating** a significant decrease in General Complaints and highest 'same day' closure rate ever reported - working with Virtual Offices (VO)

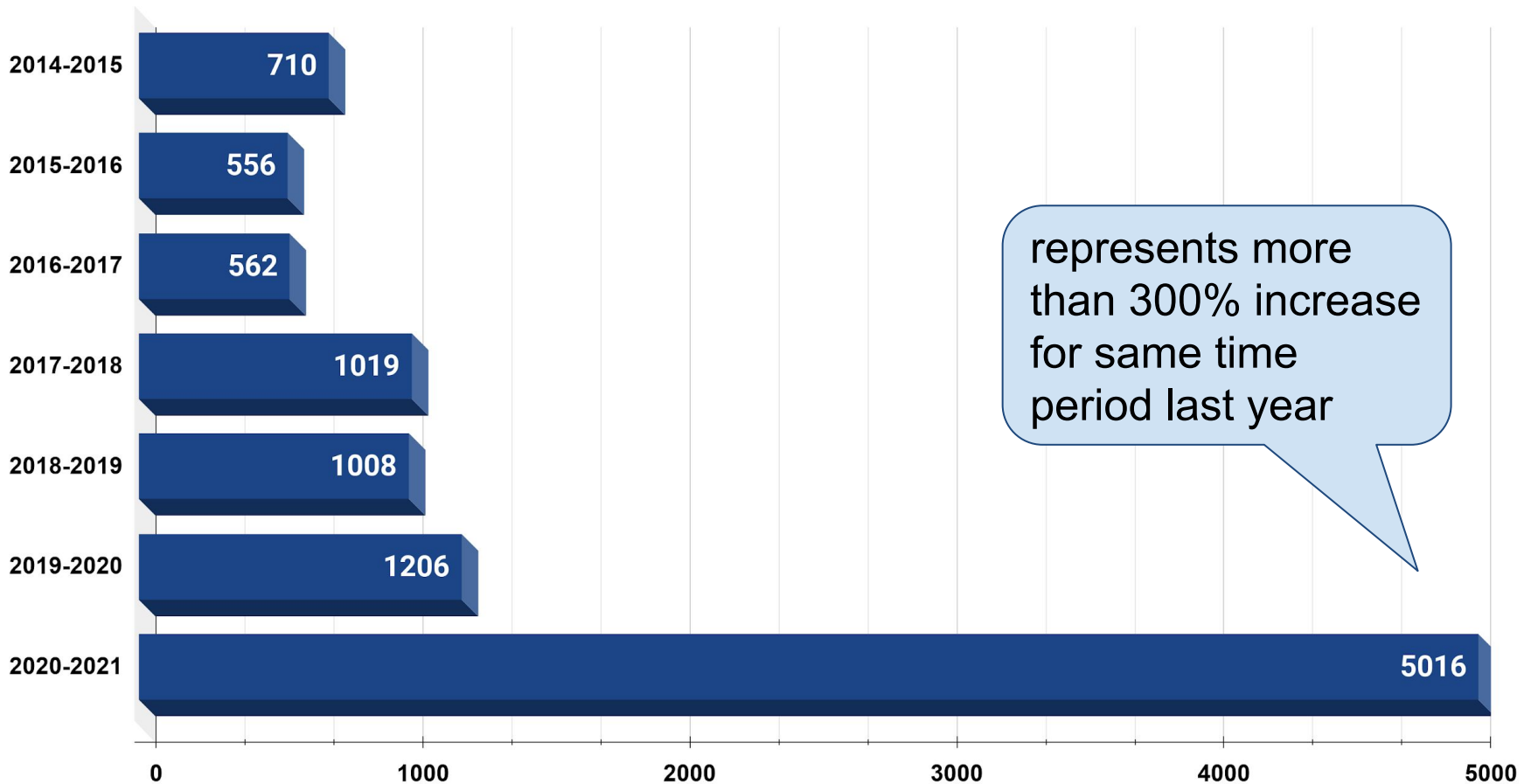
The Current Role of CCS

CCS's role has adjusted as a result of COVID-19.

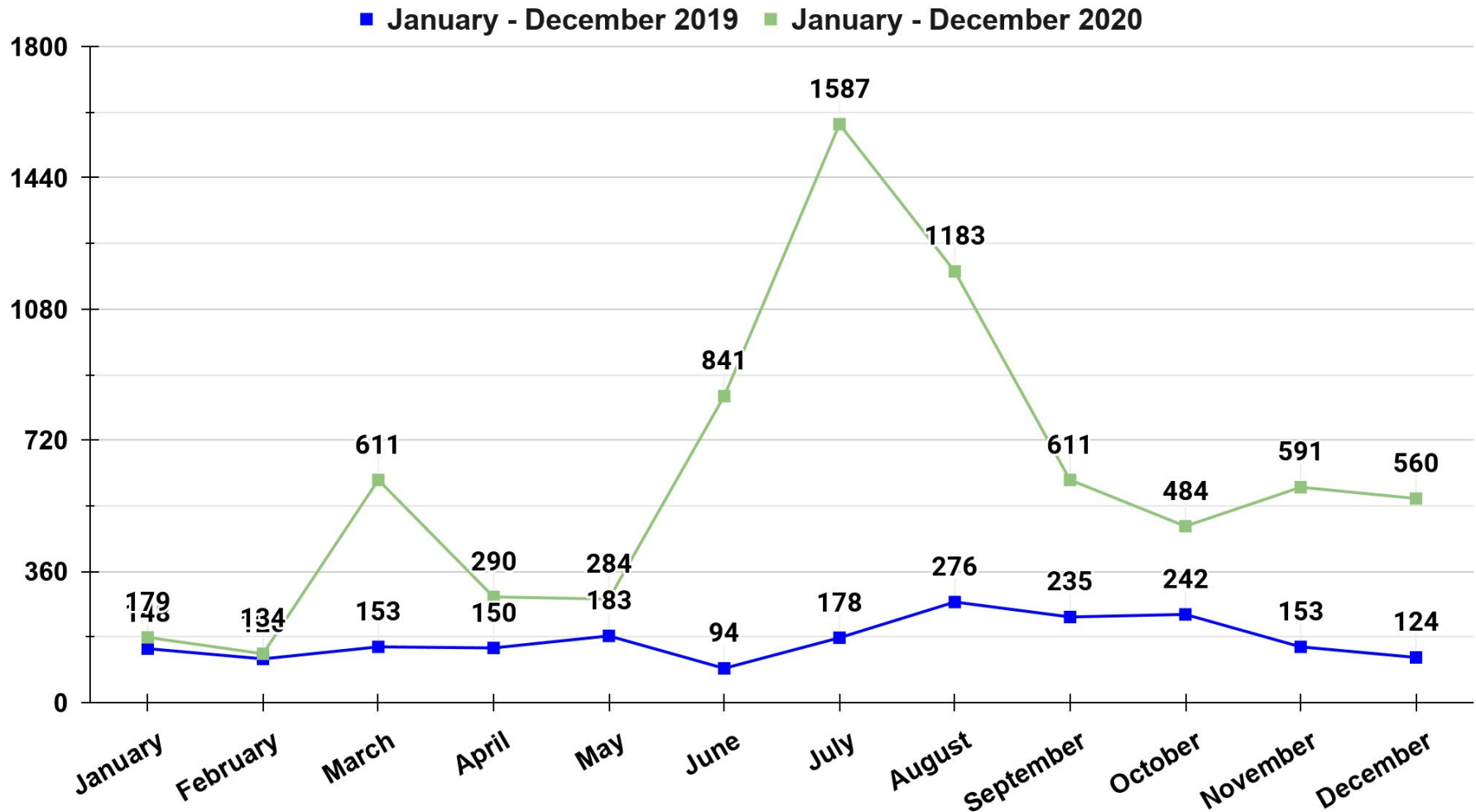
- Modified support to M&O regarding monitoring work orders and participating in monthly site visits.
- Supporting the COVID 19 Testing Center, including community outreach.
- Involvement with IT phone bank (trained phone bank operators first month of school/monitored closure rate thru Sept. 18 - first 853 contacts)
- Involvement of Start of Schools and Transitional Reopening
- Involvement in the development and weekly updates of the FAQ's for Transitional Reopening and NUSD COVID19 Safety Procedures, Guidelines and Site Plans
- Expanded support from VoiceNation to support increase in CCS contacts

Year to Year Comparison July-December

Total CCS Contacts (emails, phone calls, mail)



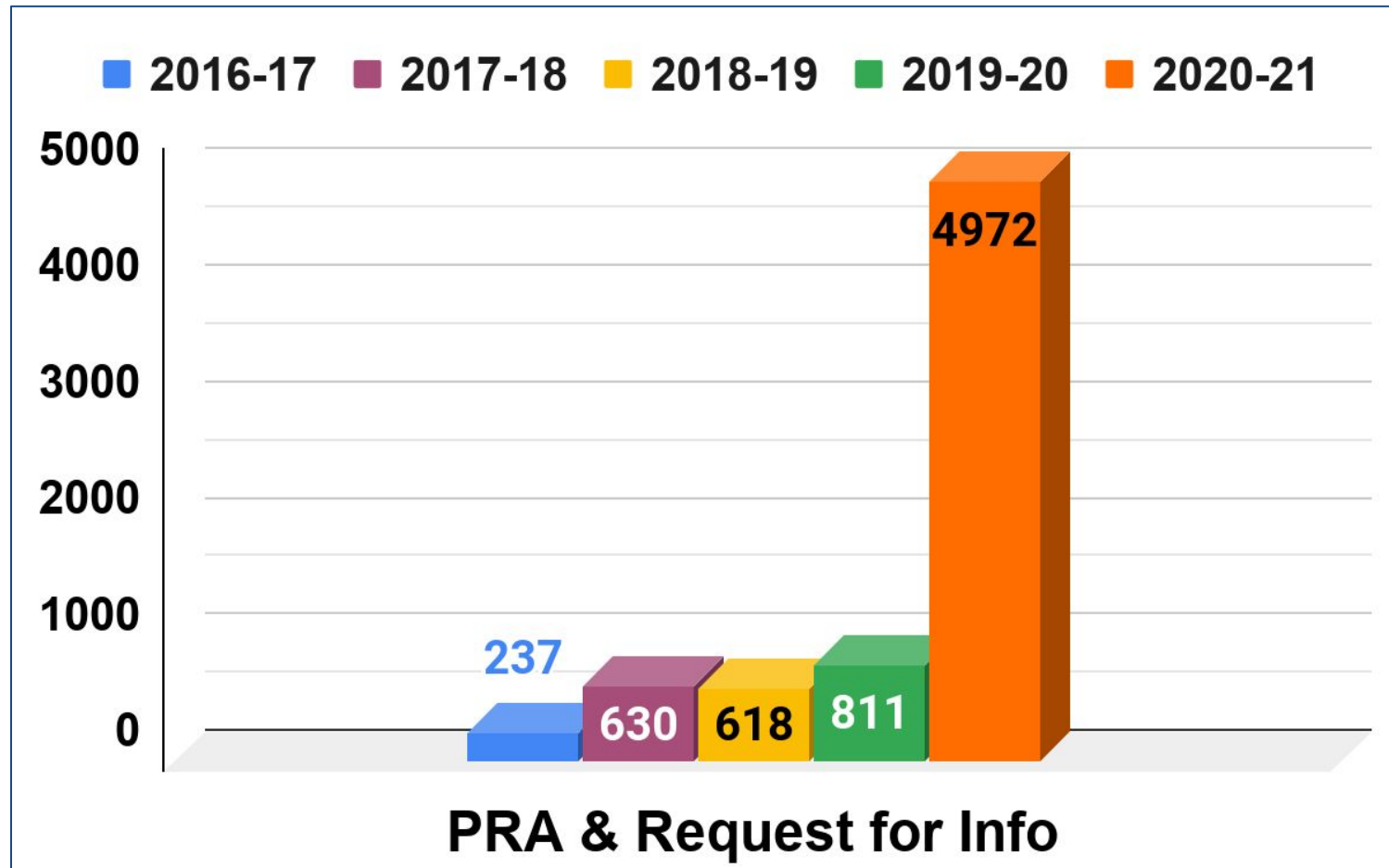
2019 and 2020 Comparison



Total CCS Contacts by Category July-December (2016-17, 2017-18, 2018-19 and 2019-20, 2020-21)

Categories

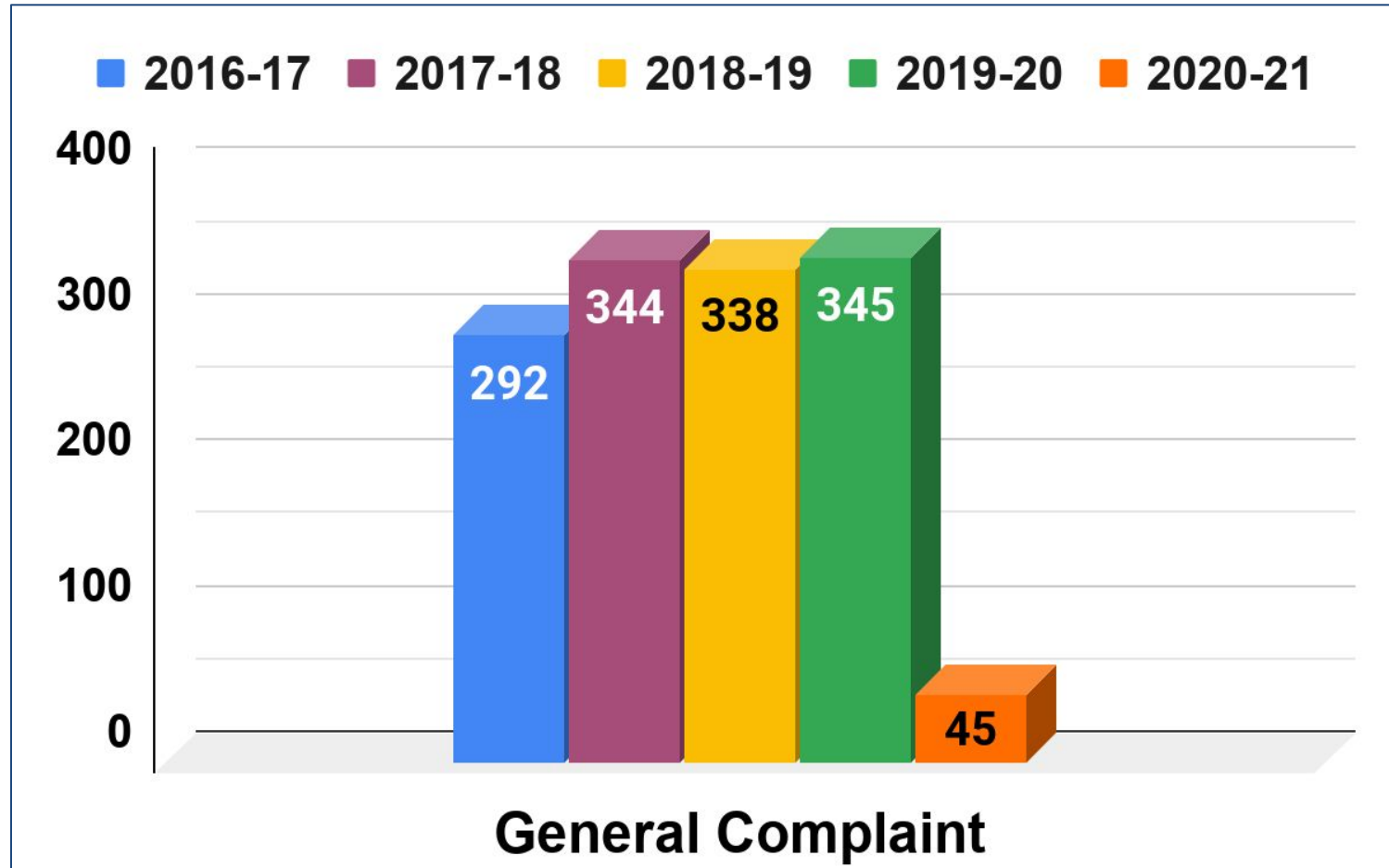
1. PRA & Request for Info



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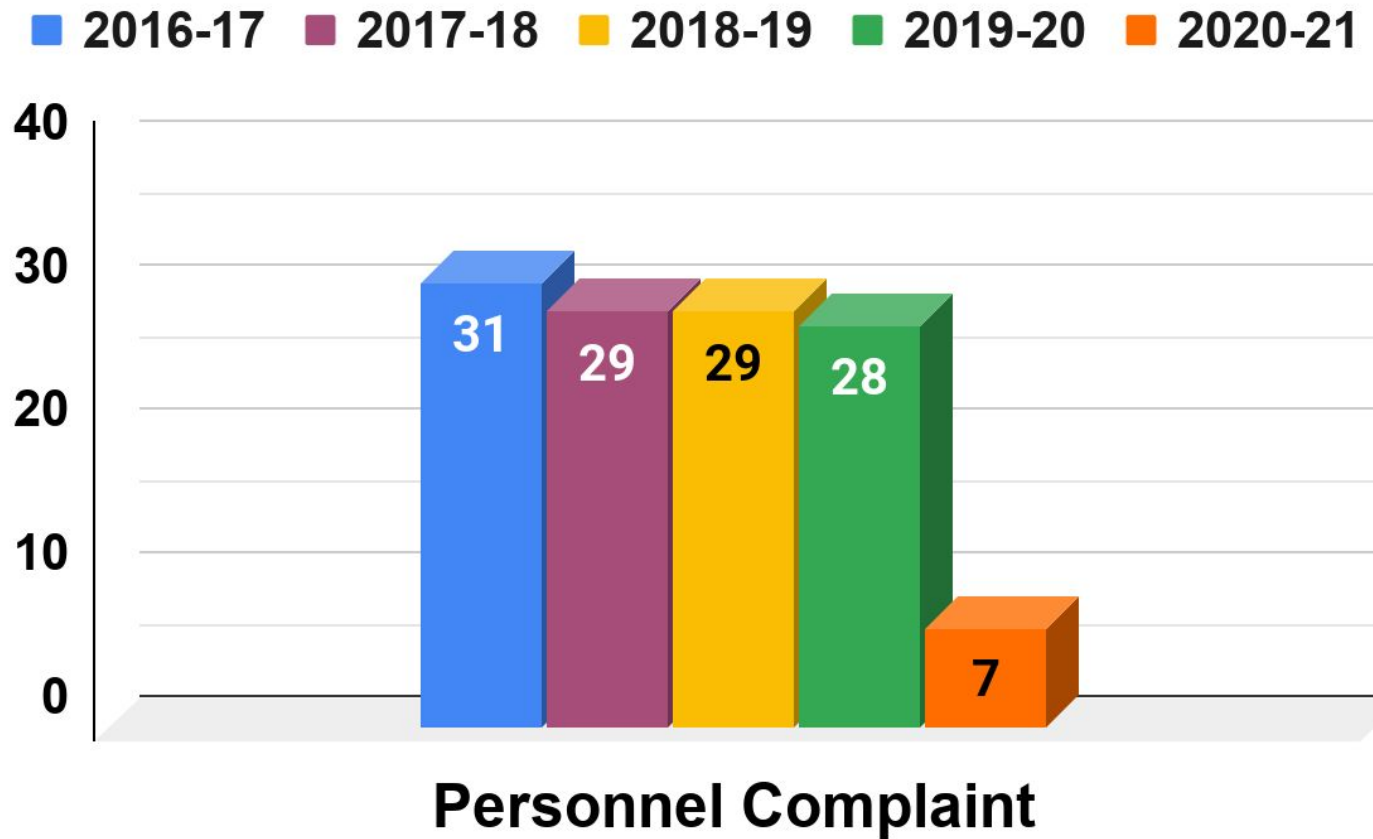
1. PRA & Request for Info
2. General Complaint



Total CCS Contacts by Category July-December (2016-17, 2017-18, 2018-19 and 2019-20, 2020-21)

Categories

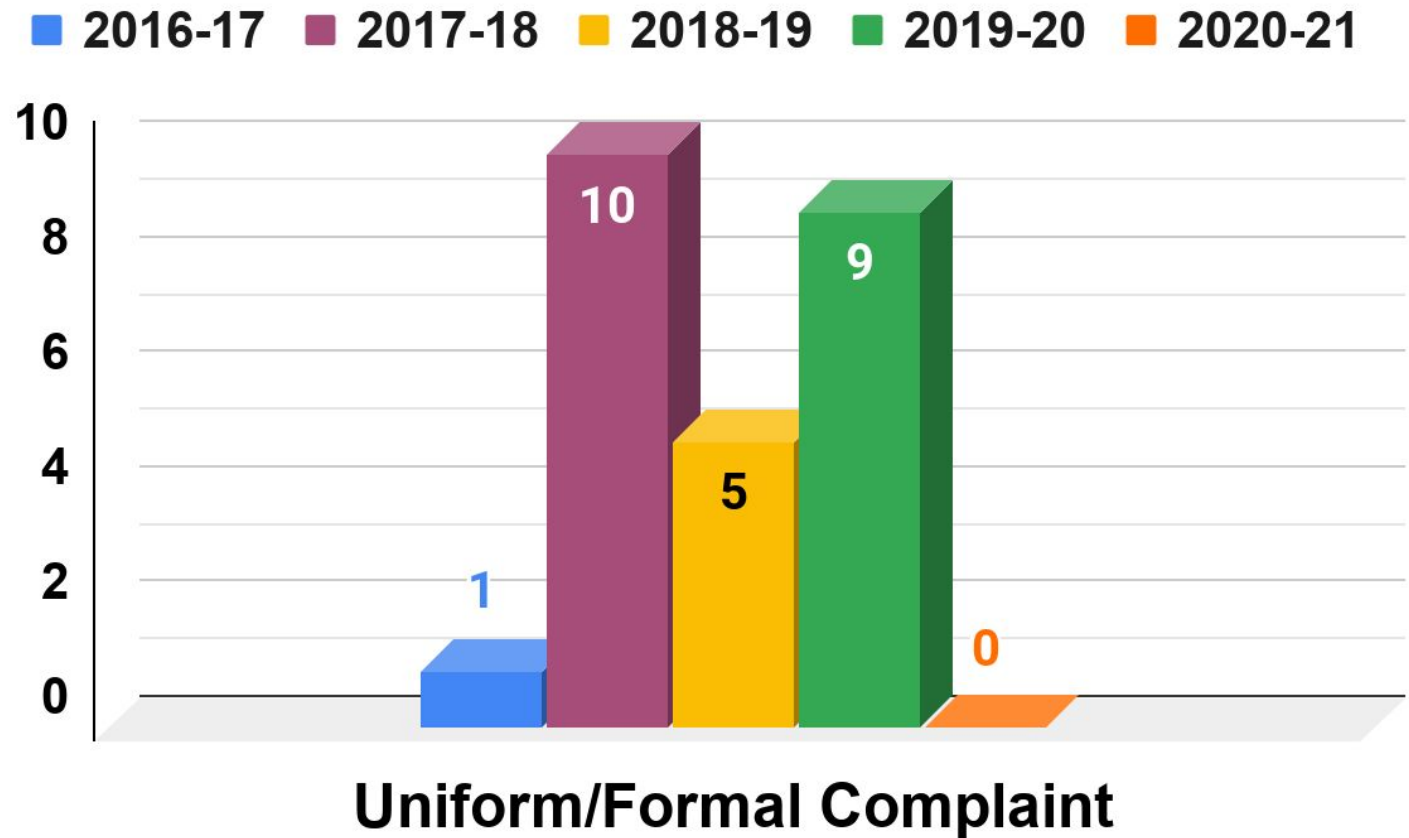
1. PRA & Request for Info
2. General Complaint
3. Personnel Complaint



Total CCS Contacts by Category July-December (2016-17, 2017-18, 2018-19 and 2019-20, 2020-21)

Categories

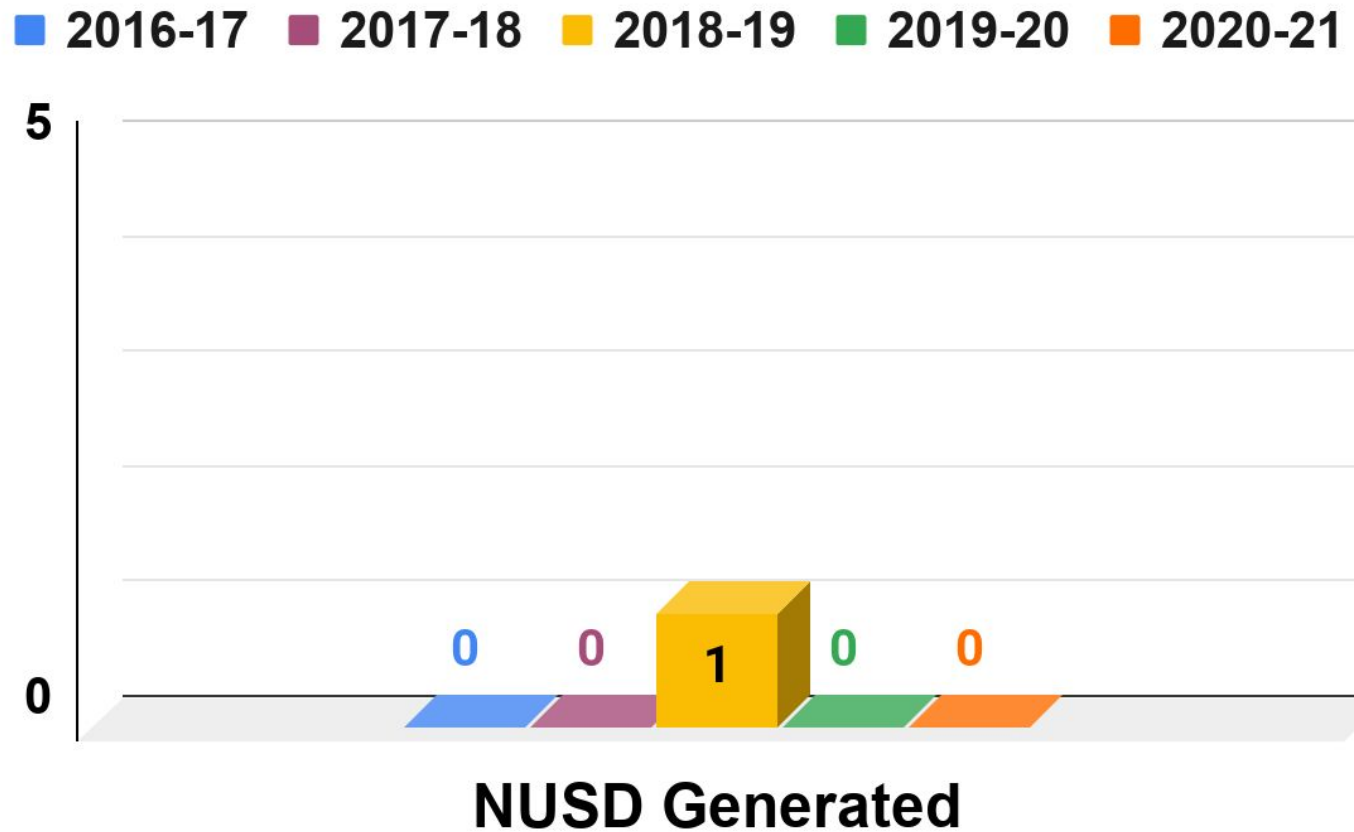
1. PRA & Request for Info
2. General Complaint
3. Personnel Complaint
4. Uniform/Formal Complaint



Total CCS Contacts by Category July-December (2016-17, 2017-18, 2018-19 and 2019-20, 2020-21)

Categories

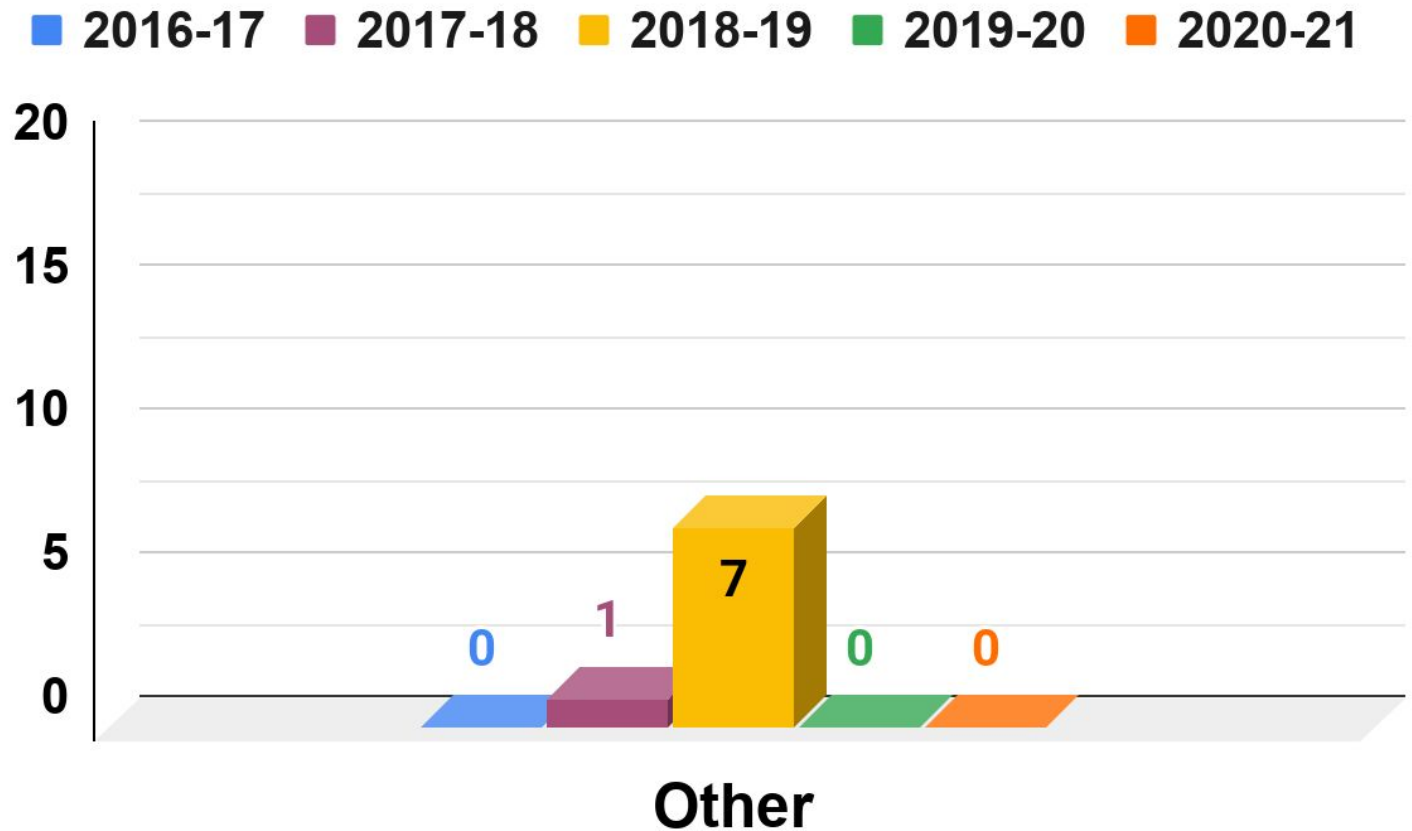
1. PRA & Request for Info
2. General Complaint
3. Personnel Complaint
4. Uniform/Formal Complaint
5. NUSD Generated



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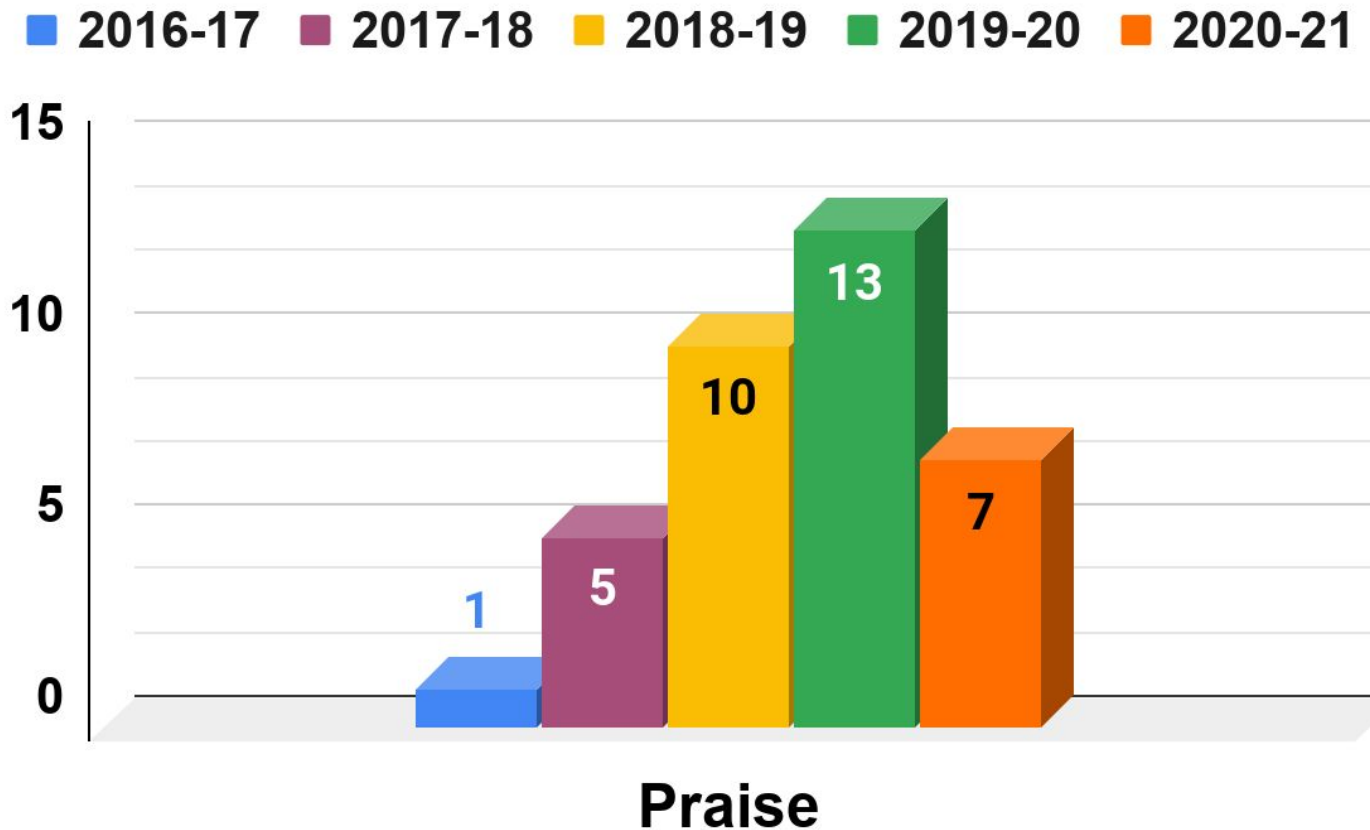
1. PRA & Request for Info
2. General Complaint
3. Personnel Complaint
4. Uniform/Formal Complaint
5. NUSD Generated
6. Other



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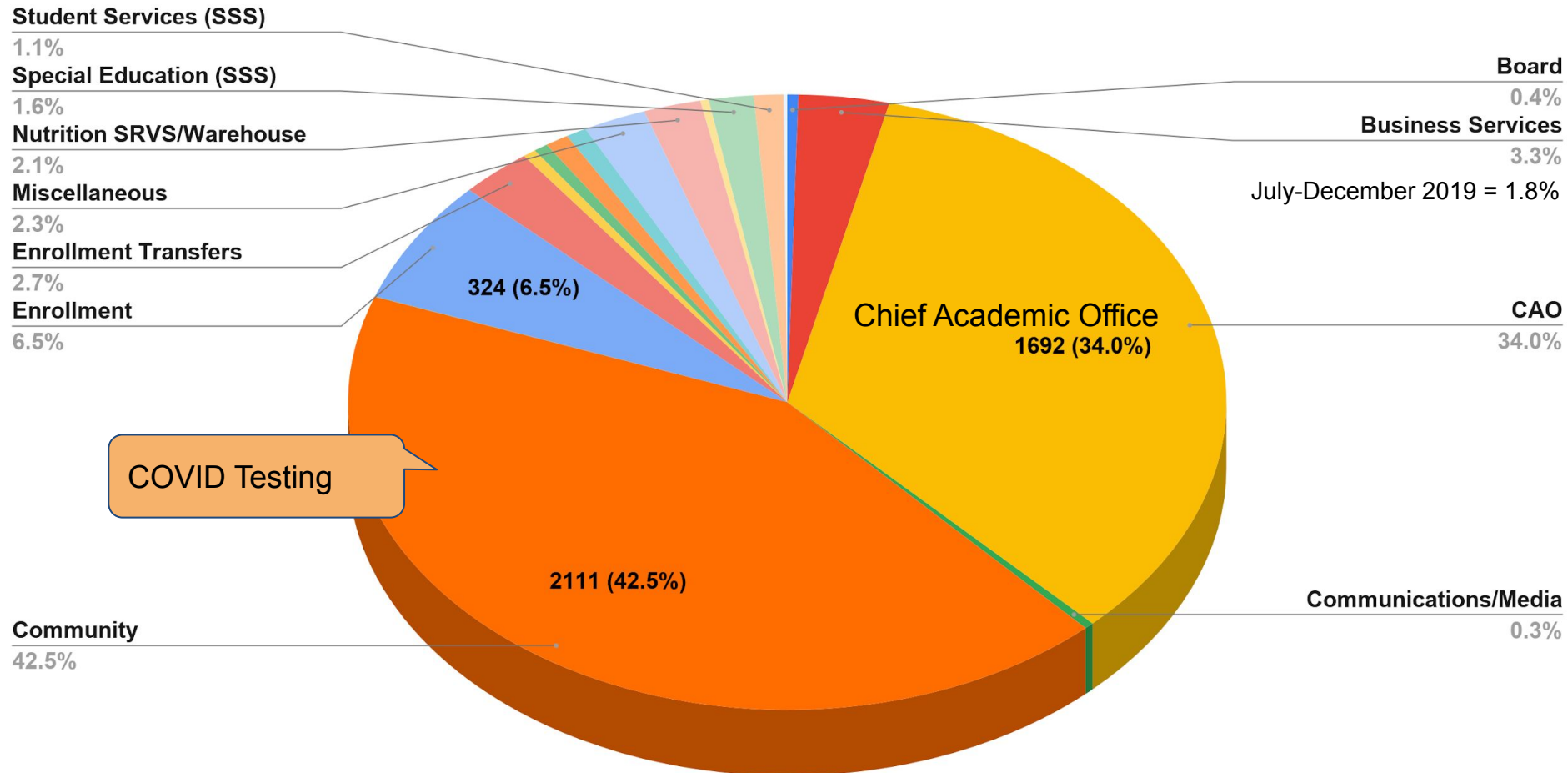
Categories

1. PRA & Request for Info
2. General Complaint
3. Personnel Complaint
4. Uniform/Formal Complaint
5. NUSD Generated
6. Other
7. Praise



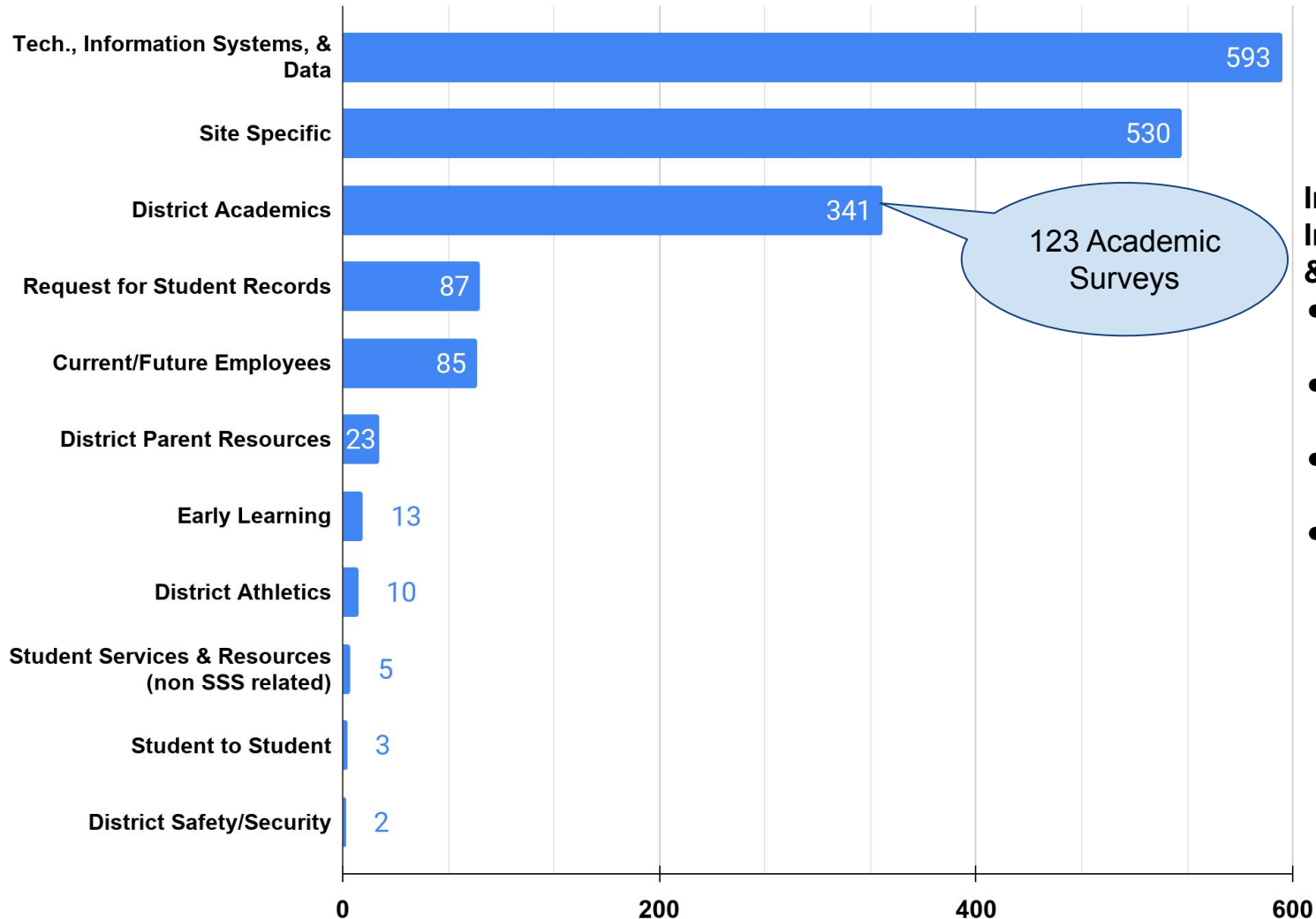
Significant Increase in Requests for Info*

July - December 2020



* Total Requests for Info= 4974 PRA= 15

CAO Request for Info July - December 2020



Increase in Tech., Information Systems, & Data:

- Request a Chromebook
- Support with technology
- Request of hot spots
- Support with other technology questions/concerns with the chromebook and/or hot spot

CCS Temporarily Changed How We Worked With Our Third-party Vendor VoiceNation

Pre COVID-19, **VoiceNation** provided after hours, weekend, and vacation (winter, spring, and summer) support to CCS.

Since March 15, we have **temporarily** changed how we use our vendors to ensure maximum support for our community:

- **VoiceNation** is answering ALL CCS calls to ensure EVERY CALL is being answered by a LIVE person,...immediate contact 24/7
- 4099 calls July 2020 - December 2020 emailed to CCS
- An additional 4369 calls were answered by Voice Nation that were either Dead Air or Wanted Basic Information but were not emailed to CCS
- Scripts - able to answer frequently asked questions
- Starting January 4, 2021, VoiceNation will provide assistance in Spanish also. This is a newer feature at no additional cost to the district
- Cost July - December 2020 \$26,407.74

NEW Beginning
Jan. 4, 2021



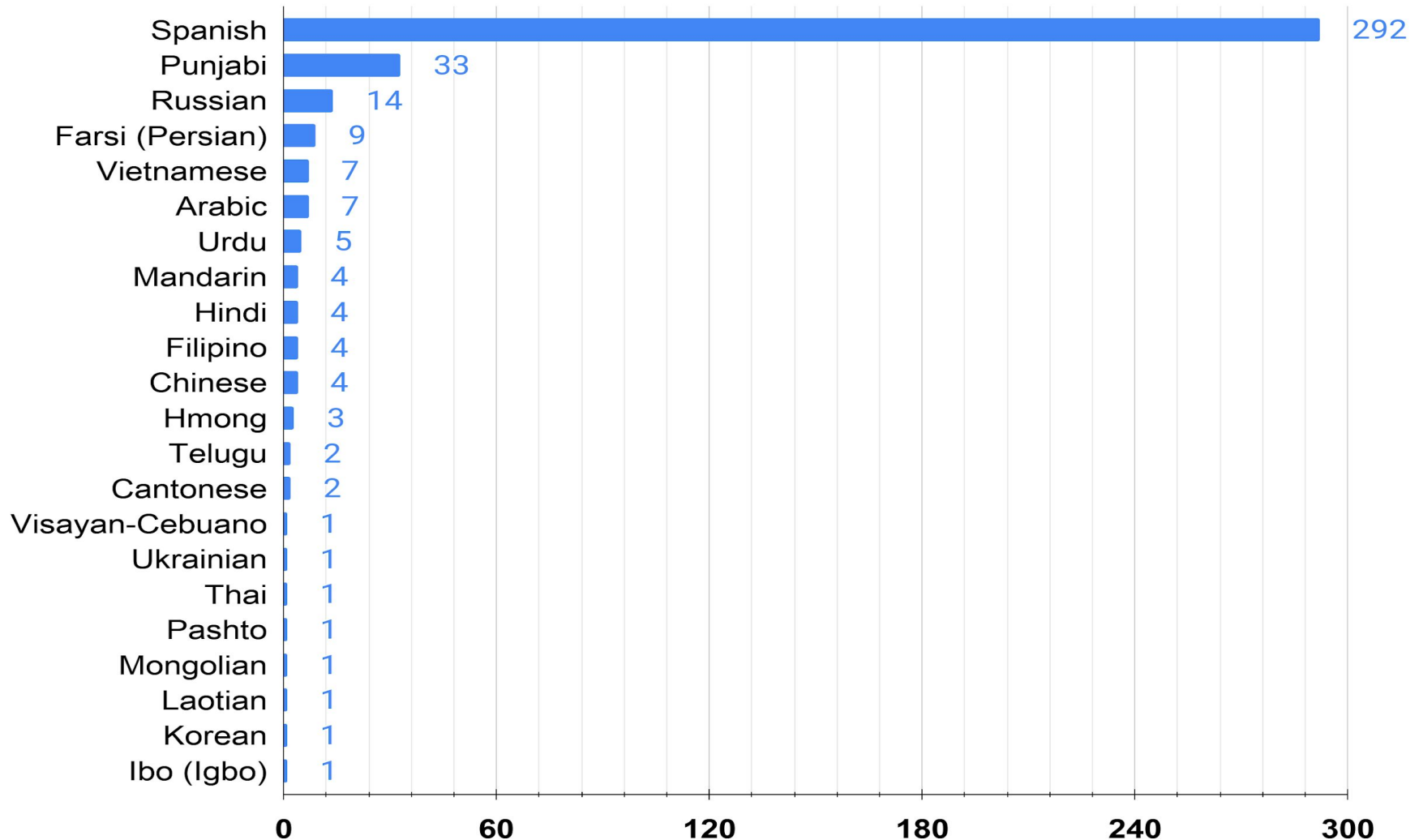
CCS Temporarily Changed How We Worked With Our Third-party Vendor Language Link

Language Link-

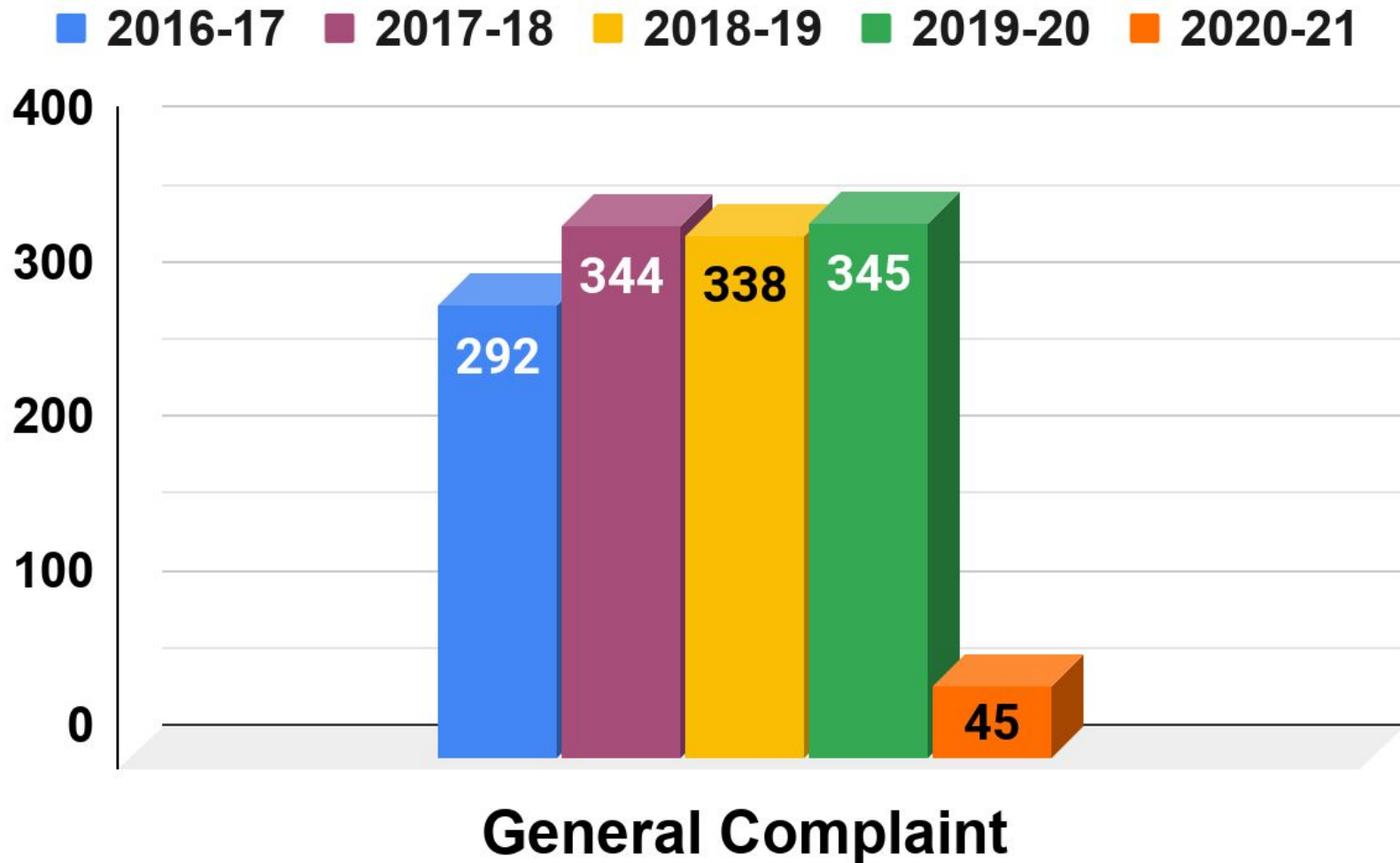
- Native in more than 240 languages and dialects, Language Link interpreters are available 24/7
- 398 uses of Language Link July 2020 - December 2020 serving 22 languages
- Current usage includes:
 - Parent Academic Surveys (phone bank)
 - Child Care Surveys (phone bank)
 - Immunization (phone bank)
 - Mental Health
 - Enrollment
 - Communications with parents from sites
 - Assessments
 - IEP Meetings
 - General phone support



Language Link Usage Languages Used July 2020 - December 2020



Significant Drop in General Complaints July-December 2020-2021



Why There Has Been A Significant Drop in General Complaints (January - June 2020)

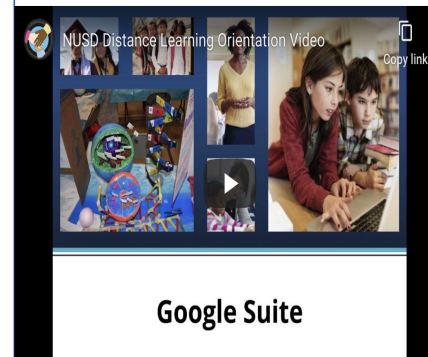
REMINDER

1. CCS communication and availability
2. Communication- Superintendent's Office and Department Communication Systems- over communication
3. Social media presence
4. DL Website Hub- District and Department
5. 24 hr CCS
6. 24 hr SES system
7. State recognized SES best practice
 - a. Presented webinar at request of CDE
8. Nutrition services- feeding the community 7 days a week providing 3 meals and 2 snacks per day
9. We launched a DL plan in April
 - a. Recognized by CDE as best practice for DL in the spring
 - b. Presented at a webinar for CDE
10. The 6 Pillars were developed
11. Numerous Board Meetings for transparency
12. Wi-fi/hot-spots and Chromebooks for all students

We are student centered and focused on equity and access for all

Welcome to our Distance Learning Resource Hub

This website contains a variety of resources to help students/parents navigate distance learning.



Google Suite

Video de Orientación de Aprendizaje a Distancia de NUSD

Parents and Students

Updates on 2020-2021 School Year

Summer At-Home Learning Website

Information for New Families in Need of Chromebooks or Wi-Fi

Developmental Screenings



Student Services and Support
April 15, 2020

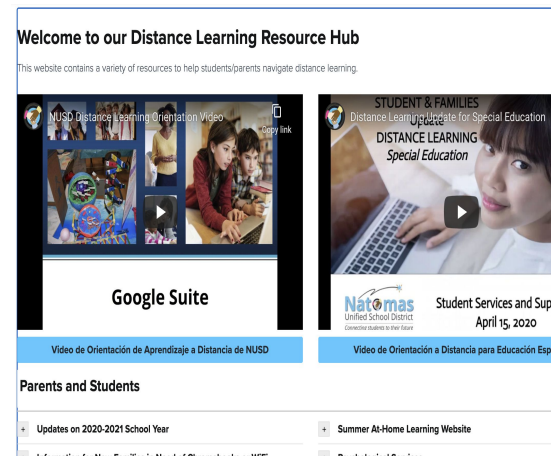
Video de Orientación a Distancia para Educación Especial

Why There Has Been A Significant Drop in General Complaints (July-December 2020)

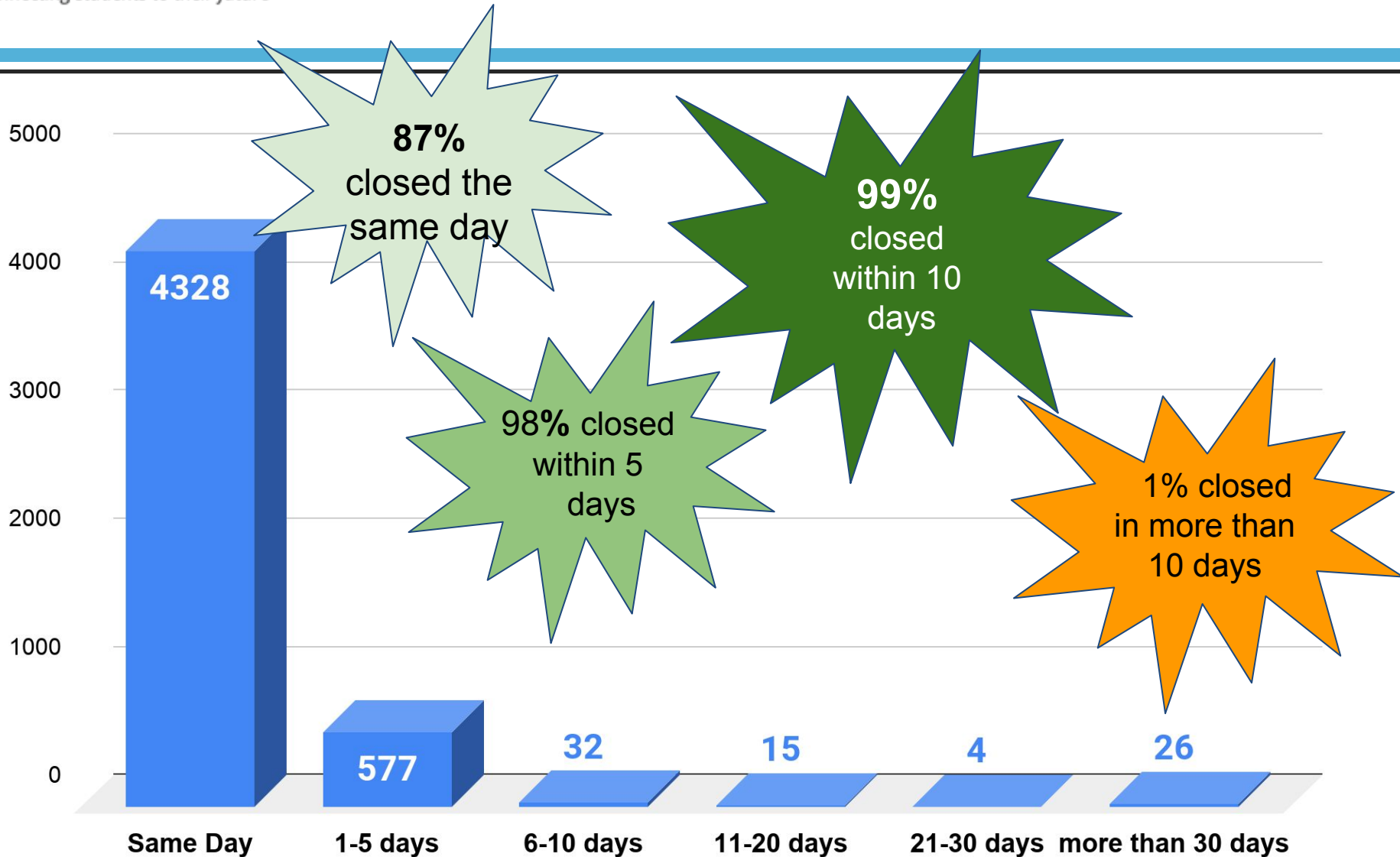
NEW since July 1st

13. FAQ's for Transitional Reopening posted on website
14. NUSD Launched Digital Backpack and Briefcase
15. Nutrition meals to continue for kids 18 and younger
 - a. including meals for families during the holidays
16. Childcare/Daycare K-5 approved by the board
 - a. with 2 extensions to serve families into the new year
17. Provided Virtual School Nights for parents
18. Provided Virtual parent-teacher conferences
19. Virtual academic counseling appointments for students and parents over the Winter Break
20. Launch of COVID19 Dashboard
21. Weekly COVID 19 testing (including during breaks)
22. Launch of Virtual Tutoring and Wellness Center
23. NUSD COVID19 Safety Procedures, Guidelines and Site Plans
24. Board action to provide additional support to homeless families
25. Ongoing Virtual Parent University workshops
26. Virtual Secondary Showcase
27. Continued Chromebook Support-both in person and by phone including in-person support thru the holiday break

We are student centered and focused on equity and access for all



How Long Did it Take to Close the Loop in July 2020 - December 2020



Questions? Concerns? Contact Us....

Call Us: (916) 567-5400

Natomas
Unified School District
Connecting students to their future

Constituent & Customer Services
(Including After Hours)

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in the NUSD App

ENROLL
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 **TWO RIVERS**
ELEMENTARY SCHOOL
HOME OF THE RIVER OTTERS

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(Including After Hours)

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 **INDERKUM**
HIGH SCHOOL

Constituent & Customer Services
(Including After Hours)

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in the NUSD App

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in our Schools

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FOLLOW US
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SEARCH FOR...

HOME ▾ ABOUT US ▾ PARENTS ▾ PROGRAMS ▾ STUDENT ACTIVITIES ▾ STUDENTS ▾ STAFF ▾ PRINCIPAL'S CORNER ▾ CALENDAR ▾ COLLEGE & CAREER ▾
ATHLETICS ▾

QUESTIONS