HELLO New Employee Onboarding

Hosts: SCCOE Staff Development Specialists

Michael Vallez 408-453-4260



Oscar Uribe 408-453-6661







Santa Clara County Q Office of Education

Who We Are Video



Santa Clara County 🗲 Office of Education

Santa Clara County **Q** Office of Education

FRAMING OUR FUTURE

Group Activity

Vision Transforming Education

through Leadership, Service, and Advocacy

Goals

Improve student equity and access to high quality education

Provide support to districts, communities, schools, and students

Be a premier employer

Improve organizational effectiveness and efficiency

Mission

The Santa Clara County Office of Education is committed to serving, inspiring, and promoting student and public school success.

Values

Students First Collaboration

Innovation Service





Library Services

Student Books, Kits, Games, & Media

Educator Books & Materials - Digital & Print

Internet Access & Meeting Space







Reference and Research Assistance

OPEN TO THE PUBLIC!



Santa Clara County Q Office of Education

Teacher Resource Center



Free Membership for SCCOE Employees! Pay for Materials Only!

Materials & Equipment Include: Die Cut Machines, Butcher Paper, Laminators, Paper Cutters, High Quality Color Printing, Button Making Machine, and MORE!



Open to public!

Children in TRC must be 12 years or older

Santa Clara County Q Office of Education

Digital Resources





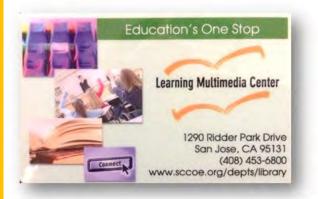
www.sccoelibrary.lib.overdrive.com/ Academic Database Access (ERIC and Education Research Complete)



Free Library Accounts! Circulation Period 4 weeks



MONDAY -FRIDAY 10am to 5pm



Beginning in September: Thursday 10 - 7 pm

One Saturday/month 9 – 1 pm



Online Catalog Access 24/7 www.sccoe.org/depts/library

Santa Clara County Q Office of Education

Email, Login, Passwords

Technology Services

Santa Clara County Office of Education

EMPLOYEE USE OF TECHNOLOGY AGREEMENT

All staff are required to read and sign with DocuSign:

1/ I accept responsibility for the appropriate use of the SCCOE computer resources, which include all computer systems, network systems, Internet and intranet web sites or other data processing equipment owned or leased by the SCCOE, as well as remote computers, or computer systems when used to access SCCOE computer resources, the phone system including voice mail, cell phones and office equipment, and any future technologies that are sponsored by SCCOE.

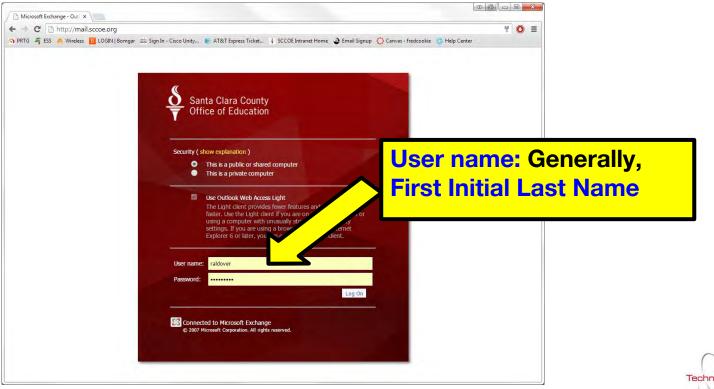
2/ I understand that any communications made using the SCCOE's information and communication systems and equipment are NOT exempt from monitoring or access by the SCCOE.

3/ Should I commit any violation or in any way misuse my access to the SCCOE's computer network and the Internet, I understand and agree that my access privilege(s) and network privilege(s) may be suspended or revoked and disciplinary action up to and including termination may be taken against me.

4/ I further understand that civil or criminal action may be taken against me, if and where appropriate, for violation of the SCCOE policies and regulations regarding use of SCCOE technology.

Accessing SCCOE Webmail

http://mail.sccoe.org



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2	Accesspoint Mail	Service Request Resolution	3/5/2015 7:42 AM	31
2	Accesspoint Mail	Service Request #87870	3/4/2015 8:07 AM	21
2	Accesspoint Mail	Service Request #87870	3/4/2015 8:06 AM	21
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2 0	Accesspoint Mail	New Service Request Assignment	2/20/2015 1:04 PM	31
2 0	Accesspoint Mail	Service Request #87385	2/19/2015 9:23 AM	31
2	Accesspoint Mail	Service Request #87465	2/18/2015 1:34 PM	21
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Technology Services

Examples of Phishing Emails

From: PODDA Mauro ICH [mailto:mauro.podda@humanitas.it] Sent: Sunday, July 26, 2015 7:25 PM To: w1@update.us Subject: Help-Desk Administrator

We are currently maintaining our server for better performance to reduce daily spam emails we received, to protect your account you are hereby advised to upgrade your account by clicking the link below and fill all the information required.

Click Here: http://myupdate.doomby.com/

Your account will be inactive and cannot send or receive incoming emails. click on the above link and fill in your account information to upgrade your account.

Sincerely, Help-Desk Administrator.

From: Lillie Odom [<u>mailto:OdomL@miamigardens-fl.gov]</u> Sent: Thursday, January 22, 2015 11:21 AM To: <u>in@glo.com</u> Subject: Your Mailbox Is Full
Your Mailbox Is Full.
520MB 520MB
Your Mailbox Is Full " <u>CLICK HERE</u> " To Increase Your Inbox And Received New Massage.
Copyright ©2015
Microsoft.com



Malicious Emails/ Potential Virus ?

From: Clara Patel [mailto:PatelClara64273@ttnet.com.tr]

Sent: Friday, February 19, 2016 5:34 AM

To: Alt-Ed ALL Staff

Subject: Invoice FEB-58248898

Good morning,

Please see the attached invoice and remit payment according to the terms listed at the bottom of the invoice. If you have any questions please let us know.

Thank you! Clara Patel Accounting Specialist <invoice feb-58248898.doc>

Ask yourself:

Do you recognize the SENDER?

Does the message make sense? (check for obvious grammar or spelling mistakes)

The attachment could be a VIRUS waiting for you to open and infect your computer. – best just to delete the email !

If you are unsure or have opened the link, please contact the Help Desk at (408) 453-4357.

If it is a real virus, tech services will evaluate the threat and take appropriate action (notify all-staff to delete potentially dangerous email, block the link so it cannot be opened or blacklist the sender)

Know that official SCCOE communications will never request that you provide your password or request financial information.





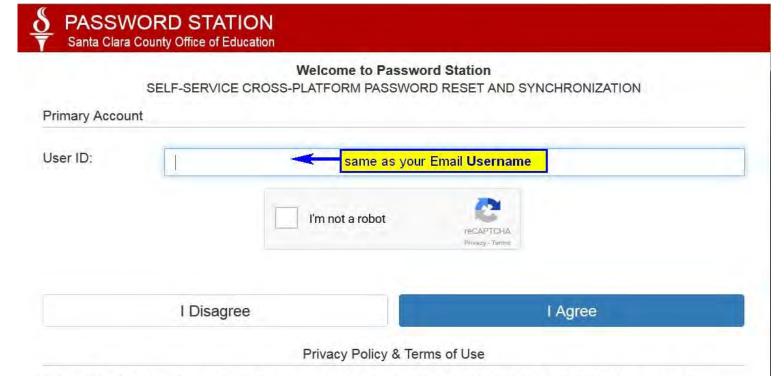
Version 10.5.05110

➤ If you forget your SCCOE password we have a website called SCCOE <u>Password Station</u>. This will allow users to recover and reset passwords themselves after answering a security question or verifying their identity via mobile text message.

>>Employees are strongly encouraged to enroll in this system!

► > go to <u>https://password.sccoe.org</u> to register





This system is for use by authorized users only and I represent and warrant that I am an authorized user. Any individual using this system, by such use, acknowledges and consents to the right of the Santa Clara County Office of Education to monitor, access, use, and disclose any information generated. Unauthorized and/or improper use of this system, as delineated by agency policies, is not tolerated and the Santa Clara County Office of Education may take formal action against such individuals.



https://password.sccoe.org/aims/ps/Main.aspx

Most Visited 🖌 Barracuda Firewall Ad... 🝰 Readme - Remote Des...



1

Logged in as: SCCOE\BSotiriadis

Sign Out

C

C



If you have already enrolled, you can securely reset your forgotten password by answering your private questions.



Unlock Account

If you have "locked" your account by typing incorrect passwords, you can unlock it by answering your private questions.

Do you need to select a new password? First, test your desired password against your organization's password policies.



Change Password



Enrollment

If you know your current password, but you cannot change it due to dial-up, VPN, or other access restrictions, you can change it here.

You can change your security questions, your Phone PIN, or the Email address to which notifications are sent, here.

Account Information

Displays information about your Password Station managed accounts (e.g., password age, password expiration date, etc.)



Password Station



Passwords

New email passwords must now meet **new complexity requirements:**

A password must be <u>at least 8 characters</u> long and <u>not contain your</u> <u>name</u>. It is case sensitive. It must also contain characters from **3** of the following four categories:

- Uppercase letters
- Lowercase letters
- Numbers
- Symbols for example !@ # \$ % & * () _ + = " ? ' . { } , \ ~ [] /
- Valid password examples: Gr8workinghere, Im@mybest



Accessing SCCOE Intranet



Go



Home · Calendar · SCCOE homepage

Your Login: RDouglas

Your Password:

Forgot Password?

I NEED

Absence Request Employee Self Service Mileage reimbursement Work order Warehouse catalog Print order Conference room Forms & templates Aesop Online Media & Communications – Project Request

LEADERSHIP

Evaluation System Leadership Team Superintendent's Advisory Council (SAC) Leadership Team Who's Who

INFORMATION

Cafeteria Committee SCCOE Emergency Evacuation Sites

Organizational charts Meet new employees New-Hire Resource Center Policies & regulations Grants & donations

Same Username and Password you use for SCCOE EMAIL

WHAT'S NEW AT THE SCCOE

Watch the State of the SCCOF Address: "Living Our Values: Every Day for Every Student"

This link takes you to Password Station

and Board Policy - Please

read notices to employees regarding policies and regulations

 Electric vehicle charging stations available - Four electric vehicle charging stations are ready to use for Santa Clara County Office of Education employees only at the Ridder Park office.

Responsibilities during an emergency

Do you know your responsibilities during an emergency evacuation? Whether you're an employee, manager, or a member of the facilities and maintenance group, we all have different responsibilities when it comes to emergencies. Check out this <u>easy reference list</u> to ensure you are prepared! For more information about emergency procedures, please view our <u>Emergency Preparedness</u> guide.

Make sure you are signed up for emergency messages

The SCCOE is augmenting its internal communications to ensure all employees can be contacted via text message in the event of an emergency. Please add your cell phone number to our database so you can receive information and instructions during an emergency situation. Our existing Human Resources database (QSS) doesn't specifically identify phone numbers as cell or landlines, which is why each employee needs to add it to receive emergency notifications.

It only takes a minute, so don't miss out on these crucial messages!



News Roundup

PUBLICATIONS

News Roundup archives News Roundup FAQs Education Bulletin archives Multimedia

SCCOE CULTURE

Technology Agreement Code of conduct Employee Compliance Voluntary Deductions Staff Handbook Time of Hire Style Guide Loops

MY INPUT

Employee of the Month nomination Contact us

HELP

Canon Printers Email Web Access AccessPoint Telephones

CONNECT

Stata they been

Style Guide

Communications

and Use of Logo





Accessing Employee Self Service (ESS)

http://ess.sccoe.org

Santa Clara County	S Office of Education Employee Self Service Se
home »	login register » D
Always remen	ber to select your home district in the upper right corner.
Useful links:	Notices:
login (if you have a user id)	09-05-13: Employee Number may be located in the upper left corner of your paystub.
register (if you're a 1st time user) SCCOE	Welcome to Santa Clara County Office of Education Employee Self Service (ESS)
	This portal is provided by the Technology Services Branch of the SCCOE to SCCOE employees, as well as employee of school districts and charter schools that use Business Systems provided by the Technology Services Branch.
	For questions about the information and records provided via this portal please contact your local school district
	For technical questions and support, please contact the Technology Services Branch Help Desk at 408-453-4357 between the hours of 8am-5pm, Monday through Friday.
	NEW USERS: Please click on "register"
	ALREADY REGISTERED? Click on "log in"



home »				login	register »	District: 9
Staff Registration	Form					
indicates required fields						
District:	* Santa Clara County Off Of Edu (90)					
Last 4-digits of SSN:	*	Birth date: *	lanuary 🔹 1 🔹	1970 •		
Employee number:	*	Work email: *				
	•	We recommend		e Userna	me	
Employee number: Choose a login name		We recommend you already have	for Email.	e Userna	me	
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Choose a login name Login name:		We recommend you already have for example: RD	for Email.	e Userna	me	
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<u>Choose a login name</u> Login name: Password: Confirm <mark>p</mark> assword:	* choose a login/user-id name	We recommend you already have for example: RD (5 - 40 characters) h	for Email. ouglas	e Userna	me	
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Santa Clara County Office of Education	
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NEW USERS: Please click on "register"	
ALREADY REGISTERED? Click on "log in"	
Technology Services	
Santa Clava Courty Office of Education	

https://ess.sccoe.org/pay_histories/90%7C900046



You must create your own Login for:

• ESS Employee Self Service (Paystubs)



Can I connect my personal **cell phone** to the SCCOE Wireless Network ?



Any tech requests or problems? Enter a <u>Service Ticket</u> or call the HELP DESK

408-453-HELP (4357) Special Education: 408-453-6719



Succeeding with Strengths

Worker's Unions

Team Building: My Name My Identity

Tuition Reimbursement & Discount and Deals

Tuition Reimbursement Who is eligible? Permanent or tenured employees that are part of the following bargaining units





- Learn new skills
- Improve your performance
- · Further your career options within the COE

HR Administrative Services | Human Resources Branch



Tuition Reimbursement SEIU MEMBERS qualify for \$700 per member per fiscal year

- Paraeducators

- OTBS (Office, Technical, Business Services)

Santa Clara County 曼

Office of Education

- OSS (Operation-Support Services)

HR Administrative Services | Human Resources Branch

Tuition Reimbursement

ACE/CTA MEMBERS qualify for

- Special Education, Opportunity Youth Academy and Alternative Teachers -

\$350 per member

Preschool Services, Head Start, EduCare
 Teachers -\$500 per member

Santa Clara County Q

Office of Education

HR Administrative Services | Human Resources Branch

Tuition Reimbursement

PSYCHOLOGISTS qualify for \$750 per member per fiscal year

LEADERSHIP TEAM qualify for \$600 per member per fiscal year

HR Administrative Services | Human Resources Branch



Tuition Reimbursement

How to apply?

•Form is online on the intranet

Complete the form with required signatures

Submit to Human Resources for approval

HR Administrative Services | Human Resources Branch



SCCOE INTRANET

ĝ Santa Clara County Office of Education County Board of Education

Superintendent SCCOE Branches **Resources for Teachers Resources for Families** Resources for Administrators Public School Directory Job Opportunities Credentialina Program

AccessPoint **CAASPP** Resources Charter Schools Office **Credential Services** Early Start Program Emergency Information **Fingerprint Livescan Services** Head Start-Early HS

Read our electronic newsletter News & Facts Jon R. Gundry



Registration is now open for the 2018 Santa Clara County Spelling Bee

SCCOE selects three outstanding educators for state-wide competition

SCCOE helps families navigate public schools in Santa Clara County

Civic leaders discuss the future of

Events & Highlights

2017 Classified Job Fair Alum Rock Union Elementary

District FCMAT Audit Local Control Accountability Plan

Child Care Subsidy Pilots in

California

Safe Schools & Resources for **Undocumented Students** State of Education Quarterly

> This week's Emergency Preparedness theme is

HR Administrative Services Human Resources Branch



Safe & Healthy Schools/Bullving Prevention Seal of Biliteracy SELPA I, II, III, IV, VII Special Education State Preschool Strong Start Teacher Professional Development Portal Walden West Science Center

> 🛉 Facebook 🗾 Twitter Santa Clara.

> > Like Page

Santa Clara

of Education

2 hours ago

County Office

.....

MAKE A DONATION

0

Inclusion Collaborative Parent Engagement **Print Services** Professional Development Calendar Purchasing Services School Board Leadership Academy - Cohort 2

Featured Programs and Services Local Control Accountability Plan Resources My Name, My Identity Initiative

Search ...

Available in English, Spanish, and Vietnamese

NAVIGATANG

in Santa Clara County

BLIC SCHOOLS

Home · Calendar · SCCOE homepage SCCOE Web Email

Your Login:

LOG IN HERE

Your Password:

Go

Forgot Password?

I NEED Absence Request Employee Self Service Mileage reimbursement Work order Warehouse catalog Print order Conference room Forms & templates Aesop Online Media & Communication

Media & Communications – Project Request

LEADERSHIP

Evaluation System Leadership Team Superintendent's Advisory Council (SAC) Leadership Team Who's Who

INFORMATION

Cateteria Committee SCCOE Emergency Evacuation Sites Organizational charts Meet new employees New-Hire Resource Center Policies & regulations Grants & donations Resource library

GOOD STUFF Accolades Discounts & deals The Cafeteria

WHAT'S NEW AT THE SCCOE

- Watch the State of the SCCOE Address: "Living Our Values: Every Day for Every Student" [200]
- Superintendent's Memo Regarding SCCOE Political Activities and Board Policy Please read notices to employees
 regarding policies and regulations
- Electric vehicle charging stations available Four electric vehicle charging stations are ready to use for Santa Clara County Office of Education employees only at the Ridder Park office.

Responsibilities during an emergency

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It only takes a minute, so don't miss out on these crucial messages!

News Roundup

Stay informed about all the latest COE news. In this issue: SCCOE Revised Tech Agreement; Teacher Recognition Celebration; Walk-A-Thon; Cafeteria Committee; Earthquake Protocols; Superhero in YOU; and more.

Santa Clara County Q Office of Education

News Roundup archives

SCCOE Health Wellness Center



COE 👌

News T

Roundup

Ridder Park First Aid Procedures

Live Happy-Work Happy- Be Happy Webcast series

Online Contact Lens Ordering (with eligible MESVision[®] benefits)

HR Administrative Services | Human Resources Branch

PUBLICATIONS

News Roundup archives News Roundup FAQs Education Bulletin archives Multimedia

SCCOE CULTURE

Technology Agreement Code of conduct Employee Compliance Voluntary Deductions Staff Handbook Time of Hire Style Guide Logos

MY INPUT Employee of the Month nomination Contact us

HELP

Canon Printers Email Web Access AccessPoint Telephones

CONNECT



Communications Style Guide and Use of Logo

DISCOUNT & DEALS

GOOD STUFF

Accolades Discounts & deals The Cafeteria

HR Administrative Services | Human Resources Branch



EMPLOYEE DISCOUNTS & DEALS

New savings and discounts

- APPLE in Education Save on Mac and more. SCCOE staffs are eligible for Apple education pricing.
- AT&T Enter your work e-mail address in the "See If You Qualify" box and follow the instructions from the e-mail that is sent to you.
- Barnes & Noble Booksellers Save 20% off materials for your classroom with Barnes & Noble's FREE Educator Discount Card for Pre K-Grade 12 Public, Private and Home Schooling Educators! Click here for more information on how to get your own Educator Card.
- CalSAVE Where Smart Schools Shop.
- DNL Catering 10% discount on food & drink for parties with 50 or more diners.
- H&R Block Employer Solutions Program Tax Season begins on January 3! SCCOE employees are eligible for national promotions and discount programs.
- Legion's Exclusive Discount Event NEW
- Refinance mortgage benefits for Educators EDU Programs
- Sports Basement Teachers & Staff receive an ongoing 10% discount
- Verizon Wireless' Government Employee Program Sign up for 15% monthly discount for your personal line. Enter your work e-mail address and register your account via e-mail sent by Verizon Wireless to receive government pricing on phones and 25% discount on accessories.

Santa Clara County Q Office of Education

HR Administrative Services | Human Resources Branch



Consignment Tickets

Contact or stop by Human Resources at (408) 453-6820.

THEME PARK NAME	PRICE (AGES 3 AND UP)	INFORMATION	
Great America	\$39.00	General Admission	
Great America (Gold Pass)	\$87.00	Gold Pass	
Raging Waters	\$23.99		
Great America (Regular Season Pass)	\$69.00	Season Pass	
Six Flags	\$43.04	General Admission	

HR Administrative Services | Human Resources Branch



Tuition Reimbursement and Discount and Deals

QUESTIONS? Contact Human Resources at x6820

HR Administrative Services | Human Resources Branch



Santa Clara County

Employee Benefits Services Group

Santa Clara County

Child Abuse and Neglect - Mandated Reporter Q&A

What is a Mandated Reporter?

Mandated Reporters are people who have regular contact with vulnerable people and are therefore legally required to report to authorities any suspected or confirmed abuse of children or dependent adults.

Mandated reporters may include paid or unpaid people who have assumed full or intermittent responsibility for the care of a child, dependent adult or elder.



Child Abuse Neglect Reporting Act (CANRA)

CA Penal Code §11166 requires certain professionals (school personnel both certificated and classified) and laypersons, who have a special working relationship or contact with children, to report known or suspected abuse to the proper authorities when the victim is a child (anyone under the age of 18) and the perpetrator is any person (including a child)



Deciding When to Report

- A "reasonable suspicion" that a child has been abused or neglected is sufficient to trigger the duty to report
 – no evidence/proof or witness is required
- A mandated reporter is not to conduct an investigation nor do they have to collect evidence before making a report

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 Obligation to report also extends to dependent adult abuse

Reasonable Suspicion

"Reasonable suspicion" means that it is objectively reasonable for a person to entertain a suspicion

- Examples:
 - Seeing an aide or parent grab a student's arm roughly

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- An aide or teacher seems too close to a student
- Student exhibits signs of discomfort or changes in behavior
- Student is singled out

When Abuse is Suspected

- Responsibility rests solely with the Mandated Reporter to report.
 You cannot delegate to another party
- If two or more mandated reporters have joint knowledge of abuse, they may elect one person to report
- Reporting to an employer, supervisor, school principal, school counselor, school campus police office, co-worker, or any other person is NOT adequate and **does not** meet your legal requirement as a Mandated Reporter

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 No supervisor may impede or inhibit a report or subject the reporting person to any sanction

Confidentiality

The identity of the reporting party is confidential

- May only be disclosed to official agencies and professionals involved in the investigation, prosecution, or record-keeping of these cases Any violation of confidentiality of this information is a misdemeanor punishable by up to six months in the county jail or a fine of \$500, or by both
- Mandated reporters have immunity from criminal or civil liability for reporting as required



How to Report Abuse/Neglect (minors)

- For immediate emergency, call **9-1-1**
- Non-Emergency, call 3-1-1
- Or as soon as possible call the Santa Clara County Social Services Agency Child Abuse and Neglect 24-Hour Hotline and/or local police:
 - Central County (408) 299-2071
 - North County (650) 493-1186
 - South County (408) 683-0601
- **AND** Within 36 hours send, fax or submit electronically the Suspected Child Abuse Report (SCAR) form SS 8572

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What Goes on a Report (minors)

Form 8572

To B	Print e Completed	SUSPEC by Mandated		LD ABUS	ERE	PORT	Res	set Form	
	Pursuant to Penal Code Se					AME:			
	PLEASE PRINT OR TYPE					CASE NUMBER:			
REPORTING	NAME OF MANDATED REPORTER		TITLE	TITLE		MANDATED REPORTER CATEGORY			
	REPORTER'S BUSINESS/	AGENCY NAME AND ADDRE	SS Street	Street City Zip		DID MANDATED REPORTER WITNESS THE INCIDENT			
	REPORTER'S TELEPHONE (DAYTIME) SIGNATU		NATURE	RE		TODAY'S DATE			
B. REPORT NOTIFICATION	COUNTY WELFARE / C	COUNTY PROBATION CPS (Child Protective Services	AGENCY						
	ADDRESS Street		City	City Zip		DATE/TIME OF PHONE CALL			
	OFFICIAL CONTACTED - 1	ntie				TELEPHONE	1		
C. VICTIM One report per victim	NAME (LAST, FIRST, MIDDLE)				BIRTHDA	THDATE OR APPROX. AGE SEX ETHNICIT		ETHNICITY	
	ADDRESS	Street	City		Zip	TELEPHONE	-	1	
	PRESENT LOCATION OF VICTIM			SCHOOL	CLASS			GRADE	
	PHYSICALLY DISABLED?	DEVELOPMENTALLY DISAS	ILED? OTHER DISABILI	OTHER DISABILITY (SPECIFY)		PRIMARY LANGUAGE SPOKEN IN HOME			
	IN FOSTER CARE? IF VICTM WAS IN OUT-OF-HOME CARE AT TIME OF INCIDENT, CHECK TY TYPES DAY CARE D'CHILD CARE CENTER FOR THE OF INCIDENT, CHECK TYPES DIAQ D'GROUP HOME OR INSTITUTION D'RELATIVES HOME			REFAMILY HOME					
				PHOTOS TAKEN?		DID THE INCIDENT RESULT IN THIS VICTIM'S DEATH? ITYES IN OUNK			

Don't wait until you have all this information before calling

- Your name and information
- Name and age of child
- Specific details on the nature and extent of the abuse, be as descriptive as possible i.e., location of injury, size, color, pattern, shape, etc. List where and when the incident(s) occurred
- Quote exactly what was said by the child or the person accompanying the child - use quotation marks and state who was speaking
- Indicate the vulnerability of the child due to age or disability
- Risk of further abuse, or imminent danger
- Tell who the child lives with, name and address of the parent or caretaker. Indicate family language

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• Knowledge of previous CPS history or if other agencies are involved with the family

What Goes on a Report (minors)

- Record the date, time and who took the report when making a suspected child abuse report
- Record officer and/or CPS instructions
- You may give a copy of the report to designate personnel only (supervisor, director, chief)

Form 8572 instructions

DEFINITIONS AND GENERAL INSTRUCTIONS FOR COMPLETION OF FORM SS 8572

All Penal Code (PC) references are located in Article 2.5 of the PC. This article is known as the Child Abuse and Neglect Reporting Act (CANRA). The provisions of CANRA may be viewed at: http://www.leginfo.ca.gov/calaw.html (specify "Penal Code" and search for Sections 11164-11174.3). A mandated reporter must complete and submit the form SS 8572 even if some of the requested information is not known. (PC Section 11167(a).)

I. MANDATED CHILD ABUSE REPORTERS

 Mandated child abuse reporters include all those individuals and entities listed in PC Section 11165.7.

II. TO WHOM REPORTS ARE TO BE MADE ("DESIGNATED AGENCIES")

 Reports of suspected child abuse or neglect shall be made by mandated reporters to any police department or sheriff's department (not including a school district police or security department), the county probation department (if designated by the county to receive mandated reports), or the county welfare department. (PC Section 11165.9.)

III. REPORTING RESPONSIBILITIES

 Any mandated reporter who has knowledge of or observes a child, in his or her professional capacity or within the scope of his or her employment, whom he or she knows or reasonably suspects has been the victim of child abuse or neglect shall report such suspected incident of abuse or neglect to a designated agency immediately or as soon as practically possible by telephone and shall prepare and send a written report thereof within 36 hours of receiving the

IV. INSTRUCTIONS (Continued)

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- SECTION B REPORT NOTIFICATION: Complete the name and address of the designated agency notified, the date/ time of the phone call, and the name, title, and telephone number of the official contacted.
- SECTION C VICTIM (One Report per Victim): Enter the victim's name, address, telephone number, birth date or approximate age, sex, ethnicity, present location, and, where applicable, enter the school, class (indicate the teacher's name or room number), and grade. List the primary language spoken in the victim's home. Check the appropriate yes-no box to indicate whether the victim may have a developmental disability or physical disability and specify any other apparent disability. Check the appropriate yes-no box to indicate whether the victim is in foster care, and check the appropriate box to indicate the type of care if the victim was in out-of-home care. Check the appropriate box to indicate the type of abuse. List the victim's relationship to the suspect. Check the appropriate yes-no box to indicate whether photos of the injuries were taken. Check the appropriate box to indicate whether the incident resulted in the victim's death.

How to Report Abuse/Neglect: Internal Procedures

If an employee has knowledge of or reasonably suspects that another County Office employee or an individual who works with or has contact with students on campus has or is engaged in conduct that may be an indication of suspected child abuse or neglect, they must take the following actions:

- 1. File a Suspected Child Abuse Report with the Police or Child Protective Services
- 2. Immediately notify their supervisor of the alleged inappropriate conduct and complete an SCCOE Student Incident Report

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3. If the allegation involves the site administrator, the employee is to contact the program director

What is Not Considered Physical Abuse

- Corporal punishment (unless cruel, inhuman or causes a traumatic condition)
- Injuries caused by two minors fighting by mutual consent
- Reasonable and necessary force used by a public school official to quell a disturbance threatening physical injury to person or damage to property
- Voluntary sexual conduct between minors
- An informed and appropriate medical decision made by a parent or guardian after consultation with a physician who has examined the child

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Sexual Activity of Minors

- Pregnancy of a minor, regardless of her age, does not, in and of itself, constitute the basis of reasonable suspicion of sexual abuse
- Incest is always reportable even with consent



Do You Have to Notify the Parent?

- There are no legal guidelines for mandated reporters to require the sharing of a report
- Your first priority is establishing the safety of the child
- Any action could interfere with the initial child welfare agency's investigation



Failure to Report

Is a misdemeanor, punishable by

- Up to 6 months in jail Up to \$1000 fine
- 12 months county jail and/or \$5,000 if failure to report resulted in a death or great bodily injury

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May also result in a civil lawsuit, especially if the child-victim or another child is further victimized

May also result in loss of professional license or credential

What Happens After a Report is Made

Response time depends on the seriousness of the events reported, age of the child, the situation the child faces, and any known history that may influence the decision.

> If the child is in **danger**, the response will be **immediate** and law enforcement may arrive before or accompany CWS. If there is less risk involved, it may be **three to ten days** before action is taken.

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Key Points

As a mandated reporter you play a CRUCIAL role in identifying and reporting concerns of abuse or neglect of children that may otherwise go unseen

Call CWS if you need help determining "reasonable suspicion"

If you aren't certain **REPORT**

If the story seems confusing or implausible **REPORT**

Never investigate: **REPORT**



Suspected Child and Dependent Adult Abuse and Neglect Information

Santa Clara County Office of Education		rch P
County Board of Education	CURRECTED CURD AND DEPENDENT ADULT ADURE AND	
Superintendent	SUSPECTED CHILD AND DEPENDENT ADULT ABUSE AND	CONTACT
SCCOE Branches	NEGLECT REPORTING	Classified Personnel
Business Services	The maltreatment of children and dependent adults with physical, mental or	Candice Harris
Educational Services	developmental disabilities is a serious concern. All persons have the right to live and learn in a safe environment, and as such, the Santa Clara County Office of Education is	Director, Human Resources (408) 453-6876
Human Resources	committed to providing a safe, caring and nurturing environment for all its students.	Certificated Personnel
Public Affairs	Children have very few resources for changing the circumstances of their lives. Since children cannot protect themselves, it's important for others to intervene when they	Anisha Munshi
Student Services	suspect abuse or neglect by a parent, guardian or other individual.	Director, Human Resources (408) 453-6841
Technology Services	Child or dependent adult abuse or neglect can occur in any situation or family,	
Resources for Teachers	regardless of socio-economic status, sexual orientation, religion, ethnic background or level of education of the parties involved. Community members and mandated reporters	
Resources for Families	play a critical role in identifying and reporting concerns of abuse or neglect that may	154
Resources for Administrators	otherwise go unreported. The responsibility to report suspected abuse or neglect: • Can protect the child or dependent adult in the short-term;	
Public Schools Directory	 Can prevent further abuse or neglect; and May allow families to receive needed resources or services that may eliminate 	Superintendent's video
Job Opportunities	 May allow families to receive needed resources of services that may eliminate the underlying cause of abuse or neglect. 	
Credentialing Programs	REPORTING SUSPECTED ABUSE OR NEGLECT	RESOURCES
SCCOE Intranet	WHO CAN REPORT ABUSE OR NEGLECT?	
Contact Us	Anyone can report abuse or neglect and can file a complaint when they suspect someone has engaged in abuse or neglect of a child or dependent adult. Community members do not need to provide their name when making a report of child abuse or neglect. Telephone numbers for each county's emergency response for child abuse	Information for school personnel and those who work in schools





What questions do you have?



Santa Clara County

Achieve Forum: Customer Experience Fundamentals

Agenda

- Your Experience as a Customer
- What Customers Expect
- Defining Moments
- Emotional Effort

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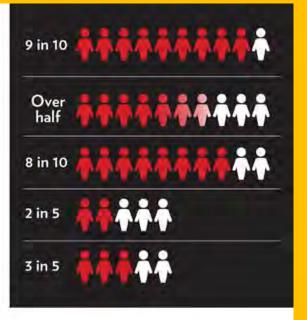


What Customers Say

- Nine in ten customers say that their experience strongly affects their impression of an organization.
- Over half would try a new company to get a better experience.
- Eight in ten have not completed a transaction due to a poor experience.
- Two in five tell other people about a good experience "all the time."
- Three in five tell other people about a poor experience "all the time."

SOURCE: Echo Research Ltd, "Global Customer Service Barometer," A 2011 survey of 10,127 adult consumers in 10 countries.

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Net Promoter Score*

Many organizations divide customers into three categories:

- **PROMOTERS:** Loyal enthusiasts who keep buying and refer others, growing the business
- **DETRACTORS:** Unhappy customers who damage the business through negative word-of-mouth
- **PASSIVES:** Satisfied but unenthusiastic customers who are vulnerable to competitors

To grow the business, organizations strive to increase their "Net Promoter Score."

*Net Promoter, NPS, and Net Promoter Score are trademarks of Satmetrix Systems, Inc., Bain & Company, Inc., and Fred Reichheld.

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Customer's Best Experiences

How customers described their "best experiences":

- Resolved my issue 55% Was friendly and listened 54.7% Was timely 48.6% Valued my business 46% Went above and beyond Took accountability 40.4% Followed up 36.6%
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What Customers Expect

- **Respect:** Caring individual attention
- Simplicity: Invisible behind-the-scenes issues and activities
- **Solutions:** Honest effort to solve or help customers solve their problems
- **Responsibility:** Timely delivery of exactly what is promised

SOURCE: Ongoing AchieveGlobal research and experience

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Meeting Customer Expectations

- Brainstorm and list specific actions that you can do, or <u>avoid</u> doing, to meet your assigned expectation for your customers.
- 2. Choose a spokesperson to share your list with the group.
- Total Time: 8 minutes

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What Customers Expect

- **Respect:** Caring individual attention
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SOURCE: Ongoing AchieveGlobal research and experience

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Absence Management System

Overview

Teachers, Associate Teachers, and Paraeducators use the Absence Management System to enter absences and find substitutes.

- Once you have entered an absence, it will be visible to qualified substitutes.
- If you have <u>pre-arranged</u> a substitute to cover for you, you can assign the substitute to the absence.

Substitute Services | Human Resources Branch



Overview

Reporting an absence to your Supervisor:

- The Absence Management System is used to report absences. In some cases, your Supervisor may also want to be notified. Check with your Supervisor to determine the right procedure for your school site!
- Certificated Teachers must report absences at least 2 hours prior to scheduled start time.
- Paraeducators and Associate Teachers must report absences at least 1 hour prior to scheduled start time.

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Substitute Services | Human Resources Branch



Substitute Services Help Desk Open M-F 6:30AM - 5:00PM 408-453-6835 SubServices@sccoe.org

Substitute Services | Human Resources Branch



Santa Clara County

IIPP and Workers' Compensation

Risk Management

Director of Risk Management Administrative Assistant Risk Management Specialist Risk Management Specialist Workers' Compensation Supervisor Risk Management Technician

Barbara Coats	6925
Debbie Shao	6707
Kyanne Eastman	6862
Paul Finucane	6713
Kathy Duarte	6708
Robin Ridola	4320



Injury & Illness Prevention Plan (IIPP)

- Provide a safe and healthful workplace for SCCOE employees
- Reduce risk of disease, illness, injury and harmful exposures
- Reduce workers' compensation claims and costs
- Improve morale and efficiency
- Comply with regulatory mandates





IIPP Elements

- Assigns *responsibilities* for health and safety
- Establishes mechanisms for *hazard identification* and *hazard mitigation*
- Requires workplace inspections and accident investigation
- Requires *communication* of health and safety information
- Reaffirms *training* and *documentation* mandates





Your Right to Know

- A safe workplace free from recognized hazards
- Receive training on hazards associated with your job
- Know how to control hazards of your job
- Report workplace hazards without fear of reprisal





Training

Based on your job requirements, examples of training may include the following:

- Proper lifting and carrying techniques (if required)
- Personal Protection Equipment (PPE)
- Safe operating procedures for all equipment and processes
- Proper safety precautions at the SCCOE
- Avoiding slips, trips and falls ***

Risk Management | Business Services Branch



Santa Clara County

Employee Responsibilities



All employees have a responsibility to maintain a safe and healthful work environment



Employees need to:

- Follow safe work practices
- Know how to report unsafe conditions
- Report any work-related injury or illness to your Supervisor
- Know what to do in the event of an emergency
- If in doubt as to the safe way of doing a job, contact your supervisor
- Do not use unsafe tools or equipment
- Wear clothing & footwear that is appropriate for the job





	Notification	of Workers' Compensation Injury/Illn	055					
Please complete immediately upon report of injury and fas form to (408) 433-4396 If you would like to email the torm or have further questions, please call Risk Management at 406-453-6707.								
į.	554	(Jidawa Judi ssist) Phone #						
2	Employee's name		(Fill out full names					
3.	Job Title							
٨.		Time of injury (please spocify exa	et time)					
5.	What body part(s) was/were injun	What body part(s) was/were injured (i.e. right leg, left elbow, etc.)						
6.	What type of injury occurred (i.e. c							
7.	Please explain what happened to cause this injury/illness (details/what were you doing?)							
8,	Where did injury/illness occur? (in	e: location/site)						
	8a Address where injury occurred							
	8b. Classroom #, if applicable							
9	Did employee seek modical weatny	ent? Thes Two ill yes, complete #9a and	#9b, if no skip to #107					
	9a. Please submit a DWC-1 form (C							
	90 Name and address of clinic							
10.	Did you miss time from work?	es Nu If yes, last day worked						
11.	Names of witnesses							
	uipal/Manager - please complete the s nagement.	ections below, review with employee within) days and return to Risk					
ene	entative Action Recommendations (i.	et, use høyer lift at all timesj						
Cor	rettive Actions Taken) (i.e.: John was b	rained us proper use of hoyer lift)						
		Management Safety Training Program? ☐Yo s case? ☐Yes ☐No (It no, please explain)	s DNo					
-								
ige	atare of Employee	Print Employue Name	Date					



State of California (54)	SELTON Estado de Catgorna
Department of Industrial Relations DIVISION OF WORKERS' COMPENSATION	Departamento de Relaciones Industriales DIFISION DE COMPENSACIÓN AL TRABAJADOR
WORKERS' COMPENSATION CEAIM FORM (DWC I)	PETITION DEL EMPLEADO PARA DE COMPENSACIÓN DEL TRABAJADOR (DWC 1)
Employee: Complete the "Employee" tection and gree the form to your simpleyer. Resp. copy and much = "Employee's Transpervy Reserve" must you necess the upped and dend dops from your supplyer. You may call the Devision of Worken' Compensation and hear recorded information at (1049) "104-104. As an applications of worker's compensation boards is individed in the Notice of Pointial Emploity, which is the cover these of this form. Deack and ave this individe for the providence to boards in decided in the Notice of Pointial Employin, which is the cover these of this form. Deack and ave this individe for the providence to boards the technology workers' comparison baseds in the providence to board the form of the section written does not prove the providence to board the technology sective written and the board tech the approprime board. By one later decide you want to record the decide the approprime board. By one later decide you want to record the decide the approprime board. By one later decide you want to record the decide heat proprime board. By one later decide you want to record the decide heat proprime board. By one later decide you want to record the decide heat proprime board. By one later decide you want to record the decide heat proprime board. By one later decide you want to record the decide heat proprime board. By one later fraudulent an intrial fattering of decide heat proprime later the pro- prime decide heat the record the set of the technology of the or fraudulent an intrial fattering of decide heat the set of the technology of the techno	Explorato: Compare la section "Explorate" y energes al forma a su emplorator (genérics con la copia astriputat Parcha Temperel del Explorator Nata que Ul rechte la copia astriputat Dechada es esplorator. Un poste tame a la Distoire de Compensation el Techegaler al (200-76- 767) para es información previda. Una exploration de las Dechados e comparación de relativatore sul incluito en la Confección de de Pasibe Explorator de relativatore está incluito en la Confección de de Pasibe Explorator de comparación de la conferencia en la Confección de de Pasibe Explorator de comparación de la texta forma. Separa y guarde este medicación de comparación de la incluito en la confección de de la comparación debrer incluito de la semplación en folicion de conferencia para abuencia. Especific que recibe astificamente y las precedimientes para abuencias de la administrativa instituciones de las ente de las de la administrativa de series estavente abuen a sub esta nel conferencia. Si administratado de la conferencia conferencia astero a las estas de grandes de la conferencia conferencia conferencia estas de grandes de la conferencia conferencia para de grandes de la conferencia conferencia conferencia para grandes de la conferencia de corres electrometadores de grandes de la conferencia conferencia conferencia conferencia para grandes de la conferencia conferencia conferencia conferencia para correro, usad debe de informar a su empleador por activo. Teda aquada paramentes a perplátiva que activo que se predecia conferencia conferencia a para paración de las las franchismica con el fasta de hadres espectas de las activos conferencias conferencias con el fasta de hadres espectas conferencias conferencias con el fasta de hadres espectas de las paracidas que activos enteres activos enteres enteres de las a desencias de las a desencias de para conferencias de las activos espectas de las activos de las de las deferencias de las de las deferencias as para desencias de las activos espectas de las a defendencias de las actinadas de las a
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6 Describe injury and part of body affected. Decembe in leasing y parts del cherpo	aberada
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	claims administrator does not offer, an electronic service option. Evid recibird
Employer-complete this section and see note below. Emplender-complete es	
10 Name of employer Nombre del empleasor Santa Clara County Office	
11 Address Devector. 1290 Ridder Park Drive , San Jose, CA 9513	
12 Date employer first knew of injury Facha en que al empleador supo por primer	
13 Date claim form was provided to employee. Fecha en que se le entregé al emplo	
14 Data employer received claum form. Fecha en que el empleosó devolvió la pete	
14 Date employer receives contactorial. Forme on que el emplosos devorres de perio 15 Name and address of insurance carrier or adjusting agency. Nombre y dirección	
TRISTAR Risk Management, P.O. Box 2805, Clinton, IA 5.	
16 Insurance Policy Number. El número de la pólica de Seguro. N/A	
17. Signature of employed representative. Firms del reprezentante del empleador.	
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Access Omni Care

39180 Farwell Drive, Suite 231 Fremont, CA 94538 (510) 585-2545

Alliance Occupational Medical Clinic

315 S. Abbott Ave. Milpitas, CA (408) 790-2900

Alliance Occupational Medical Clinic

1901 Monterey Rd San Jose, CA (408)277-8080

Alliance Occupational Medical Clinic

2737 Walsh Ave. Santa Clara, CA (408) 228-8400

Doctor's on Duty

615 Ocean Street Santa Cruz, CA (831) 425-7991

Gateway Family Medical Center

1580 S. Winchester Blvd. Campbell, CA (408) 364-7600

Kaiser - Cupertino Occupational Medicine 10050 N. Wolfe Rd., Ste. SW1-190 Cupertino (408) 236-6160

Kaiser - Fremont Occupational Medicine 39400 Paseo Padre Pkwy. Mission Bldg. Fremont, CA (510) 248-3015

Kaiser - San Jose/Santa Teresa Occ. Med. 275 Hospital Pkwy., Ste 565 San Jose, CA (408) 972-6800

Kaiser - Stockton Occupational Medicine 7373 West Lane Stockton, CA (209) 476-3694

Kaiser-Union City Occupational Medicine 3555 Whipple Rd. Union City, CA (510) 675-4807

Pinnacle Health Center 551 McCray Street Hollister, CA (831) 634-4444

Samaritan Medical Care Center 554 Blossom Hill Rd. San Jose, CA (408) 281-2772

Santa Cruz Occupational Medical Clinic 3601 Caldwell Drive Soquel, CA (831) 576-3000

So. Valley Family and Occupational Health Clinic 8833 Monterey Rd. Suite H Gilroy, CA (408) 842-1544 U.S. HealthWorks 1717 S. Main St. Milpitas, CA (408) 957-5700

U.S. HealthWorks 1893 Monterey Rd, Ste. 200 San Jose, CA (408) 288-3800

U.S. HealthWorks 988 Walsh Ave. Santa Clara, CA (408) 988-6868

U.S. HealthWorks 1195 E. Arques Ave. Sunnyvale, CA (408) 773-9000

U.S. HealthWorks 190 Leavesley Rd Gilroy, CA (408) 848-0444

Risk Management | Business Services Branch

Santa Clara County - Office of Education

Return to Work Program





Code of Safe Practices

- Keep all area of egress clear
- Keep aisles clear
- Maintain neat, orderly work areas
- Do not stack materials on top of file cabinets or other high place unless they are designed for that purpose
- See your supervisor for additional information





Universal Precautions

Wear disposable gloves whenever you will be:

- Touching any bodily fluids, particularly blood
- Coming in physical contact with anyone who has open cuts, lesions, etc.
 (<u>Do not</u> reuse gloves; throw them away after each use)

Wash your hands with liquid soap and running water:

- Before preparing food before and after eating
- Before and after administering first aid
- After using restroom
- After properly removing disposable gloves



Santa Clara County



Office of Education

California Public Employee DISASTER SERVICE WORKERS



As an SCCOE employee, you may be asked to serve as a disaster service worker in the event of an emergency. The information contained in this pamphlet will help you understand your role and obligation.

Santa Clara County 🤗 Office of Education

For more information contact the California Emergency Mangement Agency (Cal E.M.A.) www.calema.ca.gov



As a public employee you are a disaster service worker per government code 3100 and 3102. In the event of a disaster or extreme peril to life, property and resources, you are subject to disaster activities assigned to you by your supervisor.

Santa Clara County 🤐 Office of Education

Santa Clara County

SCCOE Wellness Program

Topics

• Wellness at SCCOE

Benefits and Rewards

How to Get Started





To Be a Premier Employer







On your mark, get set, move!

Activities



Know your numbers



Healthy living HACKS

Life hack: (noun) any trick, shortcut. Skill or novelty method that increases productivity and efficiency.



Communications

Brenght to you by Santa Clara Churty

SCCOE Health And Wellness

This section provides an overview of health and wellness activities. The SCCOE Employee Wellness Program is sponsored by Workforce & Organization Development and is committed to developing a healthier staff. Please check the event schedule regarding the current events and programs.

Ridder Park fitness center
 Healthy Steps: SCCOE Walking Group
 Flu Vaccinations
 View SCCOE Wollness live webinars



SCCOE Staff Wellness Event The Superhero In YOU Saturday, September 16 from 9:00 am to 1:00

Register for this staff wide event. Get expert advice and simple hacks to maximize your energy and your well-being at the staff wellness event.

Earn Vitality Points for your participation in vanous event activities. All activities are complimentary and open to staff whether or not you are participating in Vitality. Some activities are open to dependents and friends. There is something for everyone!

Complimentary activities include: Fitness classes, flu Shots, health screening – Vitality Checks, mini massage, Vitality computer lab, wellness talk, and a wellness vendor fair.

Topics include: Ayurveda, ergonomics, financial wellbeing, mindfulness, naturopathy, nutribon, resilience, and stress relief.

Visit the registration page on OMS for a complete list of activities and times.

Questions? Email Tricia Zamora or call (408) 453-3616.





September 5, 2017 - Stay informed about the latest SCCOE News





Personalized
Private
Interactuve
Rewarding



Benefits









Go the extra mile and engage in the 2017-18 Vitality program year

Improve your health, achieve a higher Vitality Status and enjoy these rewards.

Rewards	Status					
Build your points and status	Bronze	Silver	Gold	Platinum		
Sept 1, 2017–July 31, 2018 to earn:	Complete the Vitality Health Review	2,500 Vitality Points	6,000 Vitality Points	10,000 Vitality Points		
Flexible Spending Account (FSA)* Up to \$400 in FSA after completing the VHR, a Vitality Check, and achieving Silver Status or above.	N/A	\$150	\$300	×400		
Gym Benefit	Up to ^{\$} 200 per year after completing 95 verified standard workouts					
Wellness rebate for: • Weight management* • Smoking cessation*	N/A	Up to \$200 per lifetime	Up to \$200 per lifetime	Up to \$200 per lifetime		
Vitality Mall Bonus Bucks	N/A	500	2,000	4,000		
Vitality Squares	Earn up to 20 points	Earn up to 40 points	Earn up to 50 points and a gift card sponsored by Vitality valued at \$5	Earn up to 50 points and a gift card sponsored by Vitality valued at \$5, \$15 or \$500		

*FSA incentive is issued on Oct. 1 to current SCCOE staff who satisfied eligibility requirement the previous program year.

If it is unreasonably difficult due to a medical condition for you to fully participate in the Vitality program and earn Vitality Points and/or achieve status, please call Vitality at 877.224.7117 and they will work with you to develop another way for you to participate.

Visit PowerofVitality.com, for complete Vitality program details



Get Started

Powerof Vitality.com Vitality Today App



Santa Clara County

In this presentation you will learn:

- → Who we are and what we do
- → How we "Frame Our Future"
- → How we communicate
- → When the media calls
- → The Public Records Act, and how it affects you







Our services include:

- → Media relations
- Publications external
- → Publications internal
- → Publications references
- → News releases
- → Video services
- → Translation services

- → Recognitions and events
- → Special projects
- → Graphic design
- → Commercial printing
- Conference center rental

Santa Clara County 🗳 Office of Education



Improve student equity and access to high quality education



Provide support to districts, communities, schools, and students









Improve organizational effectiveness and efficiency





How your employer communicates with you:

Vital communication

- → News Roundup
- → Email notification
- → Monday memo
- **Opt-in communication**
- → Education Bulletin
- → Social media
- → Emergency SMS notification



COMUNIDAD DEL VALLE

When the media calls



Purdy on NFL draft: Raiders must find players ready to step in right now SPORTS

JACKSON F L WARRIORS REGRET



Thompson: Owner Joe Lacob puts team's future in jeopardy sports



BAY AREA NEWS GROUP LION BAY AREA READERS WEEKLY IN PRINT AND ONLINE

WEDNESDAY, MAY 16, 2018

24/7 NEWS COVERAGE ON WWW.MERCURYNEW

TODAY'S DAILY DEAL

6

EDUCATION REPORT SCCOE employee emails reveal misconduct



The Public Records Act

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Questions & Answers



Media & Communications | Public Affairs Branch

Santa Clara County

Public Affairs Branch

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Summer Reeves Public Relations Specialist ext. 6824

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