Human Resource Services

Frequently Asked Questions: Substitute Office

Substitute Pay and Automated SubFinder System (ASF)

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
SubFinder Number *(All)*	What is the number to SubFinder?	After Sub-Pay Implementation: The number to SubFinder is 1-(877) 388-0913. Phone number you will see on caller ID when SubFinder attempts to call you is 1-(570) 651-XXXX.
Substitute Systems (*All)*	What is the difference between Web Pro and Web Connect (SubFinder)?	Web Pro gives you more access to do more things, such as editing/canceling your own jobs in SubFinder. Web Pro gives you information on your employees who are in SubFinder in addition to substitutes. You have access to substitutes' phone numbers, positions they can work, their schedule, etc.

Frequently Asked Questions for Substitute Pay: Budget Services

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
Required Budget Codes for Sub Pay *(Admin)*	**Who do I contact with questions regarding "required budget codes"?**	**Contact your Area Team Fund Specialist.**
"Verify/Approve" Substitute Jobs With "Required Budget Codes" (to Include Unfilled Jobs and Not to Exceed Eight [8] Hours per Day/Classified Jobs) *(Admin)*	Why is it so important for the Principal/ School Office Manager or Administrator to "verify/approve" substitute jobs with "required budget codes" within each substitute pay period?	Sub Pay will not pay "unverified" substitute jobs or jobs without "required budget codes." Substitute Jobs must be "verified/approved" on a daily/weekly basis with deadline date at the close of the day on the 25th of each month for automated substitute payroll processing. This accountability factor is a huge responsibility to be taken very seriously.

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
Budget Codes for Staff Development *(Admin)*	If I need assistance obtaining a budget code for staff development or other code, who shall I contact?	Contact your Fund Specialist in the Budget Department.
Late Submission of Budget Codes for Staff *(Admin)*	What is the impact of submitting required budget codes late?	No budget code would result in the site's general fund being charged, which could cause a deficit in the account.

Frequently Asked Questions for Substitute Pay: Human Resource Services

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
Input and Shared Comments on Sub Pay *(All)*	**If I would like to share Sub Pay input/comments, who may I contact?**	**Shared comments and input on automated Sub Pay is encouraged. Please email joycec@sac-city.k12.ca.us in Human Resource Services. It is always a pleasure to answer your questions and receive input from direct users on any internal system procedures.**
Implementation Date of Substitute Pay *(All)*	When was the first automated Sub Pay Date for our substitutes?	The first automated Sub Pay implementation pay date was November 15, 2010, in collaboration with the Sub Pay Committee members from Human Resource Services, Payroll Services, Budget Services, Technology Services, CRS, Escape, and school site representatives.
Sub Pay Human Resource Services Step-by-Step Verification Instructions *(Admin)*	Where may I access this Human Resource Services user training documentation?	District Intranet, Inside Sac-City, under: Departments, Human Resource Services, Documents, Human Resource Services Training, Sub Pay.
Reports Available to Access *(Admin)*	What type of substitute reports may be accessed by the Principals, School Office Managers, and Administration?	Report: Verification – Absence Report by Site Report: Verification –Overall Substitute Jobs Report: Substitute Certification/Credentials Report: Absence Report by Site With Itinerants

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
Entering Substitute Jobs in Automated SubFinder (ASF) System *(Admin & Employees)*	Do I need to request substitutes within each monthly Sub Pay period?	Yes, please enter requests for substitutes within each substitute pay period, i.e., 26th of each month to the 25th of the following month. Do not overlap substitute jobs within two (2) separate substitute pay periods.
Automated SubFinder Calling Timeframe *(All)*	How long does automated SubFinder keep calling to secure a substitute?	Automated SubFinder will keep calling 1 ½ hours past the start time before it goes to Failed to Fill status.
Editing Substitute Jobs *(Admin & SOM)*	Where should I always edit substitute jobs?	Edit your substitute jobs in Job List, not in Verification.
Substitute Pay Period Example: 26th of Each Month to 25th of Following Month *(Admin & SOM)*	Do the School Office Managers/Depart-ments need to end substitute jobs at the end of each monthly substitute pay period?	Yes, end all jobs at the end of each monthly substitute pay period, as the Substitute Office locks each pay period once we close for payroll processing.
Lunch Deduct for Classified Employees *(Admin & Employees)*	What is the lunch period that is granted to eligible classified employees?	SEIU collective bargaining agreement: Article 9.17: Unpaid 30-minute lunch period granted to classified employees who work four (4) or more hours during a day.
New School Office Manager (SOM) Sub Pay Training *(Admin & SOM)*	May new School Office Managers access the Human Resource Services PowerPoint presentation for Sub Pay as a training tool?	Yes, on the District Intranet, Inside Sac-City, under Departments, Human Resource Services, Documents, Human Resource Services Training, Sub Pay, OR contact Human Resource Services/Substitute Office directly.
Itinerant Schedules *(Admin & Sub Office)*	Who can assist me with questions on setting up itinerant schedules for employees?	Contact the Substitute Office directly for training assistance.
Remain Active as a Substitute Employee (*Employees & Sub Office)*	How do I remain active as a substitute employee?	If you have not accepted any jobs within a six (6)-month period, you will be removed from the SCUSD database and would need to reapply in the future. Certificated substitutes are required to complete and return the Letter of Reasonable Assurance that is sent out annually each year (usually in May) by Human Resource Services to confirm remaining active for the next fiscal year.

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
Changing Hours, Dates, Budget Codes of Jobs in SubFinder *(Admin & SOM)*	If changes are made to substitute jobs, do I need to re-verify all jobs worked by the substitute again?	Yes, re-verify substitute jobs as only "Verified/Approved" jobs are paid.
Supplementary Assignment *(Admin & SOM)*	What is a Supplementary Assignment in SubFinder?	Supplementary Assignment (also known as No Employee Job) is a job posted in SubFinder for Extra Help or a Vacant Position.

Frequently Asked Questions for Substitute Pay: Payroll Services

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
"Verifying/Approving" Substitute Jobs on-Line for Sub Pay *(Admin)*	**Who do I contact with questions regarding verifying substitute jobs on-line for Sub Pay?**	**Contact your Area Team Payroll Technician.**
Paper Substitute Time Sheets vs. Automated Sub Pay System *(All)*	How many various paper Substitute Time Sheets were eliminated due to automated Sub Pay processing?	Fourteen (14) various paper Substitute Time Sheets were eliminated to significantly streamline the Sub Pay process.
Substitute Pay Period *(All)*	What are the dates of a monthly Substitute pay period?	A substitute pay period routinely runs from the 26th of each month to the 25th of the following month for a substitute pay date on the 15th of the following month (with exceptions to short months with holidays and breaks).
Substitute Custodians *(All)*	Is there a pay difference between requesting a substitute Custodian 1st shift versus a substitute Custodian 2nd shift?	Yes, Custodian 2nd shift is defined as any shift that "ENDS" at 9:01 p.m. or later. Custodian 2ndt shift pay rate is higher than Custodian 1st shift. Therefore, entering accurate custodial substitute jobs into ASF system is crucial for accurate pay.
Calendar This Monthly Sub Pay Essential Function Due Date (*Admin)*	What deadline date should I flag on my calendar to make sure I have completed the daily/weekly Sub Pay essential function to "verify/approve" substitute jobs?	Close of day, 25th of each month.

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
"Verify/Approve" Substitute Jobs With "Required Budget Codes" (to Include Unfilled Jobs and Not to Exceed Eight [8] Hours per Day/Classified Jobs) *(Admin)*	Why is it so important for the Principal/ School Office Manager or Administrator to "verify/approve" substitute jobs with "required budget codes" within each substitute pay period?	Sub Pay will not pay "unverified" substitute jobs or jobs without "required budget codes." Substitute Jobs must be "verified/approved" on a daily/weekly basis with deadline date at the close of the day on the 25th of each month for automated substitute payroll processing. This accountability factor is a huge responsibility to be taken very seriously.
Essential Functions for Monthly Sub Pay Deadline *(Admin)*	Whose responsibility is it to be sure there is back-up coverage for School Office Manager/Principal and/or Administrators to ensure that substitute jobs are "verified/approved" with "required budget codes" for each substitute pay period?	It is the responsibility of the school site Principal/School Office Manager and Site Administrator to ensure that Sub Pay essential functions are calendared and completed in an accurate and timely manner each month with designated back-up coverage in place. NOTE: Please make sure the summer months are covered.
Failed to Fill Substitute Jobs *(Admin)*	Do I need to "verify/approve" failed to fill substitute jobs?	Yes.
Classified Substitute Jobs *(Admin)*	Should classified substitute jobs ever exceed eight (8) hours per day?	No, please reconcile hours prior to verify/approve process.
Start/End Date and Work Hours of Substitute Jobs *(Admin)*	If I need to change a substitute job start/end date or work hours, should I change the date on the JOB LIST or in VERIFICATION?	Always change the start/end date or hours on the JOB LIST and not in verification.
Verifying Substitute Job Options *(Admin)*	How many on-line job verification options can be used?	Two (2) options are used: (1) All substitute jobs will start with **Unverified (U)**; (2) **Verified/ Approved (A)** option indicates a job has been reviewed by Principal/School Office Manager or Administrator, and the information is correct for Sub Pay processing. **NOTE**: Do NOT use Verified/Disapproved (D) as an option.
Re-Verify Sub Jobs *(Admin)*	Once I "verify/approve" a substitute job, will I ever need to re-verify/ approve the substitute job again?	Yes, you are required to re-verify/approve substitute jobs if: (1) you change anything on the JOB LIST, such as budget code, dates, work hours, etc. (2) if Budget had to adjust a budget code because it was incorrect.
Reports Available to Access *(Admin)*	What type of substitute reports may be accessed by the Principals, School Office Managers, and Administration?	Report: Verification – Absence Report by Site Report: Verification –Overall Substitute Jobs Report: Substitute Certification/Credentials Report: Absence Report by Site With Itinerants

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
Entering Substitute Jobs in Automated SubFinder (ASF) System *(Admin & Employees)*	Do I need to request substitutes within each monthly Sub Pay period?	Yes, please enter requests for substitutes within each substitute pay period, i.e., 26th of each month to the 25th of the following month. Do not overlap substitute jobs within two (2) separate substitute pay periods.
Lunch Deduct for Classified Employees *(Admin & Employees)*	What is the lunch period that is granted to eligible classified employees?	SEIU collective bargaining agreement: Article 9.17: Unpaid 30-minute lunch period granted to classified employees who work four (4) or more hours during a day.
Review of Substitute Job Numbers *(Subs)*	With the elimination of paper Substitute Time Sheets, can substitutes still review their substitute job numbers on the Automated SubFinder (ASF) system and Web Connect systems?	Yes, substitutes may continue to review their substitute job numbers on both the ASF and Web Connect systems.

Frequently Asked Questions for Automated SubFinder System (ASF)

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
30-Day Substitute Permit Holders *(All)*	How long are 30-day substitute permit holders authorized to teach?	No longer than 30 days in the same position; BUT due to NCLB compliance requirements, the 30-day authorization is limited to 20 authorized work days in same position. Therefore, do not work 30-day substitute permit holders beyond the 20 workdays in the same position, or there may be serious sanctions on the district during an audit.
Cancel Out of a Job *(Sub)*	As a substitute, I need to cancel out of a job but SubFinder tells me "*It is too late to cancel, please contact your administrator.*" What does that mean?	This means you must contact the Substitute Office directly at (916) 643-9493. You can cancel out of a single day job, but you must do this 12 hours before the job begins. If it is less the 12 hours time limit, you must contact the Substitute Office for assistance.
Cancel a Job *(Admin)*	How do you cancel a job in SubFinder?	Using SubFinder: Login and select Job List. Select the date the job starts on. Click Run Request. Locate job number. Click EDIT button. Scroll to bottom of page. Change STATUS bar from Filled to Cancel.

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
Evaluation Form for Certificated Substitutes *(Admin)*	Where may I access the form(s) to evaluate a substitute teacher?	PSL-F100 Substitute Teacher Evaluation Notice may be accessed on the Employee Intranet, ISO-Process Management System, under Personnel. The evaluation process is very useful as we review the status of our substitute teaching workforce on a continuing basis.
Evaluation Form for Classified Substitutes *(Admin)*	Where may I access the form(s) to evaluate classified substitutes?	PSL-F101 Classified Substitute Evaluation may be accessed on the Employee Intranet, ISO-Process Management System, under Personnel. The evaluation is to be completed by school of assignment upon completion of three (3) or more consecutive days of service, or as otherwise deemed as appropriate.
Login (Automated SubFinder) *(Admin)*	I am a School Office Manager. What is my login to the Automated SubFinder?	Each site has a different user name. Please contact the Substitute Office for assistance at (916) 643-9493.
Place a Job in SubFinder *(Admin)*	I need to place a job in SubFinder, but I do not see my contract employee on my list. What do I do?	You need to email the Substitute Office (Bobbie-Jo-Argo@sac-city.k12.ca.us) with the following information: first and last name of employee, PSL number, position, site, work hours, and last six digits of the social security number.
Two (2) Substitutes Show Up for the Same Job *(Admin)*	What factors could cause two (2) substitutes to show up for the same job?	Scenario 1 The substitute calls the site directly to request "informal" acceptance of the job. If the site/School Office Manager advises the "informal" substitute to report to work without first inputting the substitute information into the Automated SubFinder for official acceptance, and another substitute "formally" accepts the job on Automated SubFinder, then two (2) substitutes report to work instead of one (1) substitute. The substitute that "formally" accepted the job is the substitute of record. Scenario 2 If substitute (A) calls the Automated SubFinder and hangs up/logs off too fast before receiving their formal Job Number, which validates their acceptance of the job, the Automated SubFinder continues to search for another substitute (B) for dispatch.
Message (SubFinder) *(Admin & Employees)*	I get the following message, "*Substitute has a job conflict.*" What does that mean?	This means that the substitute is already booked for a job in SubFinder.
Message (SubFinder) *(Admin & Employees)*	I get the following message, "*Employee has a job conflict.*" What does that mean?	This means that the employee is already booked for a job in SubFinder.
"No Show" Sub Jobs *(Admin & SOM)*	Does the School Office Manager/ Principal or Administrator need to cancel a "no show" substitute job?	Yes, if a substitute is a "no show," then cancel the entire substitute job, but always submit the Substitute Evaluation (Form PSL-F100 for Certificated and PSL-F101 for Classified) for documentation to Human Resource Services Substitute Office for ongoing review of our day-to-day substitute pool.

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Request a Certain Substitute *(Admin)*	I want to request a certain substitute. Where do I find the substitute ID number?	Please see your School Office Manager for the most current list of substitutes and their ID number.
Invalid User Name and Password *(Employees & Subs)*	I am getting the following error when logging into Web Connect, "*Invalid user name and password is not recognized.*" What does this mean?	This can mean one of two things. The employee may not have voiced him/herself on the phone system of SubFinder, or the employee's last name is wrong. Maybe they are a Jr. or a Sr., etc. Employees, like substitutes, have to record their name in SubFinder first before they can use Web Connect. This way the substitute knows who he/she is going to work for. Be sure you have entered the last six digits of your social security number as the password for SubFinder.
Login Attempts (WebConnect) *(Employees & Subs)*	SubFinder Web Connect tells me that "*I have exceeded my number of attempts to log in.*" What am I to do now?	You need to log all the way out of the Internet, and then log into the Internet again. This will reset SubFinder Web Connect for you.
Training Tutorial for Employees and Substitutes *(Employees & Subs)*	Where may I access the Automated SubFinder training tutorials?	Log into SubFinder WebConnect. Click on tutorial icon to begin viewing.
Fully Credentialed Teachers on the Substitute List *(HR)*	When are fully credentialed teachers on the substitute list eligible for daily rate salary off the teacher's salary schedule?	A fully credentialed teacher that substitutes 30 consecutive calendar days (inclusive of weekends and holidays) in the same classroom, same site, same position, with no break in service, is eligible for daily rate salary off the teacher's salary schedule retroactive to the first day of the long-term substitute assignment (PSL-F239).
K-12 Substitute Teacher Application Minimum Screening Requirements *(HR)*	What are the minimum requirements included in the application screening process?	Applicant must hold a Bachelor's degree; passed CBEST; and be fully credentialed with CLAD or ELA authorization; or valid 30-day substitute permit; three (3) required references on application.
K-12 Regular Teacher Application Minimum Screening Requirements *(HR)*	What are the minimum requirements included in the application screening process?	Applicant must hold a valid credential in the subject area; to include CLAD or ELA authorization; and NCLB/HQT compliance; and three (3) required references.
Substitute Certification is Expired (SubFinder) *(Admin & Subs)*	I get the following error message, "*The substitute certification is expired.*" What does that mean?	This means that the substitute's credential has expired. The substitute needs to go to the California Commission on Teacher Credentialing (CTC) website at www.ctc.ca.gov to renew their credential on-line. When the substitute has completed the renewal process, it is important that they provide the Substitute Office a copy of the renewal information. This way the Substitute Office can update SubFinder. If this is not done, then the substitute cannot work until their credential information is updated.

Topic	Questions From Employees, Substitutes, and School Site/ Department Administrators	Answer
Calls From the Phone System *(Subs)*	I don't want the phone system to call me. I prefer to use the Web Connect only. What can I do?	The SubFinder system must have phone numbers in the system in order for it to work correctly. If there is no phone number, then the sites/Substitute Office cannot place you in for a job in the system. Remember: you must have a job number in order to be paid.
Pin Number in SubFinder *(Subs)*	I am a new substitute. What is my pin number to SubFinder?	Your SubFinder pin number is the last six digits of your social security number.
Reviewing Jobs in SubFinder *(Subs)*	If I click on a job to view (in Web Connect) and it is currently blocked, the system prevents me from accepting the job. What does this mean?	This means that another substitute is currently viewing the job. Substitutes have one (1) minute each to view a job before it allows the next substitute in line to view the job.

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