

## ***Understanding the HARRI (SmartFind Express) System***

### **How does HARRI choose who to call first?**

The Search Rules determine how the system is going to find a qualified substitute to fill each job. Each classification has a search rule and uses this rule to determine which lists apply and the order used to call substitutes.

The standard search rule used for teachers is Typical I, which is described by the vendor (eSchool Solutions) as the most common and attempts to meet the employee and location requests for substitutes. The substitute's profile is used in this search rule to create the classification and general lists. The classification list is created from the classifications that are listed on the substitute's profile.

### **What happens during the callout process?**

<b>Order</b>	<b>List</b>
<b>1</b>	Is there an assigned substitute—if yes—no search is required.
<b>2</b>	Is there a requested substitute—if yes—attempts are made to contact the substitute. If the substitute declines the job, the system moves on to the next step. If the substitute is unable to be reached, the system will attempt to call the substitute, but if unable to reach the substitute it will move on to the next step.
<b>3</b>	Is there a preferred list of staff at the location with that classification? If yes, the substitute will be called first. If no, the system will move on to the next step.
<b>4</b>	Is there a general preferred list at the work location? If yes, the preferred location list will be called first and then the system will move on to the next step.
<b>5</b>	System will restart the search attempting to reach substitutes that were unable to be reached when the system originally called.
<b>6</b>	The system will then move on to the Classification List—the system will call out for substitutes with that particular classification attached to their profile.
<b>7</b>	The system will restart the search to attempt to reach anyone with classification.
<b>8</b>	The system will then move on to the General Callout. This is open to all qualified that have the location in their profile.
<b>9</b>	The system will research the search in an attempt to reach anyone with the location in their profile.
<b>10</b>	Job will upload as open/unfilled.

**How does HARRI choose who can see an available job? E.g., can all math OT's see all available math jobs that HARRI is trying to fill?**

There are a number of things that need to be determined first. Is the substitute available for the job? Does the substitute have the day in their schedule? Are they working at another job and there is an overlap of times? Does the substitute have the location in their profile?

During callout the requested substitute will see the job first, and then system will open up to those preferred by the location, and then those with the classification and finally to all substitutes will be able to see this job during the general callout.

**How does HARRI distribute jobs equally to OT's?**

This is part of the search rules used. The system has been programmed to remember where it left off and begin calling again from that person on.

**How does HARRI choose who to call if the first person declines the job?**

This is part of the search rules. Please see the order chart (previous page).

**When does HARRI make the job available to non-math OT?**

This would be at the general callout stage.

**When Ms. Math OT declines a job that day, when does HARRI make another job available to Ms. OT?**

Based on the number of jobs available, it could be immediately. The system has 12 active lines calling out for the different jobs at any one time.

**When does HARRI make non-math jobs available to Ms. Math OT?**

This is part of the general callout.

**Does HARRI make jobs done by Ms. Math OT previously available more often in future to her rather than other OT's?**

This is not part of the program. A substitute can be added to the priority list of the school, if the school supports this, and that would give them preference to future jobs in their classification at a particular location.

**How many refusals before HARRI stops calling you?**

HARRI will stop calling after three declines. HARRI will stop calling the substitute's number after five calls that were picked up by an answering machine.

**What is average unfilled jobs per day and week?**

This is a very low number as the Business Managers are responsible for ensuring that jobs are filled and on-calls are provided so they are actively working each day to ensure coverage is provided for all jobs at their location.

**What is average number of OT's on days with unfilled jobs?**

The system does not provide a count of available substitutes on any given day. The average number of OT's that are available each day are dependent on whether or not the day is available in their schedule, whether or not they are available to work (as some may not modify their schedule), whether or not they have the location in their profile, etc.

**When does HARRI stop calling for a particular job.**

Callout by the system for future jobs begins at 5:30 PM the night before. Callout will stop at 10:00 PM and not resume until 6:00 AM the next day. Callout for current (today's) jobs begin at 6:00 AM. The system will continue to call out until 35% of the job's time has elapsed.

**If an OT turns down a job as "not appropriate" is that job ever offered or visible to that OT? Example: An OT turns down a 2/3 job because a 3/3 is desired, but if none available the OT would take a 2/3 job at the last minute.**

If a job is turned down for any reason, you will not see that job again. You have declined it. The system will record that and move on to the next available OT.