

## **ExCEL Attendance, EMS, and Early Release Policy FAQ**

### **1. Who do I contact when I have a question related to EMS?**

Before a site contacts ExCEL for an EMS related questions, identify the issue by the following:

- A. Technical issue please contact Cityspan at 1-866-469-6884.
- B. If you have questions regarding how to do something on EMS, review the EMS Manual and Training videos available on ExCEL HUB at <https://healthiersfexcel.org/>.
- C. If your site still has questions please contact Jennifer Quevedo at [quevedoj@sfusd.edu](mailto:quevedoj@sfusd.edu).

### **2. Who do I contact for monthly attendance unlocks?**

Email Jennifer Quevedo at [quevedoj@sfusd.edu](mailto:quevedoj@sfusd.edu) and cc your Program Manager in this email, if your attendance needs to be unlocked.

### **3. Who do I contact when I have a question related to Early Release Policy and Attendance Procedures?**

Review the Early Release Policy and attendance guidelines with your Program Manager. If additional questions come up, please Karina Henriquez at [henriquezk@sfusd.edu](mailto:henriquezk@sfusd.edu).

### **4. Can ER codes be auto-populated using the EMS system?**

No, ER codes cannot be auto-populated using EMS.

### **5. Does ExCEL require an Early Release Form?**

No, ExCEL does not require an Early Release form for every Early Release Code.

### **6. Can an alternative sign in/out sheet be developed that includes parent signature?**

- Yes. Sites can develop their own internal sign in/out sheet for internal use only.
- An alternative sign in/out sheet cannot be made available on the EMS
- The sign in/out sheets that are required for audit purposes must be the ones generated from EMS.
- Any site that develops an alternative sign in/out sheet must continue to use the EMS generated sign in/out sheet.
- The alternative sign in/out sheet should NOT be provided during attendance audits.

### **7. Can I transfer the information from an alternative sign in/out sheet to an ExCEL sign in/out sheet?**

NO. Both the ExCEL and alternative sign in/out sheet should be completed independently of each other.

### **8. If a student leaves the program for a "parallel" program (i.e. soccer practice) and then returns, how should this be documented? Another example- leaves program and then returns from doctor appointment.**

ExCEL does not require such documentation. Each agency can develop internal systems and structures to track those students.

### **9. When will the Early Release policy be available in multiple languages on the HUB?**

The translated document will be available on the HUB by the end of August 2017.

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### **10. What are the attendance guidelines for currently operating before school programs?**

As of 7/2017, ExCEL no longer has a Before School Grant.

### **11. When can we expect TK student information to be available in the EMS system for registration?**

- a. Students should be in the EMS system by the first week of school.
- b. If student are still not showing up after the first week of school, please refer to pages 15-18 on the EMS Guideline for troubleshooting.
- c. If you've completed step b and still cannot find students on EMS, Please let Jennifer Quevedo at [Quevedoj@sfusd.edu](mailto:Quevedoj@sfusd.edu).