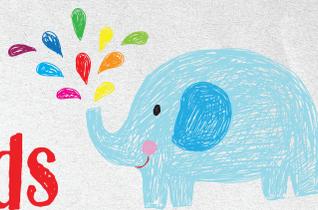


# Big help for little kids

above and beyond compliance



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## Child Garden Montessori finds an ideal partner in Teachers On Call® for its last-minute and long-term substitute talent

Child Garden is a private Montessori school for children from the ages of six weeks through six years, located near central Minneapolis. Facing higher turnover and a rise in last-minute absences, the center didn't have a consistent or reliable source for its short- or long-term substitute teachers and classroom aides. Then it found a proven partner in Teachers On Call (TOC).

### Challenge

Child Garden has a capacity of 246 students, and a staff of 55 full- and part-time employees. With unemployment lowering in recent years, the center was seeing an increase in staff turnover. At the same time, local demand was growing fast for qualified, caring early childhood educators. The center's usual methods for finding substitute teachers were simply no longer keeping up.

It soon became difficult to find full-time people, much less a pool of substitute teachers and classroom aides who were ready to fill last-minute absences. The school offers an all-day program for working parents, who are extra-sensitive to any risk of disruption. To operate at full capacity and maintain its state-mandated teacher:student ratios, directors at Child Garden realized they needed expert help.

### Solution

Child Garden had been contacting Teachers On Call for years, but mostly in the event of emergency. Then center directors began to work with the team on a more robust talent strategy for short- and long-term substitute talent. TOC quickly built a sequestered pool of specialized talent, who met state licensing requirements and were prepared to work on short notice. The pool was screened to ensure caring, compassionate people who were all committed to excellent child care and education.

TOC brought deep expertise, while recruiting year-round. The team refined its process to manage last-minute absences, and to provide consistent service as an extension of the center's HR staff. They set up an online absence management tool for more seamless, efficient delivery of qualified talent.

### Results

In the first year of implementing the new talent strategy, TOC filled **1,100+** positions at the center. The next year activity jumped to **2,900+** fills, and the center was enabled to operate at its **full capacity**. Online scheduling streamlined multiple requests—some days, for as many as 20 substitute teachers.

Meanwhile, parents were less exposed to turnover, since TOC filled long-term positions with reliable, caring substitutes until a full-time hire was made. In fact, the client was so satisfied with some of our substitutes, they hired them to fill those same full-time roles.

### Patrick Lenihan, operations manager at Child Garden Montessori, confirmed:

"Teachers On Call has done a wonderful job of providing consistently clear and open communication, and their substitutes have gone above and beyond in fulfilling the needs of Child Garden Montessori. When I call TOC with any questions or concerns, I feel I have their full attention and support. Their service is professional, and their online management website is very user-friendly."



Don't wait until your need is urgent! Contact Teachers On Call today to get set up in case you need us later. There is no obligation.

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