

## ***Substitute Unit Frequently Asked Questions***

**Q: How can schools request substitutes using the online SmartFindExpress System?**

A: Substitute teaching assignments must be accessed utilizing the online SmartFindExpress system at: <https://lausd.eschoolsolutions.com> or by phone at (877) 528-7378 or (877) LAUSD SUB.

*\*\*Please note: Not all video instructions on the login page apply to LAUSD users\*\**

**Q: Do I need a Job Number from SmartFindExpress in order to work?**

A: Yes, it is mandatory to have a Job Number before you report to a school for work. A Job Number allows you to reconcile time-reporting and payroll records, and provides audit reports of number of days worked, unavailables, etc. You should also maintain detailed records of days/hours worked to reconcile payroll statements.

**Q: Will I have the same Job Number for all my jobs?**

A: No. Every new job you accept will have its own Job Number. (Ex.: If you were originally called for a job and you are asked to continue beyond the original request, then you need a new Job Number).

**Q: How do I update my permanent and emergency contact information?**

A: You are responsible for making changes to your official address and/or telephone number. Use LAUSD Employee self-service at <https://ess.lausd.net>, select "My Profile" to amend your permanent and emergency contact information for district records.

**Q: How do I complete the Reasonable Assurance and Availability forms (R/A) for the 2019-2020 school year?**

A: The Reasonable Assurance and Availability renewal forms will be sent to your LAUSD email account. Do not return the forms unless you are making calling area, subject, or level changes. Your Fall or Summer start date will be programmatically entered into the SmartFind Express system.

**Q: Do Contract Pool/Displaced teachers have priority over day to day Substitute Teachers?**

A: The District requires all substitute assignments be filled according to the Collective Bargaining provisions in calling priority as follows:

1. Contract Pool Teachers temporarily assigned to the substitute pool will be the first assigned substitute teachers of the day regardless of any pre-arranged or requested substitute teachers by schools or employees.
2. All remaining Certificated Substitute assignments are required to then be filled by the calling priority order found in the UTLA/District Agreement Article XIX, 5.3.

**Q: Do the Displaced/Contract Pool teachers have to accept the first call of the day and will they have multiple choices via phone or on-line?**

A: Displaced teachers are contracted and must adhere to UTLA contract agreement and must accept the first assignment. If a displaced teacher has not been contacted for an assignment by 7:00 am, they must report to their assigned default location.

**Q: Do I need to make sure that my credential is current?**

A: Yes. It is your responsibility to make sure that your credential is renewed as required. Go to [www.ctc.ca.gov](http://www.ctc.ca.gov) and click on "Renew Your Document" button and then "Educator Login" button for credential renewal.

If your renewal is granted within 5 days of its expiration, you may call Credential Services at (213) 241-5300 and ask to speak to the Credential Specialist managing your surname. Please note that if your Emergency 30-Day Substitute Permit is not renewed prior to the expiration date, you may be separated from the District.

**Q: If I have an extended assignment, but I am not fully credentialed in that assignment's subject area, what can I do?**

A: If you are to work more than 30 consecutive days in a general education assignment or more than 20 days in a special education assignment, the site administrator must contact the Personnel Specialist for his/her school. The Personnel Specialist/Credential Unit will determine if you qualify to continue for the duration of the assignment.

**Q: Can I be requested any day of the week if I state my available days as only Monday and Friday?**

A: No, you must be available in the automated calling system for all of the requested days.

**Q: May a substitute change from elementary to secondary service or vice versa?**

A: Yes, but only once per semester. You may send a request via your LAUSD email account to [subdesk@lausd.net](mailto:subdesk@lausd.net), indicating your requested service level change. Please include your employee number.

**Q: What constitutes a late call?**

A: A call received after 7 a.m. or less than one hour from the start time at the school is a late call. If the substitute would like to make up the minutes missed, the substitute *MUST* arrange this with the school's administration upon arrival. The substitute can make up only the minutes missed and may not exceed one hour. Please call the school to inform the office staff you are on the way.

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**Q: What is the difference between being "Prearranged" and being "Specified" for a job?**

A: If you are Prearranged in a job, you have agreed in advance to report to the school site and the school will give you a job number. You **WILL NOT** receive a call from SmartFind Express. Only school office personnel can prearrange you into a job; Teachers **CANNOT**.

If you are Specified for a job, the school or teacher requests you for a job. SmartFind Express will call and offer you the assignment. **You must accept the job in order to be assigned and receive a job number.** Alternatively, you may visit <https://lausd.eschoolsolutions.com> or call 1-877-528-7378 to accept your assignment prior to morning callout on the day of the job.

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**Q: What is "stand-by" status?**

A: Stand-by status means that you will not be able to be name requested and can receive a job for the day only if all other substitutes with seniority (priority) already have jobs for the day. You may be placed on stand-by if you receive more than 10 unavailables in a semester or if you receive 2 inadequate service reports in a semester.

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**Q: What constitutes unavailability for a day?**

A: A substitute teacher is considered "unavailable" if he/she: fails to answer the telephone personally between 5:30 a.m. and 8:30 a.m., declines assignments within his/her chosen service area (North, South or Central), cancels a previously accepted assignment, hangs up the phone during the offer of assignment or the system receives a busy signal during the above specified hours.

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**Q: What is the difference between making myself "unavailable", as opposed to "do not call"?**

A: "Unavailable" means that you cannot work for a selected time period. The SmartFindExpress system can still call you with offers for future jobs if you select that option when scheduling unavailable days.

When you create a "Do Not Call", you are telling the automated substitute calling system that you do not want to receive any calls during that time period. SmartFindExpress will not call you for any reason (e.g. random calls, requests, or future requests) until the end of the selected time period.

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**Q: How do "unavailables" work?**

A: You can report yourself as unavailable (or do not call). If you are unavailable for one day, then that day counts as one unavailable. If you are unavailable for multiple, consecutive days, that counts as one unavailable. If the days you are unavailable are not consecutive, they each count as a separate unavailable.

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**Q: What is the time period counted for "unavailables"?**

A: August 20<sup>th</sup>, 2019 thru January 10<sup>th</sup>, 2020 and January 13<sup>th</sup>, 2020 thru June 12<sup>th</sup>, 2020 are the semesters used to count unavailables. If you receive more than 10 unavailables in a semester, you could be placed on stand-by status or separated from employment. (Maximum number of days to be unavailable for a school year may not exceed 90 days).

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**Q: When do I qualify for extended pay?**

A: You qualify for extended pay on the 21<sup>st</sup> day of continuous service in the same general education classroom or on the 16<sup>th</sup> consecutive working day in a special education assignment. In addition, if you are assigned to an unfilled position in which you close out the classroom, or, in a secondary school, close a class at the end of the semester, you will receive the extended pay rate.

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**Q: Do I get additional pay for working an auxiliary period?**

A: Yes. **If you arrange with the school administrator when you arrive at the school site.** You can work the equivalent of one additional period, *before or after* the regular school day.

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**Q: Do I get additional pay for substituting during a conference period?**

A: No, you do not. Substitutes may be called upon to teach as part of the regular school day.

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**Q: Do I get additional pay if I work 130 days in a school year?**

A: Yes, you will receive the continuity rate of one hour of pro-rated pay per day starting on the 131<sup>st</sup> day of service during the school year (between July 1st and June 30<sup>th</sup>).

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**Q: Is there work available for K-12 substitute teachers at Early Education Centers during any of the recess periods?**

A: No. K-12 substitute teachers are assigned jobs for special education teachers at Early Education Centers (EEC). EEC special education teachers follow the traditional school calendar and are on recess during Thanksgiving, Winter, Spring and Summer breaks.

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**Q: Is there work available for K-12 substitute teachers at other schools during any of the recess periods?**  
A: Work is not available for K-12 substitute teachers during the Thanksgiving, Winter, Spring and Summer recess periods. Per the Collective Bargaining Agreement, Article XIX, Section 5.4, during portions of the summer recess, there is a limited number of K-12 substitutes selected to be part of a pool who may be called to work.

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**Q: Do I need to keep my email account active and current?**  
A: Yes. The Substitute Unit, as well as other District offices use emails as a primary means of providing pertinent information to you as a District employee. You should be checking your emails daily for assignment information.

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**Q: Am I able to access my LAUSD email account via my phone or via computer outside of a District location?**  
A: Yes, your LAUSD email account is accessible anywhere, on any device, that allows you to connect to the internet.

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**Q: Can substitutes receive health benefits?**  
A: Yes, if you have worked at least 600 regular hours in a fiscal year between July 1<sup>st</sup> and June 30<sup>th</sup>, you may be eligible for benefit coverage beginning the following September 1<sup>st</sup> through August 31<sup>st</sup>. If eligible, you need to enroll. If you have benefits and do not work at least one day in a pay period, you will lose your health benefits. If you work in a subsequent month, you must re-enroll in benefits. As an exception, if you have worked in May and receive pay in June for the May service, your health benefits will remain active for June, July and August. If you are separated from employment for any reason (e.g. too many unavailables, Inadequate Service Reports, expired credential, etc.) and are reinstated, you must re-enroll for health benefits. For more information, contact the Health Benefits Office at (213) 241-4262.

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**Q: Can substitutes receive paid sick days?**  
A: Yes, eligible substitute employees are entitled to up to four (4) paid sick days or 24 hours in a 12-month period beginning on the **90<sup>th</sup> working day** of employment. Paid sick days may only be used on days the employee is scheduled to work or offered an assignment.

Day to Day K-12 substitute teachers may request to use their illness benefit after declining a call from SmartFindExpress using "ILLNESS" as the reason when prompted, then completing and submitting the Certification/Request of Absence for Illness, Family Illness, New Child form (Form No. 60.ILL).

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**Q: When should I send in my illness form?**  
A: Your Illness Form should be submitted **within 24 hours of your absence**, but no more than 30 calendar days after the absence has occurred. Illness Form No. 60.ILL may be obtained online at <http://achieve.lausd.net/sub> under "Forms and Publications". The completed form must be emailed to the Certificated Substitute Unit at [subillnessreporting@lausd.net](mailto:subillnessreporting@lausd.net). Please allow 3-5 business days to process your illness pay request.

Substitute teachers in extended assignments should submit Form No. 60.ILL to their school or work site.

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**Q: Do I need to complete the mandatory Child Abuse Awareness Training (CAAT) and the Suicide Prevention and Awareness Training (SPAT)?**  
A: Yes, CAAT training is to ensure that all LAUSD employees clearly understand their responsibility as Mandated Reporters of suspected child abuse. Substitutes are to complete the online training twice a year. Please also be reminded that all employees must complete the online Suicide Prevention and Awareness Training (SPAT) annually. Both are available at the MyPLN website. Log in to: <https://achieve.lausd.net/mypln>, and launch the trainings from your Transcript page. Note: MyPLN requires current versions of Firefox or Google Chrome and Pop-up Blocker must be disabled.

**Failure to adhere to the above information could result in separation from employment.**

### **SUBSTITUTE TEACHER RESOURCES:**

Substitute Unit Help Desk: (213) 241-6117  
Substitute Unit Fax: (213) 241-8410  
Substitute Unit Toll Free: (844) 244-9869

Address and Telephone Changes: <https://ess.lausd.net>

Submit Illness Forms: [subillnessreporting@lausd.net](mailto:subillnessreporting@lausd.net)

SmartFind Express: (877) 528-7378 or (877) LAUSD SUB

SmartFind Express Web: <https://lausd.eschoolsolutions.com/>

Note: Phone registration is required **BEFORE** accessing the SmartFind system website.