

Auxiliary Adviser

"Providing Services That Power Education"

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Introducing the New Director of Custodial Services

Effective November 1, Custodial Services will be a separate department in Maintenance and Operations and the Director of Custodial Services will be **Aaron Springs, Jr.**

"I am excited about this new era for WCPSS custodial services under the leadership of Aaron Springs. His approach is not to "rest on our heels", but to continue to look for ways to improve our service," said **Joe Desormeaux**, Senior Director of Maintenance and Operations.

Springs has nearly 20 years of experience in custodial services at WCPSS. He joined the school system in 1987, after being hired as Head Custodian for Brentwood Elementary. Since then, Springs has worked in a variety of leadership positions - from a custodial supervisor to supervisor of the entire custodial services. For the last seven years, Aaron has most recently served as the custodial services administrator.

"Aaron has worked his way up through the custodial field. He is very dedicated to the school system, works very hard, receives great respect from his staff and knows our custodial function 'inside out'," said Desormeaux.

As Director of Custodial Services, Springs will be responsible for managing all aspects of this new department, including preparing the budget, administering contracts, and hiring new employees. Springs says he's excited about the transition and looks forward to working with everyone in his new role.

"Custodial Services is a very unique department that has continued to adapt with our growth over the last 20 years," said Springs. "We have a very multi-talented and dedicated set of employees in Custodial Services. I hope to enhance the Custodial program on all levels with training, promotion and the exchanging of ideas to further enhance the department."

Custodial Services emerged as its own department after it outgrew its home in Buildings and Grounds. It has become a multi-million dollar operation. The staff includes more than 500 in-house custodians and around 400 full-time employees in contracts.

"Custodial services have grown to be a \$29 million function," explained Desormeaux. "For many years it has been under the Buildings and Grounds Director, but it was time to separate the two and provide undivided leadership from a director for both."

The change means Maintenance and Operations will now consist of four separate departments, each with its own director: Energy & Physical Plant, Director **Bob Bittner**, Building and Grounds, Director **Gary Haithcock**, General Services, Director **Greg Clark**, and Custodial Services, Director **Aaron Springs**.

AUXILIARY SERVICES DIVISION

Vision

Providing Services That Power Education

Mission Statement

Provide quality facilities and support services to ensure safe, healthy, inviting and optimal learning environments.

Goals

- 1.) Recruit, develop and retain a qualified and high quality workforce.
- 2.) Provide and maintain quality facilities and support services that result in a safe and healthy learning environment.
- 3.) Effectively communicate successes, challenges and needs.

M&O Upgrades Computerized Systems

Denise Boughton, MAXIMO Manager, Maintenance and Operations

The Maintenance and Operations Department completed two major upgrades to the department's computerized maintenance management system (CMMS), MAXIMO as well as the MAXIMO Mobile Work Manager Application (MMWM). We upgraded from MAXIMO 4.1.1 to MAXIMO 5.2 the weekend of September 8 and 9.

As with any software upgrade, it is important to communicate any login or end user issues to the Maintenance Department. If you are experiencing any issues related to the MAXIMO application, please call our **M&O Customer Service Center at 856-8120**. Give as much detail as you can about the problem that you are experiencing. The M&O Customer Service staff will forward these issues to the MAXIMO Team for investigation and resolution.

One major benefit is that the application is now 100 percent web-based. This means that our maintenance staff as well as our customers can access MAXIMO from any computer system with intranet access. The old version of MAXIMO 4.1.1 only allowed our customers web access.

MAXIMO 5.2 has impressive new features, such as enhanced reporting capabilities that allow us the ability to define and display key performance indicators (KPIs) to our staff and customers. This will identify areas that need improvement. Look for these KPIs coming to your Start Center screen soon. MAXIMO 5.2 has many additional application enhancements. Many of these are discuss in our MAXIMO 5 training classes.

Training is offered every month. We offer classes for maintenance staff and maintenance customers. You may register for MAXIMO class via E-schools.

MAXIMO Team Members are: **Denise Boughton**, MAXIMO Applications Manager (dboughton@wcpss.net), **Petra Harris**, MAXIMO System Administrator (pharris2@wcpss.net), **Robert Yates**, MAXIMO Data Manager (ryates@wcpss.net), and **Angie Hunter**, MAXIMO Data Manager (akhunter@wcpss.net).

District Holds Community Engagement Meetings

Enrollment in the Wake County Public School System increased to 134,002 on the 20th day of the 2006-07 school year, 6,000 students more than last year. This increase in enrollment made WCPSS the largest school district in NC, passing Charlotte Mecklenburg schools which reported a 20th day enrollment of 132,281. As the school system continues to experience dramatic growth, three new schools will open for 2008-09.

WCPSS is in the process of holding a series of 4 Community Engagement Meetings across the county from Oct. 29 through Nov. 27 to inform and involve the public in the student assignment process. The Office of Growth Management will incorporate data from these meetings into a draft proposal, which the department plans to release in December for the community to review and provide feedback. Growth Management will then review the input and present a revised plan to the Board of Education on January 8. The Board of Education will schedule public hearings and work sessions. The board is expected to vote on a Growth Management Plan at its February 5 meeting.

Transportation Policy Review Committee

At the October 16 Board of Education meeting, the Transportation Policy Review Committee presented its findings and recommendations to the board.

The Transportation Review Committee, which was composed of parents and school administrators, was established in June 2007, to review WCPSS' existing transportation policies and procedures, as well as to consider safety concerns from parents and the community.

During a three month review period, the committee studied policies on establishing bus routes and stops, learned about the department's day to day responsibilities, and discussed common community-related and parental concerns.

The Transportation Policy Review Committee came up with the following 5 recommendations:

- **SAFETY** - Safety should be better promoted within schools by utilizing a student/parent contract.

- **COMMUNICATION** - Communication should be a priority. Policies should be reviewed for clarity and promoted via websites, newsletters, and school presentations. Department should review and improve availability and response times, including procedures for telephone and email response.
- **CONSISTENCY** - Implementation and enforcement of transportation procedures need to be more consistent.
- **ENFORCEMENT** - Prohibit students from riding unassigned buses, or boarding/exiting at unassigned stops. Committee recommends adding this to the bus discipline referral form.
- **EVALUATION** - Transportation policy review committee should be continued with more representation. Committee should address several areas of further study.

Making Progress on CFAC Recommendations

At its October 2 meeting, the Board of Education heard from **Don Haydon**, WCPSS Chief of Facilities and Operations, about the recommendations of the Citizens' Facilities Advisory Committee. The committee was established jointly by the Board of Education and the Board of County Commissioners in June 2006, and charged with examining the construction practices used by the county, beginning with those of the Wake County Public School System. The committee met over the course of a year and formulated twenty-seven recommendations, affirmed certain current practices and called for further study in other areas. Their report was presented to a joint meeting of the two boards on September 19. Haydon, who has worked closely with CFAC members, presented an overview of their findings and recommendations.

The school system has already begun integrating CFAC recommendations into its operations such as the proposed cafetorium changes to middle school designs. The board approved plans to build middle school cafeteriums at its October 16 meeting. The plans would save more than \$300,000 and about 2,000 square feet per school.

News for WCPSS Employees Interested In Becoming Teachers

Good news for WCPSS paraprofessionals - teacher assistants, secretaries, bus drivers, child nutrition cashier/assistants - and other WCPSS employees who have a four-year degree and are interested in being certified as teachers! The school system has won a \$2,000,000 grant for a five-year-period funded by the US Department of Education Transition to Teaching Program. The TEACH-UP program is geared toward paraprofessionals interested in moving up to the profession of teaching. Selected participants will be eligible to receive intensive mentoring and financial assistance up to \$5,000.00! Visit the Human Resources departmental website for more information on the [TEACH-UP](#) program.

Fraud Prevention Class a 'Great Experience' Says Bob Snidemiller

As Director of Finance for Auxiliary Services, **Bob Snidemiller** shuffles a wide array of responsibilities. Bob and his staff work with the management of the auxiliary services departments to ensure processes and procedures are in place and followed to promote fiscal accountability. On any given day, he could be investigating unusual transactions to verify that the costs are legitimate. Often he finds himself communicating with outside vendors to get clarification on invoices or contracts that don't look right. He also spends time working with the Controllers or CFOs of our construction contractors to train them on what type of documentation the district will need to accompany their pay applications.

"We do this so we can verify the costs on our jobs," said Snidemiller. "It's extremely important that we are being accountable for each tax dollar we spend."

Because of the nature of his job, just last month Snidemiller decided to attend a three day course titled *Fraud Prevention and Detection* at UNC Charlotte.

"I took the course to gain a better understanding of how to detect fraud and learn about the different types of fraud schemes presented in the course."

The course is part of UNC Charlotte's Forensic Accounting Certificate Program. Just as it sounds, forensic accounting combines accounting and auditing practices with detective work. The course covers the different types of financial analysis used to spot red flags and highlights several types of fraudulent schemes including those embedded in financial statements, expense reimbursements and payroll.

Those who attended learned how to conduct fraud investigations; the instructor also highlighted recent fraud cases.

"I came away with a new appreciation of how many different ways a business can be vulnerable to fraud"

Snidemiller says he heard about the class from other administrators. He describes his experience as great and eye-opening. But what was most encouraging to him was the fact that WCPSS is implementing some of the fraud prevention tactics mentioned in the course, such as ACL—the new data-mining software that can look for trends and irregularities.

"I thought most of the material presented in this course was both timely and relevant to our efforts within the system."

He says WCPSS has also added finance and audit staff that will be trained in fraud prevention and detection techniques. They will learn how to use audit tools to aid in the detection of fraud or potential weaknesses in the system. With many procedures already in place that help to deter fraud, Snidemiller believes everyone should work together to make sure we're running an open and honest system.

"It is important that WCPSS employees understand the value of being accountable for the money we spend. I will communicate to budget managers and fiscal staff some of the things that I've learned to help them in their review of transactions to identify unusual items or items that may need further investigation."

Facilities Turns out for JDRF Walk to Cure Diabetes

On October 27, walkers laced up for the Triangle's annual Juvenile Diabetes Research Foundation's (JDRF) Walk to Cure Diabetes in RTP. WCPSS employees showed up by the hundreds last month to support the cause, including several from our Facilities department. Here's what some of our very own said about the event.

"The clouds gave way to a beautiful sunny day. Everyone seemed to have fun running, walking, and talking. There was plenty of fun, friends, and fellowship. Laughter filled the air and all people regardless of race, creed, or color joined together for the "Race for the Cure". It was truly a great time."

Zack Davis

Joint Use Administrator

*"Once again we had a great time at the JDRF walk. I captained it for a second year and was quite proud of my team (**Zack Davis, Elizabeth Sharpe, Tammie Hall, Steve Zetts, Tom Ochterski, Mike Burriss** and their families) for working so hard to raise money for such a great cause. Last year our goal was \$1000 and we exceeded it with \$1291. This year our goal was \$1875 and for 7 people that almost seemed almost unattainable since several team members had \$500 goals! But I was extremely proud when they met their goals and raised at least twice that of last year approximately \$2,275.75! (it may actually be more, but we shall see as the totals come in a few weeks from now). Also it was great for **Betty Parker** to join us at the last moment with her nephew to walk with us."*

Cindy Graf

Secretary, Program Controls
Facilities Design & Construction

Juvenile Diabetes Research Foundation's (JDRF) Walk program is among the most successful fundraising events in the world, involving more than 500,000 people at 200 locations in 13 countries. Funds are raised by individual and team walkers obtaining donations from family, friends, co-workers and neighbors.

WCPSS High School New Menus a Huge Success

Jill Hively, Senior Administrator, Child Nutrition Services

In an effort to better meet the preferences and calorie needs of our high school students, WCPSS Child Nutrition Services made some exciting changes to our lunch menus. The always popular items are now offered as part of our \$2.00 Meal Deals. This means Crispy Chicken Sandwiches, Colossal Burgers, and many more are now part of the offered entrees on the monthly menus. This menu change has resulted in a significant increase in lunch participation at our high schools and CNS is proud to offer these students nutritious meals in a safe environment at a reasonable price.

We were featured in the News & Observer on August 22, and were on NBC17 and WTVD on August 20th promoting our new menus.

Congratulations!

Beth Ann Williams, Training Specialist, Organizational Development

We have three employees who currently completed their WCPSS Apprenticeship program. Congratulations to **Tony Jernigan** and **Jackie Jeffries** for receiving their MTE Journeyman certifications. Each participant was recognized for completing 4000 hours of OJT (on-the-job) training and 288 hours of classroom instruction. Also, congratulations to **Les Ellis**, Area Facility Manager for receiving his AFM Journeyman certification. Les completed 4000 hours of OJT and 410 hours of classroom instruction.

Mark Your Calendar

Daylight Savings Time
Nov. 4

Thanksgiving Break
Nov. 22-23

Martin Luther King Jr. Day
Jan. 14

Veteran's Day
Nov. 12

Winter Break
Dec. 24 – Jan. 1

Reminders

- Set your clock back one hour for daylight savings Nov. 4.
- The last day to enroll in Flex Benefits is Nov. 16!

Training Schedule Computers/Technical/American Red Cross

OSHA State of the Art PPE's

November 6
8 a.m. – 12 noon
Vinyl Villa "Building G"
SRN: 279007401

LCN Door Closure Training

November 6
RQR Old Refrigeration
Shop
SRN: 279028201
SRN: 279028202New

New Employee Orientation (2-days)

November 6 - 7
RQR Computer Lab

Pre-Retirement Meetings for 2007-08

November 7
Harriet B. Webster
Center-Crossroads
SRN: 271250405

Lotus Notes

November 13
9 a.m. – 11 a.m.
RQR Computer Lab
SRN: 279015103

OSHA Electrical Hands On

November 14
8 a.m. – 12 noon
Old Refrigeration Shop
SRN: 279028301

New Employee Orientation (2-days)

RQR Computer Lab
November 20 – 21
Call Karen Narron 664-
5729 to register

Oracle For Non-School based Budget Managers

November 30
8:30 a.m. – 12:30 a.m.
OCIPD-Webster Center
SRN: 27151303

MAXIMO

MAXIMO Handheld Training

For M & O staff only
November 14
8:30 AM - 3:00 PM
RQR – Training Center

MAXIMO 5.2 Training

For M & O staff only
November 15
8:30 AM - 12:00 PM
RQR – Training Center

MAXIMO Training (SelfService Application)

MAXIMO for school users ONLY
November 15
2:00 PM - 3:00 PM
RQR – Training Center

Please contact Beth Williams (bwilliams2@wcpss.net or 856-8018) to register for the new employee orientation. To register for all other classes, go to <https://ero3.eschoolsolutions.com/user/login.taf?orgID=42358&userID=&PIN=&function>. Enter your user ID=SS# and Pin=last four digits of your SS#. If you have questions about MAXIMO training, please contact Petra Harris, MAXIMO System Administrator, at 856-8128 or pharris2@wcpss.net. For questions about all other classes, please contact Beth Williams.

Stay Informed

The *Auxiliary Adviser* is e-mailed to subscribers in the school system and posted on the Internet. A hard copy of the *Adviser* is sent to the head custodian and child nutrition staff at each school and to each district transportation manager. To have the newsletter e-mailed to you directly, simply send an e-mail with "subscribe" in the subject line, to asmith9@wcpss.net.



WAKE COUNTY
PUBLIC SCHOOL SYSTEM

"Providing Services That Power Education"