Frontline Roll-Out Frequently Asked Questions

In an effort to facilitate open communication, we have compiled this list of some questions that have been raised about our anticipated roll-out of the Frontline Absence and Substitute Reporting program. Our hope is to work collaboratively with all of our certificated and classified staff to smoothly implement the Frontline system that we believe will greatly benefit us all and allow us to utilize our resources to their maximum potential.

Below are some initial questions that have been posed. We will continue to revise this list as we receive more questions or concerns. Please don't hesitate to email Jeremy Lyche or your Association Leadership with any questions or concerns.

What is Frontline?
- Frontline is a program that will enable staff to input absences and request substitutes through their web portal, phone app, or through a phone call to a 1-800 number. Frontline has proven itself to be an effective and reliable resource that is currently used by over 12,000 entities nationwide, including nearly every school district in San Diego County.

Why is the District interested in this program? What are some of the benefits?
- Currently, a considerable amount of time is spent each day contacting and obtaining substitutes. This program will streamline the absence reporting and substitute acquisition process by allowing absences to be input into the Frontline program which can then begin contacting substitutes who will have the option of accepting positions electronically.

- Using Frontline, employees can develop a list of their "favorite" substitutes that the system will contact in rank order. Additionally, the system will allow for future substitute requests, allowing more effective long-term planning.

- We are confident that Frontline will save our employees time and effort in absence reporting and substitute requesting. Through Frontline, employees will enter their absences and request their substitutes at the same time through the Frontline program and will no longer have to enter absences in Peoplesoft.

What type of personal information will this third party get from CUSD?
- Employee name, work location, and employee identification number will be housed in the system.

What type of training will employees receive?
- Quality training opportunities will be provided through in-person workshops with additional support through online tutorials. Additionally, each staff member will receive a personalized welcome letter which will contain how to access Frontline, login credentials for each user, and how to access training videos.

- Once roll-out occurs, the District will designate a point-person whom employees can contact with questions or needs.

When will the system be implemented? When will educators be expected to start using it?
- The plan is to carefully roll out Frontline during the 19/20 school year. Details of the roll-out are still being worked out but each staff member will have an opportunity to be well-trained prior to implementation.

- During the roll-out of Frontline, employees will have the option of using an assigned call-in number to request a substitute.

What will employees without smartphones and internet access do?
- Frontline can be accessed through a touch-tone phone by calling a toll-free number.

Will fellow employees be able to call in for a colleague when needed?
- Yes. Employees can use the toll-free number to call in an absence for a colleague who may be unable to do so.

What will happen to our current sub-caller position?
- This position will continue into the next school year while we work on the roll-out and implementation of Frontline.