



DISTRICT OF COLUMBIA
OFFICE OF THE STATE SUPERINTENDENT OF

EDUCATION

Customer Service Handbook

GUIDELINES & STANDARDS



EMERGENCY CONTACT

ALECIA DENMARK Director of Operations	(202) 724-7873 (w) (202) 394-3329 (c)	Alecia.Denmark@dc.gov
ADRIAN GORE Customer Service Lead	(202) 727-8135 (w) (202) 257-3382 (c)	Adrian.Gore@dc.gov
FREDERICK RICKS Program Support Specialist (Facilities)	(202) 741-5090 (w) (202) 431-3161 (c)	Frederick.Ricks@dc.gov
BERNITA CARMICHAEL Risk Management Coordinator	(202) 724-2134 (w) (202) 368-3065 (c)	Bernita.Carmichael@dc.gov
BUILDING SECURITY (Front Desk)	(202) 962-0203 (w)	ssecurity@icloud.com
Quicha Jones Property Manager	(202) 515-6411 (c)	gjones@oceanwestcp.com
VACANT Assistant Property Manager	(202) 306-3380 (c)	VACANT
ANDRE CRUZ Building Engineer	202) 412-0487 (c)	Andres.cruz@ableservice.com

OSSE Customer Service Team

Customer service representatives are the first point of contact for OSSE. They are located on the 1st, 2nd, 3rd, 4th, 5th & 6th floors.

Adrian Gore-Customer Service Team Lead

Work (202) 727-8135/Cell 202-257-3382

Adrian.Gore@dc.gov

1st Floor-Hearing Office 111, 112 & Eleanor Holmes Norton Conference Rooms 108, 109, 110

Angela Clark-Customer Service Representative

Hearing rooms 111 & 112 or contact James Catlin 202-698-3819

Eleanor Holmes Norton Conference Rooms 108, 109, 110. (110 is currently unavailable as of now)

Anyone needing conference room assistance contact Angela and Adrian

2nd Floor- Division of Student Transportation (DOT), Parent Resource Center

Gloria Lewis-Customer Service Representative

3rd Floor- State Superintendent of Education, Assistant Superintendent Officer (ASO), Office of Grants Management & Compliance (OGM), Office of Building Operations, Office of Enrollment and Residency, Human Resources, General Council Agency Fiscal, Procurement, OCFO, Communication, Chief of Staff

Chanique Cash 724-2153

Superintendent Dr. Christina Grant – POC Maisha Hayes 724-7739, Human Resources, Operations, OCFO check pick up's, Workers Comp (Bernita Carmichael)

MySchoolDC – No Visitors, they must call them at 202-727-6054 and schedule an appointment

4th Floor-Information Technology Department (IT), Data, Assessment & Research (DAR Two
Hearing rooms – contact James Catlin 202-698-3819

IT Department – no one should be sent to the IT department, the should put in a OHD ticket
(OSSEHELP.COM) or call 202-719-6500

5th Floor- Post Secondary Education, DC Tag, Division of Teaching and Learning, K-12

Lizette Brown-Customer Service Representative

(202) 727-2824

Lizette.Brown@dc.gov

Licensure & Accreditation – osse.asklicensure@dc.gov

Beginning on July 19, 2021, OSSE will provide in-person educator credentialing support to applicants at our office (1050 First St. NE) **from 9 a.m. – 12 p.m. and 1 – 5 p.m., Monday through Thursday**. All applicants will be asked to sign in upon arrival and must be wearing facemasks. Applicants must come prepared with their own laptops and have scanned copies of all required documents to receive proper service during their visit.

DC TAG – 727-2824

HELC – Mai Bailey-Turner 481-3951

6th Floor-Division of Early Learning (DEL), Health & Wellness (H&W), DC Statewide Athletics Association (DCSAA)

Tarnisha Hood-Customer Service Representative

Tarnish.Hood@dc.gov

(202) 727-1839

“Customer Service is a function of how well an organization is able to constantly and consistently exceed the needs of the customer.”

The following information is provided by the District of Columbia Office of Unified Communications and to the Customer Service Operations Department. All District of Columbia Government agencies must adhere to these guidelines.

CUSTOMER SERVICE VISION

The goal of each customer service rep is to help the District government reach a **gold** standard of customer service delivery, exemplified by three key components:

1. Prompt and thorough response to customer calls, written correspondence and requests for service
2. Professional and courteous treatment of all customers
3. Reliable entry points to government services

Similar to the objective of Customer Service Operations within the Office of the State Superintendent of Education (OSSE) our goal is to provide high quality customer service in the following ways:

- Treat our customers with enthusiasm, courtesy and respect.
- Promptly answer our customer's questions with accurate, objective information.
- Resolve our customers' needs with the fewest number of calls transferred.
- Provide educational information to our customers about the resources we manage, they use, and the laws and regulations governing their use.
- Use language that our customers can easily understand and comprehend.
- Ask for and consider our customers' ideas about agency plans, programs, and services.
- Promptly respond to our customers' suggestions, concerns, and complaints and follow up as needed.

You are expected to have a basic understanding of the agency's primary functions and be able to adequately and appropriately refer customers to other DC Government information sources (i.e., OSSE website, DC.Gov website, Citywide Call Center: 311, and the District's Office of the Ombudsman).

CUSTOMER SERVICE REPRESENTATIVE – DAILY TASKS AND DUTIES

- Open the office promptly at 8:30am
- Log into phone system
- Click features
- Tap log-in (you will hear a dial tone)
- Dial your 5 digit number (example: 11281 twice)
- Tap “Auto-In”
- You are logged in!
- Log into the computer system using your log-in information
- Wipe down phone, desk, sign in tablet and sitting area desk with Clorox wipes
- Check to ensure iPad is on and functioning, if in doubt; shut it down and wait for it to restart. Then sign-in TEST (first) TEST (last) and check the dashboard to see if it went through.
- If it shows up on your dashboard then it is fully functioning properly
- Check emails and respond if necessary
- Check for voicemail messages
- Push the lit red envelope button on the telephone
- Type in your password
- Erase and or forward any messages to the respective staff member
- Follow-Up on any phone messages to see if they received the help they were requesting.
- Answer all phone calls and forward to the proper personnel
- Greet all visitors and instruct them to sign-in on the iPad
- Ask them who they are here to visit and email the contact person promptly and follow-up with them if necessary after 10-mins of the visitor waiting.
- Receive and sort all the incoming mail/packages for the departments on the floor, emailing parties for mail/package pickup. If you are unsure about a letter or package, give to Customer Service Lead, Adrian Gore.
- Serves as a Zone Monitor on the Building Emergency Response Team (BERT)
- Take online trainings when possible

- At the end of the day make sure to log out of the telephone system and shut down your computer.
- Office Closes at 5pm!

Customer Service Representative

Daily Tasks and Duties by Floor

1st floor

- Conference Center Space – Eleanor Holmes Norton I (108), II (109), III (110)
- Hearing rooms – Room 111, Room 112
- DISB Training Room – Room 107
- Review conference and hearing rooms schedule
- Ensure sign in/out system for microphones and wall cranes for EHN
- Instruct guest to sign in and direct them what conference rooms or hearing rooms their meeting is located in
- Use Outlook Calendar to print out and distribute the conference room schedule for security staff; daily
- Internal mail for OSSE can be placed in the mail slot that has a label saying Outgoing mail (**NO PERSONAL OUTGOING MAIL**)
- Personal outgoing mail should be placed in the postal mailbox with a stamp
- Please sign for incoming packages that arrive from 441, USPS, FedEx...

2nd floor

- Serve as information contact for OSSE DOT
- Assist the Parent Resource Center (PRC) with student notification, route delays, accidents etc.; when needed
- Assist parents with concerns and/or complaints concerning school bus routes or bus staff.
- Document complaints and/or concerns, making sure appropriate party or parties receive a copy.

3rd floor

- Assist employees/visitors with HR information
- Forms that are available to pick up at the front desk:
 - Verification of Employment - It is requested most frequently, it is requested for the following reasons:
 - Housing
 - Insurance
 - Social Security
 - Education
 - Child Care Vouchers
 - Pay Inquiry - It is filled out when the employee is requesting:
 - Step Status
 - Pay increase status
 - Leave audit
 - Inquiring about missing pay/leave
- FMLA/PFL Packets - Packets may be picked up at the front desk
 - Employees must first make an appointment with their assigned Employee Relations Specialist depending on their terminal
 - ~~Vivian Joseph – OSSE Staff (at 1050 First Street)~~
 - ~~Renita Moore – New York Ave Terminal~~
 - ~~Kelli Carter – 5th Street Terminal~~
 - ~~Keyana McNeil – Adams Place Terminal~~
 - ~~Lissette Ortiz – Southwest Terminal~~
- Exit Interview Packet
 - If an employee is wishing to resign their position provide them with the “Exit Interview Packet” that needs to be filled out before meeting with:
 - ~~Kelli Carter~~ **(last names starting with A to M)** or
 - ~~Keyana McNeil~~ **(last names starting with N to Z).**
- Forms to DONATE/RECEIVE leave – forms must be filled out by employees if they wish to donate leave to a colleague or to sign up to receive leave from a specific employee/s

- Leave of Absence Request – form is to be filled out by employee wishing to request a leave of absence

4th floor

- OSSE Training Room – Bill Nye Conference Room (422)
- Hearing rooms – Rooms 403, 404, 410, 412
- Hearing Rooms are reserved and confirmed by James Caitlin 202-698-3819
- Direct guest to assigned hearing rooms
- Serve as information contact for DAR and IT

5th Floor

- Education Licensure commission- deals with Hearings to approve license for private companies i.e. Nursing Homes, Beauty schools etc. They also have records of licenses for some companies.
- **DCTAG (202) 727-2824**- provide grant for students whose parents are DC residents.
- Educator Licensing- deals with teachers, and transcripts. **Licensure & Accreditation (202) 741-5881**
- State complaint office for Children with special needs. **Victoria Glick – (202) 724-7860 - Victoria.Glick@dc.gov**
- Mayors Scholars, for students who are attending local schools, could be eligible for a grant for college, as long as their graduation date was after 2007. ~~Janae Eason~~ – **Janae.Eason@dc.gov or (202) 481-3481 if not available contact DC TAG (202) 727-2824**
- Assist the DCTAG counselors by processing students applications for the Tag Grant
- Assist parents and students with completing applications such as FAFSA and DC ONE APP
- Answer phone calls for Post-Secondary Education and ESSE
- Resolve issues for students, parents, teachers, LEAs
- Connect parents, students and teachers with staff members who can assist them with their needs
- Sort and deliver mail to each department
- Copying files and storing them
- Direct visitors to the conference room & contact the people that the visitors ask to see

6th Floor

Child Care Development Facilities License Pickup

- Refer to clipboard with License and Sign- in Sheet. Verify that License is there. Have them print and sign their name, name of center and phone number. Initial your name on sign-in sheet that states Employee Initials. Ask them to review the license to ensure everything appears to be correct.

Problems with License

If you do not see the License with the name of the center provided; you can contact Ms. Brenda Vann (202)727-3761 or Childcare License Specialist on duty. If there is an error, call their assigned Licensing Specialist or the Licensing Specialist on duty (see Child Care Licensing Unit coverage schedule).

- Questions regarding Rules and regulations for licensing of a daycare center
 - Refer to the monitor on duty for the day (check monitor sheet)
- Childcare License Payment
 - Brenda Vann (202)727-3761
- Questions regarding Child care training, education and professional development
 - Rhonda McLaughlin (202)478-5903
- Dropping of documentation regarding childcare facility
 - Refer to the monitor on duty for the day (check monitor sheet)
- General Questions regarding DC State Athletic Association
- Title 9 Questions
 - Natalie Randolph (202) 724-5383

INTERNET POLICY

<https://octo.dc.gov/node/707122>

The Internet can and should be used to help DC government serve the people in an efficient and effective manner. With such use, however, comes responsibility and each DC agency and employee is responsible for safeguarding the public trust. Each DC government agency is, therefore, responsible for control of information provided via the Internet or accessed by DC government employees over the Internet in a disciplined, managed, and consistent manner. All DC government policies relating to intellectual property protection, privacy, misuse of government resources, sexual harassment, data security, and confidentiality apply to employee conduct on the Internet. Users must prevent the introduction of computer viruses into DC government systems. Users must have virus-scanning software to check any software or documents downloaded from the Internet.

Employee access to the Internet through established DC government facilities is offered as a tool for meeting the programmatic needs of DC government agencies. DC government-provided Internet access is therefore considered to be DC government property. All DC government Internet users are expressly prohibited from using DC government-provided Internet access for personal and/or non-DC government business. Do not visit websites that contain non-business related, discriminatory, pornographic, bandwidth-consuming, or harassing material.

Violation of these policies could result in disciplinary and/or legal action leading up to and including termination of employment. Employees may also be held personally liable for damages caused by any violations of this policy.

Internet usage policy

Internet Usage Policy applies to all employees of OSSE who have access to computers and the Internet to be used in the performance of their work. Use of the Internet by employees of OSSE is permitted and encouraged where such use supports the goals and objectives of the agency. However, access to the Internet through OSSE is a privilege and all employees must adhere to the policies concerning Computer, Email and Internet usage.. All employees are required to acknowledge receipt and confirm that they have understood and agree to abide by the rules hereunder.

Computer, email and internet usage

OSSE employees are expected to use the Internet responsibly and productively. Internet access is limited to job-related activities only and personal use is not permitted

Job-related activities include research and educational tasks that may be found via the Internet that would help in an employee's role

All Internet data that is composed, transmitted and/or received by DC Government computer systems is considered to belong to OSSE and is recognized as part of its official data. It is therefore subject to disclosure for legal reasons or to other appropriate third parties

The equipment, services and technology used to access the Internet are the property of DC Government and the company reserves the right to monitor Internet traffic and monitor and access data that is composed, sent or received through its online connections

Emails sent via the company email system should not contain content that is deemed to be offensive. This includes, though is not restricted to, the use of vulgar or harassing language/images

All sites and downloads may be monitored and/or blocked by OSSE if they are deemed to be harmful and/or not productive to business.

The installation of software such as instant messaging technology is strictly prohibited.

Unacceptable use of the internet by employees includes, but is not limited to:

- Sending or posting discriminatory, harassing, or threatening messages or images on the Internet or via OSSE email service
- Using computers to perpetrate any form of fraud, and/or software, film or music piracy
- Stealing, using, or disclosing someone else's password without authorization
- Downloading, copying or pirating software and electronic files that are copyrighted or without authorization
- Sharing confidential material, trade secrets, or proprietary information outside of the organization
- Hacking into unauthorized websites
- Sending or posting information that is defamatory to the company, its products/services, colleagues and/or customers
- Introducing malicious software onto the company network and/or jeopardizing the security of the organization's electronic communications systems
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Passing off personal views as representing those of the organization
- If an employee is unsure about what constituted acceptable Internet usage, then he/she should ask his/her supervisor for further guidance and clarification
- All terms and conditions as stated in this document are applicable to all users of DC Government/OSSE network and Internet connection. Any user violating these policies is subject to disciplinary actions deemed appropriate by DC Government/OSSE.

PROFESSIONAL ATTIRE

As a CSR you must follow established dress guidelines that support a standard of professionalism and promotes a positive work environment by limiting distractions caused by inappropriate work attire. OSSE strives to provide a professional and clean working environment to deliver exceptional service to our employees, management, and liaising district agencies.

For example, you should **NOT** be wearing the following in the office:

- No baseball caps or hats of any kind
- No see through material, spandex, or lycra clothing
- No torn or wrinkled clothing or attire with offensive or threatening remarks
- No flip flops, slippers, or thong sandals
- No revealing attire, such as midriff-bearing, low cut tops, nor tops with an open back
- No halter tops, short skirts or shorts, tank tops are to be worn with a cardigan or covered garment
- No low fitting jeans exposing undergarments
- No athletic wear such as sweat suits, tennis/basketball shoes, wind suits and exercise clothing when approved for dress down day

Employees in violation of the above dress code standards will be sent home to change into appropriate work attire. Failure to adhere to the above policy will result in corrective action.

FACE-TO-FACE CUSTOMER SERVICE STANDARDS

The DC Government's face-to-face customer service standards cover all aspects of an employee's interaction with customers seeking information or services in person, including the servicing environment in which the interaction occurs. Customers should be addressed and assisted with the highest level of customer service by all OSSE employees.

Face-to-Face Greeting Requirement

- Welcome to the Office of the State Superintendent of Education
- I'm **Your Name**, how may I assist you?

Face-to-Face Etiquette

- Acknowledge and make eye contact within the first 3 seconds of actual interaction.
- Maintain eye contact, use customer-friendly gestures and facial expressions to welcome customers.
- Keep customers informed of the progress on their issue to proactively manage their expectations in a timely manner.
- Assume personal responsibility for each interaction by either assisting the customer or by directing them to where their concerns will be appropriately addressed.

Service Efficiency

- Communicate any anticipated wait time and/or any peak time to customers in advance.
- Supervisors or their designees should be available to assist with escalated issues during normal business hours upon customer request or as deemed necessary by employees.

VISITOR GUIDELINES

Applicability

This policy applies to all OSSE employees, consultants, interns, temporary staff, volunteers and visitors.

Sign-In

Visitors to OSSE headquarter offices, located at 1050 First Street, N.E., Washington, DC 20002; must sign-in with building security and then with the Customer Service Representative (CSR) using the ipad, located on the designated floor.

The CSR will contact the OSSE employee via phone or email announcing the visitor. OSSE employees are responsible for greeting their guest at the customer service desk and escorting the visitors to the meeting location.

Training

The facilitator of a training or large meeting must provide the CSR with a list of attendees. All attendees must still sign-in with the CSR. OSSE employees attending the trainings do not have to sign in using the ipad.

Badge Visibility

Please question anyone you observe not wearing a DC Government badge. If they do not comply, please write down a description of the person and call security immediately.

Sign-out

Please ensure that you are clicking on 'seen' when a visitor has been picked up from the lobby.

Training, Multiple Day Visits and Longer Term Contracts

Visitors attending training or visiting OSSE for multiple days must follow all procedures associated with these guidelines (Sign-In, Sign-Out, etc.) on each day of their visit. Longer term contractors will receive a DC Government photo-ID badge to be used as identification.

TELEPHONE CUSTOMER SERVICE STANDARDS

In order to ensure that the OSSE is providing the highest level of customer service to each caller, we have established the following minimum standards for telephone-based customers below:

Telephone Calls (Incoming)

Answer calls within three rings, and say the following:

- Good morning/afternoon Office of the State Superintendent of Education; this is **Your Name**, how may I assist you?
- May I place you on a brief hold? (Always check back with the caller on hold after 30 seconds)
- May I help you with anything else?
- Thank you for calling

Telephone Calls (Transfer & Hold)

- Provide reference information to the caller first before transferring the call.
- Minimize the number of times a caller is transferred. The goal is one transfer per constituent, and the transfer should be to another person, not voicemail.
- If a call is inappropriately transferred to you, take down the caller's information and have the appropriate individual return the telephone call. **DO NOT TRANSFER AGAIN.**
- Give customers options (i.e., hold, call back, leave a message, or try another number).
- Ask if the caller would like to hold and wait for a response of yes or no.
- Check back with the customer frequently, when the customer is on hold.

GUIDELINES FOR ASSISTING LIMITED ENGLISH PROFICIENCY (LEP) CUSTOMERS

The core business of the Office of the State Superintendent of Education is to provide indiscriminate service to the public. Accordingly, we are accountable for recognizing, appreciating, valuing and respecting the uniqueness of all individuals in performing our duties as employees and representatives of the DC Government.

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or "LEP." These individuals may be entitled to language assistance with respect to a particular type or service, benefit, or encounter.

Telephone/Face-to-Face with Non-English Speakers

- If a customer speaks in a language other than the language(s) that you are thoroughly familiar with, you must immediately refer to the Language Line or bilingual employees of the OSSE.
- Recognize that customers of some cultures are not demonstrative. For example, a smile may hide truer emotions, such as frustration and/or confusion.
- Recognize that silence should not be mistaken for misunderstanding or rudeness. In fact, a customer may be silent for a number of reasons including respect for your authority in the situation, agreement with what you are saying or doing, or fear of being judged on their ability to speak English.
- Watch for non-verbal cues, such as nodding indicating that the customer understands what you are saying or doing. Recognize that everyone may not use verbal reinforcements such as "I see" or "uh huh".

WHEN A CONSTITUANT WHO DOES NOT SPEAK ENGLISH VISITS ANY OSSE LOBBY, FOLLOW THE STEPS LISTED BELOW:

1. Have the constituent to point to their language
2. Use the language line phone
3. Pick up the left handset and give the main handset to the client
4. The phone will automatically call the language line and ask for the code
 - 6-digit Client ID#: **511102**
 - Organization Name: **Office of the State Superintendent of Education**
 - Press 1 for Spanish
 - Press 2 for all other languages (speak the name of the language at the prompt)
 - Access Code: **701011**
5. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.



THE OFFICE OF UNIFIED COMMUNICATIONS QUALITY ASSURANCE TESTER PROGRAM

The Office of the State Superintendent of Education (OSSE) is tested for quality assurance by independent testers with the Office of Unified Communications (OUC). All OSSE employees are expected to meet the performance goals listed below, resulting in a rating of 5-Excellent.

Expectations when Tested for Telephone Service Quality

The Independent Testers call the OSSE's main number as well as the numbers of divisions and administrations to rate (on a scale of 1/poor to 5/excellent) the telephone service of frontline operators.

- When tested, 95 percent of agencies rate good or excellent (4.0-5.0) in the areas of courtesy, knowledge, etiquette and overall impression.

NUMERICAL RATINGS EXPLANATIONS FOR AGENCY TESTER CALLS

Excellent – 5 Rating

- **Courtesy:** You show genuine concern and see calls through to resolution.
- **Knowledge:** You know about the OSSE and its resources very well.
- **Etiquette:** You maintain a cheerful and friendly demeanor, put caller at ease, and take care of the caller's needs.

Overall Impression: You provide superior service in courtesy, knowledge, and etiquette, and genuinely make the caller feel good about the interaction.

Above Average – 4 Rating

- **Courtesy:** You are cheerful and friendly.
- **Knowledge:** You provide useful information.
- **Etiquette:** You maintain a cheerful and friendly demeanor; you make none of the mistakes outlined in the etiquette category on page 3.

Overall Impression: You provide superior service in courtesy, knowledge, and etiquette.

Average & Unremarkable – 3 Rating

- **Courtesy:** You are neither rude nor cheerful.
- **Knowledge:** Your basic knowledge is accurately provided.
- **Etiquette:** You show no enthusiasm or cheerfulness, you make none of the mistakes outlined in the etiquette category on page 3.

Overall Impression: You answer questions, but the service is average.

Below Average – 2 Rating

- **Courtesy:** You show minor irritation.
- **Knowledge:** You have difficulty in finding basic information.
- **Etiquette:** You do not: answer calls in three rings, check with caller after being on hold, transfer call more than once or without reference information, identify yourself or thank caller for calling.

Overall Impression: You provide inferior service in courtesy, knowledge, and etiquette.

Unacceptable – 1 Rating

Courtesy: You use a speakerphone, chew gum or food, carry on other conversations, or display brazen rudeness.

- **Knowledge:** You demonstrate a complete lack of knowledge.
- **Etiquette:** You do not: answer calls in three rings, check with caller after being on hold, transfer call more than once or without reference information, identify yourself or thank the caller for calling.

Overall Impression: Your voice mail is reached or you provide inferior service in all three criteria of courtesy, knowledge, and etiquette.

OSSE VOICEMAIL REQUIREMENTS FOR DESK PHONES & CELL PHONES

All voice mailboxes should be set up with the **standard greeting** and ready to accept voice messages. An employee's voice mailbox should never remain full and unable to accept new messages.

Every employee who will be out of the office for more than one business day should record an **absence greeting**. Your **absence greeting** should state the expected date of return and the name of the employee who can answer questions in your absence.

Voice Mail Set Up for Desk Phone

- Dial the appropriate number to access your voice mail
- Enter passcode given, and then press #
- Select **option #4** (personal configuration)
- Select **option #1** (greetings)
- Press **#1** (record personal greeting)
- Press **#2** (record extended absence greeting)
- Follow prompts...
- Use one of the voice mail scripts below

***NOTE:** For cell phones, please refer to your owner's manual for instructions on how to set up your voice mail.*

Voice Mail Script Option 1 (Standard Greeting)

Hello, you have reached the voice mail for **Your Name, Your Title** with the **Office of State Superintendent of Education**.

I regret that I am unable to take your call. Please leave a brief message and I will respond to your call within 24 hours or the next business day.

If you require immediate assistance, please dial **Referral Number** to reach **Referral Name**. For general information, please call **Main Number at Your Location** and someone will be glad to assist you. Thank you for calling.

or

If you need to reach me right away, you may call my cell phone at _____. Thank you for calling.

Voice Mail Script Option 2 (Absence Greeting)

Hello, you have reached the voice mail for **Your Name, Your Title** with **the Office of State Superintendent of Education**.

I regret that I am unable to take your call right now. I will be out of the office beginning **Day/Date** and **Returning on Day/ Date**. Please call **Referral Name** at **Referral Number** for immediate assistance or leave a brief message and I will respond to your call within 24 hours of returning to the office. Thank you for calling.

Expectations when Tested for Staffing Agency Phone Lines

The Independent Testers monitor and document calls made to OSSE to determine whether the main telephone lines are appropriately staffed during normal business hours (8:30am – 5:00 pm). Callers should never reach a voicemail greeting, busy signal, or experience continual ringing during business hours.

- When tested, an OSSE staff member is expected to answer every call to the main telephone number during business hours within 2.5 minutes.

Expectations when Tested Voicemail Compliance (Main Numbers)

The Independent Testers and the OSSE Customer Service Team will survey the after-hours voicemail greetings on the OSSE main number. The testers listen carefully to determine if the voicemail message includes the following information:

1. Agency/department unit
 2. Hours of operation
 3. Number to dial for immediate assistance
 4. Options for caller (e.g., website address, fax)
 5. Statement that the call will be returned within 24 hours or the next business day
- When tested, 100 percent of OSSE employee's voicemail greetings must comply with the Mayor's Voicemail Standard.

Expectations & Tests for Voicemail Responsiveness

The Independent Testers call individual OSSE employee voicemail boxes and they leave a message that requires a 24-hour response to measure compliance with the voicemail standard.

OSSE EMAIL SIGNATURE REQUIREMENTS

Creating an Email Signature

- Start at the main Microsoft Outlook window
- Go to the **Tools** menu
- Select **Options**
- Select the **Mail Format** tab
- Select **Signatures**
- Select **New**
- In the “**Enter a name for your new signature**” box, enter your name
- Under “**Choose how to create your signature**”, select the option you want
- Click **Next**
- Click **Font** button
- Choose either: **Arial, Bookman Old Style, Calibri, or Times New Roman**
- Select Font **size 11**
- Select **Black**
- Click **Finish**
- Enter your contact information In the “**Enter a name for your new signature box**”

In the “**Signature**” text box fill in the required information as listed below:

Your Name

Your Title

Office of the Assistant Superintendent of Operations (ASO)

Office of the State Superintendent of Education (OSSE)

Your Office Address

Your Office Phone Number

Your Cell Number (if applicable)

Your Fax Number

Your Email Address

www.osse.dc.gov

- Click “**Finish**” after editing the new signature.

Reply Signature

Your Name

Your Title

Your Office Phone Number

Your Email Address

(This signature usually displays in blue)

Extended Out of the Office Email Script

Thank you for your email. I will be out of the office beginning **Day/Date** and **Returning on Day/Date**. During this time, I will have limited access to email. If you require immediate assistance, please email **Referral Name** at **Email Address**. I look forward to responding to your email within 48 hours of my return.

Expectations & Tests for Email Responsiveness

The Quality Assurance Unit performs a test through an email address listed on the website. The test monitors the length of time taken to respond to the request and the quality of the answer.

- When tested, all correspondence is acknowledged and/or responded to within two business days.

Expectations & Tests for US Mail Responsiveness

The Quality Assurance Unit sends a request letter to an OSSE mailing address and monitors the length of time taken to respond to the request and the quality of the answer. When tested, all correspondence is acknowledged and/or responded to within two business days.

SAFETY

Risk Coordinator contact info: 202-724-2134 Bernita Carmichael

Prior to the start of any meeting the facilitator must point out the nearest exits and briefly discuss emergency evacuation procedures.

In the event of an emergency, it is the facilitator's responsibility to ensure that the visitor follows OSSE's evacuation procedures, reports to the designated assembly area and check in using the sign-in log.

FAQ SHEET

Why should I be aware of the mail received at the workplace?

In most cases, when discussing suspicious mail, it is mail that may contain a bomb, or a chemical, biological, radioactive or nuclear substance. It is good practice to screen mail you have received for unusual features.

What would suspicious mail look like?

You know what kind of mail and packages you usually get. Look for things that are out of the ordinary. Something may be suspicious if **several** of these features are present:

- There is too much postage using many low-value stamps.
- The return address is missing, foreign and/or indecipherable.
- The name, title or address is not correct or not spelled correctly. They may display distorted handwriting, or the name and address may be made with homemade labels or cut-and-paste letters.
- There is too much wrap, binding, tape, or tying material.
- You can feel wiring, aluminum foil or powder inside and/or protruding from the package.
- The letter or package feels too heavy. They may have an irregular shape with soft spots or bulges.
- The letter or package is dirty, oil- or grease-stained or leaking.

- There is a funny smell or noise or a sloshing sound.
- Cancellation or post marks may indicate a different location than the return address or that the item was mailed from a foreign country.
- Letter bombs may feel rigid, or appear uneven or lopsided.
- Bombs in parcels may be addressed to specific individuals, and could have restrictive notes such as "Personal", "Private", "To be opened only by" or notes such as "Fragile – Handle with Care", or "Rush – Do not delay".

What mail should be okay?

There is generally no need to be worried about:

- Mail and packages you receive from people you know.
- Mail and packages you receive from businesses you know.
- Items you have ordered from stores, such as books, food, or clothing.

What do I do if I suspect a bomb?

If you are suspicious that a letter or package may contain a bomb, you may refuse to accept it.

If it is already on your premises:

- DO NOT OPEN IT.
- Isolate it.
- Leave the area immediately.
- Do not put the item in water, or a confined space such as a desk drawer or filing cabinet.
- Notify Building Security.
- Dial 911.
- Notify BERT team.
- Notify your supervisor.
- Pull the nearest Fire Alarm Pull Station to trigger evacuation.

What do I do if I suspect a harmful chemical or biological substance?

If you are suspicious that a letter or package may contain a harmful chemical or biological substance, you may refuse to accept it.

- Remain calm.
- Do not open the letter or package.
- Cover the letter or package with a plastic sheet or raincoat or if none is available, leave the package where it is.
- Get everyone out of the room and close all doors and windows.
- Isolate the area where the package is.
- Contact Building Security
- Dial 911.
- Notify your supervisor.
- Notify your BERT team.
- Contact Building Engineer to shutdown HVAC system.
- Wait in a safe place (another area) that has a telephone until the emergency responders arrive.

Should I worry if I already opened the package?

The contents of a letter or package may cause concern if:

- You see powder or a liquid.
- It contains a threatening note.
- It contains an object that you did not expect to receive or cannot identify.

If you touched a letter or package that possibly contains a harmful substance or got some on your clothes:

- Remain calm and isolated.
- Notify Building Security, **“I’m exposed to an unknown substance from mail I opened”**.
- Call your BERT team.
- Notify your supervisor.
- Dial 911.
- Remain calm and know help is on the way so stay near the phone.
- Leave the letter or package where it is.
- Isolate your area or floor by preventing access immediately creating signs, **“Do Not Enter Unknown Substance; Emergency Personnel Only”**.
- Wash your hands well with soap and water only.

- Remove any clothing that has powder or liquid on it and seal it in a plastic bag.
- Wash your hands again or shower with soap and water only.
- Remain isolated and near a telephone until the emergency responders arrive.

What happens next?

OSSE's Building Emergency Response Team will provide updates received from federal and/or local emergency responders. You may be coached and/or directed by emergency responders as well if you've been exposed; please remain calm and follow their instructions.

Wait for the **"All Clear"** before returning to building, resuming your duties, and/or normal operations.

BERT TEAM MEMEBERS

2019 OFFICE OF THE STATE SUPERINTENDENT OF EDUCATION (OSSE) Building Emergency Response Team (BERT) Directory 1050 First Street, N.E. (Headquarters)

1050 Building Management

Quicha Jones, Building Manager 202-306-3380(C)

Building Engineer

Andres Cruz (202) 412-0487 (C)

BUILDING SECURITY

SECURITAS 202-962-0203 (D)

OSSE BERT INCIDENT COMMANDER

BERNITA CARMICHAEL, Operations(Primary) 202-724-2134 (D) 202-368-3065 (C)

ALECIA DENMARK, Operations (Secondary) 202-724-7873 (D) 202-394-3329

SIXTH FLOOR

Health & Wellness

Division of Early Learning

Vest= 7

Bullhorn= 1

Emergency Bags=?

First Aid Kit w/ AED= 1
Trained=?

NAME

BERT ROLE

DIVISION

OSSE CELL/ EMAIL
ADDRESS

Elysia DiCamillo

Floor Warden
BERT Comm. Secretary

Health and Wellness

202-403-4556 (D)
elysia.dicamillo@dc.gov

Tommy Totten

Assistant Floor Warden

Division of Early Learning

202-442-5860 (D)
202-412-0782 (M)
tommy.totten@dc.gov

Tarnisha Hood

Zone Monitor

Operations

202-727-1839 (D)
tarnisha.hood@dc.gov

Shaniqa Roane

Zone Monitor

Health and Wellness

202-741-7632 (D)
202-412-5465(C)

Hannah Marie-Williams

Zone Monitor

Health and Wellness

Shaniqa.roane@dc.gov
202-481-3401(D)
hannahmarie.williams@
dc.gov

Buen Abo

Zone Monitor

Division of Early Learning

202-724-7876 (D)
202-297-8129 (C)

Nigel Henley

Zone Monitor

Health and Wellness

Buen.Abo@dc.gov
202-765-7198
nigel.henley@dc.gov

GROUND FLOOR			
NAME/ROLE	BERT ROLE	DIVISION	OSSE CELL/ EMAIL ADDRESS
Vest= 1	Bullhorn= 1	Emergency Bags=?	First Aid Kit w/ AED= 1 Trained=?
Building Security	Floor Warden	DGS/Securitas	202-962-0203
Angela Clark	Zone Monitor	Operations	202-724-3675 angela.clark@dc.gov

SECOND FLOOR			
Division of Transportation			
NAME/ROLE	BERT ROLE	DIVISION	OSSE CELL/ EMAIL ADDRESS
Vest= 7	Bullhorn= 1	Emergency Bags=?	First Aid Kit w/ AED= 1 Trained=?
James Day	Floor Warden	DOT	202-727-0200 (D) 202-421-1029 (C) james.day@dc.gov
Doug Johnson	Asst. Floor Warden	DOT	202-478-9217 (D) 202-423-7720 (C) douglas.johnson@dc.gov
Gloria Lewis	Zone Monitor	Operations	202 724-8600 gloriaj.lewis@dc.gov
Namia Vance	Zone Monitor	DOT	202-724-5028 (D) 202-706-4685 (C) namia.vance@dc.gov
Lindsay Robinson	Zone Monitor	DOT	202-741-8851 lindsay.robinson@dc.gov

Tamara Young	Zone Monitor BERT Comm. Secretary (2)	DOT	202-741-8827 Tamara.Young@dc.gov
Keinde Thomas	Assembly Monitor	DOT	202-724-4249 (D) 202-439-6949 (C) keinde.thomas@dc.gov

THIRD FLOOR
Chief of Staff
Communications
Human Resource
Operations
Office of General Counsel
Office of Contracting and Procurement
Office of the Chief Financial Officer

Vest= 7	Bullhorn= 1	Emergency Bags=?	First Aid Kit w/ AED= 1 Trained=?
NAME/ROLE	BERT ROLE	DIVISION	OSSE CELL/ EMAIL ADDRESS
Lisa Devlin	Floor Warden	Operations	202-724-2154 lisa.devlin@dc.gov
Evelyn Mejia	Zone Monitor	Operations	202-724-2153 Evelyn.Mejia@dc.gov
Alfonzo Duckett	Zone Monitor	Operations	202-741-5090 (D) 202-679-8406 (C) alfonzo.duckett@dc.gov
Renita Moore	Zone Monitor	HR	202-724-7937 Renita.Moore@dc.gov

Carmalita Ware	Assembly Monitor	HR	202-442-4731 carmalita.ware@dc.gov
---------------------------	------------------	----	--

FOURTH FLOOR Data Assessment and Research Systems Technology			
Vest= 7	Bullhorn= 1	Emergency Bags=?	First Aid Kit w/ AED= 1 Trained=?
NAME/ROLE	BERT ROLE	DIVISION	OSSE CELL/ EMAIL ADDRESS
Jibran Waris	Floor Warden	Chief Information Office	202-481-3456 (D) 202-285-3563 (C) Jibran.waris@dc.gov
Shacara Young	Asst. Floor Warden	Chief Information Office	202-741-5523 (D) shacara.young@dc.gov
Ahmad Alattar	Zone Monitor	Chief Information Office	202-719-6505 (D) 202-316-7021 (C) ahmad.alattar@dc.gov
Kevin Smith	Zone Monitor	Operations	202-698-3819 (D) kevin.smith@dc.gov
Miracle Johnson	Zone Monitor	Data Assessment & Research	202-481-3930 (D) 202-304-8042 (C) miracle.johnson@dc.gov
Francine Umaru	Zone Monitor	Data Assessment & Research	(202) 727-8114 (D) Francine.Umaru@dc.gov
Chuck Grant	Assembly Monitor BERT Comm. Vice Chair (2)	Chief Information Office	202-481-3502 (D) 202-257-3371 (C) chuck.grant@dc.gov

**FIFTH FLOOR
Post-Secondary & Career ED
Division of System Support
K-12**

Vest= 7	Bullhorn= 1	Emergency Bags=?	First Aid Kit w/ AED= 1 Trained=?
NAME	BERT ROLE	DIVISION	OSSE CELL/ EMAIL ADDRESS
Sir Walter Hemphill	Floor Warden BERT Comm. Chair	Post-Secondary & Career Education	202-654-6106 (D) sirwalter.hemphill@dc.gov
Yvonne Smith	Asst. Floor Warden	Elementary, Secondary & Specialized Education	202-741-5996 (D) 202-834-7360 (C) yvonne.smith@dc.gov
Melanie Fleming	Zone Monitor BERT Comm. Vice Chair (1)	Post-Secondary & Career Education	202-741-6406 (D) melanie.fleming@dc.gov
Lizette Brown	Zone Monitor	Post-Secondary & Career Education	202-727-5197 (D) lizette.brown@dc.gov
Tracy Richard	Zone Monitor	Post-Secondary & Career Education	202-741-5531 (D) 202-412-1183 (C) tracy.richard@dc.gov
Kadena Duncan-Lawrence	Zone Monitor	Elementary, Secondary & Specialized Education	202-741-5851(D) kadena.duncan-lawrence@dc.gov
Kenneth Howard	Assembly Monitor	Post-Secondary & Career Education	202-741-6483 (D) 202-615-1018 (C) kenneth.howard@dc.gov

**SIXTH FLOOR
Health & Wellness
Division of Early Learning**

Vest= 7	Bullhorn= 1	Emergency Bags?	First Aid Kit w/ AED1 Trained?
NAME	BERT ROLE	DIVISION	OSSE CELL/ EMAIL ADDRESS

Kendra Glass	Floor Warden BERT Comm. Secretary	Health and Wellness	202-481-3934 (D) Kendra.glass@dc.gov
Tommy Totten	Assistant Floor Warden	Division of Early Learning	202-442-5860 (D) 202-412-0782 (M) tommy.totten@dc.gov
Tarnisha Hood	Zone Monitor	Operations	202-727-1839 (D) tarnisha.hood@dc.gov
Shaniqa Roane	Zone Monitor	Health and Wellness	202-741-7632 (D) 202-412-5465(C) Shaniqa.roane@dc.gov
Hannah Marie-Williams	Zone Monitor	Health and Wellness	202-481-3401(D) hannahmarie.williams@dc.gov
Buen Abo	Zone Monitor	Division of Early Learning	202-724-7876 (D) 202-297-8129 (C) Buen.Abo@dc.gov
Deborah Taylor	Assembly Monitor	Health and Wellness	202-724-7624 (D) Deborah.Taylor@dc.gov

To learn more, feel free to contact OSSE Risk Management Bernita Carmichael 202-724-2134

HANDLING AND PROCESSING MAIL SAFELY

Handle and Processing Mail Safely

Screen all mail and packages for suspicious items when they first arrive at your mailroom or desk for sorting. Staff who sorts mail by hand should perform the screening, as they are the ones most likely to notice a suspicious item. Unfortunately, screening procedures for incoming mail and packages are not foolproof. The person who first detects a suspicious letter or package is often not the intended recipient.

The Postal Inspection Service's Poster 84, *Suspicious Mail or Packages*, illustrates key characteristics of a suspicious or potentially dangerous mail item.

SUSPICIOUS MAIL OR PACKAGES

Protect yourself, your business, and your mailroom.

If you receive a suspicious letter or package:

- Stop. Don't handle.
- Isolate it immediately.
- Don't open, smell, or taste.
- Activate your emergency plan. Notify a supervisor.

Restrictive markings. No return address. Sealed with tape. Misspelled words. Badly typed or written. Unknown powder or suspicious substance. Possibly mailed from a foreign country. Excessive postage.

PERSONAL!

CHIEF EXECUTIVE OFFICER
222 N. HARVE ST.
PHILADELPHIA

Operations Manager
122 M st.
Saville, MO

DO NOT X RAY TAPE ENCLOSED

Operations Manager
5032 D 1ST
Annapolis, MD

Excessive tape. Oily stains, discolorations, crystallization on wrapper. Strange odor. Incorrect title or addressed to title only. Rigid or bulky. Lopsided or uneven. Protruding wires.

If you suspect the mail or package contains a bomb (explosive), or radiological, biological, or chemical threat:

- Isolate area immediately
- Call 911
- Wash your hands with soap and water

U.S. DEPARTMENT OF HOMELAND SECURITY. UNITED STATES POSTAL SERVICE.

Poster 84
5x8 inches, 2008
PSM 1850-01-000-1007

The Do's and Don'ts of Interactions with customers

- **Do** greet all customers appropriately and be prepared to assist those who have limited English proficiency
- **Do** assist customers in the order in which they arrive
- **Do** listen carefully to the customer, take notes, and ask appropriate questions to clarify customer's needs
- **Do** speak in brief, simple sentences
- **Do** remain calm, patient, and professional at all times
- **Do** use different words or phrases, if the person is obviously having difficulty understanding you
- **Do** allow time for the person to understand and process what you have said
- **Do** use language translation resources to accurately identify the language being spoken
- **Do** show mutual respect for every customer who seeks assistance or services from you
- **Do** ask the customer if they need additional assistance
- **Do** thank the customer for calling or visiting
- **Do not** ask a customer if he/she speaks or understands English
- **Do not** tell a customer that you only speak or understand English, unless you are specifically asked
- **Do not** raise your voice
- **Do not** use agency jargon or abbreviations

- **Do not** ask “either/or” questions; pose two questions instead
- **Do not** respond in English to correspondence written in other languages
- **Do not** send requested materials, pamphlets, brochures, etc., written in English, to customers who have requested the materials in other languages
- **Do not** make assumptions about a customer’s native language
- **Do not** indicate, verbally or in writing, that a customer must speak English in order to get service
- **Do not** become physically confrontational (i.e. grabbing, shaking or touching in any way)

Frequently Asked Questions

1. Who is the Superintendent?

Ms. Hanseul Kang

2. What does OSSE stand for, where is it located and what are the hours of operation?

Office of the State Superintendent of Education

Location:

1050 1st Street NE, Washington DC 20002 – Between K & L Streets

Hours: 8:30AM – 5:00PM (Mon. – Fri.)

Closest metro station:

NoMa – Gallaudet Univ. / Union Station on the red line

2. Do you have a website with information about your agency?

a. www.osse.dc.gov

3. Where can I go for help with the DC One App (DC TAG)?

a. www.dconeapp.dc.gov

b. Lizette Brown 202-727-5197

4. Who do I speak to regarding teacher licensure?

a. Licensure and Accreditation – Stacy Hardman 202-741-5881

5. Who do I speak to regarding a child care voucher?

a. The Department of Human Services,
4049 S. Capitol St., SW -1st Floor,
Washington, DC 20032
202-727-0284

6. How do I start a day care center?

- a. Determine the kind of child development program you want to offer. This is important because the process is based on the type of program.
- b. View an online webinar of one of the following orientations:

[Child Development Center](#) or [Home Development Center](#). If you require additional assistance please do not hesitate to contact our office at 202-727-1839.

- c. Obtain a Certificate of Occupancy or Home Occupation Permit from the [Department of Consumer Affairs](#).

7. How do I find a licensed day care center?

- a. You may go to <http://childcareconnections.osse.dc.gov/MyChildCare/ProviderSearch>
- b. To reach My Child Care Connections. Click on search all providers for Licensed Child Care locations. Enter information specific to your child care needs, and you will get a list of licensed day care centers that meet your criteria. If you do not have access to a computer, you may call 202-727-1839.

8. Who do I talk to regarding a family member taking care of my child instead of taking them to a day care center?

- a. You may contact 202-727-1839, in reference to relative care.

**9. I received a letter stating I owe \$12,000 for residency information:
Is there a name on the letter, if so call that person or they may call:**

Terasita Edwards (202) 741-5993

Veita Clark (202) 727-7224

10. My neighbor, (lives in Maryland) take her child to school in DC, who or where can I make a report?

Residency Fraud hotline (202) 727-7224

11. I would like information on The Mayor's Scholars Undergraduate Program

Contact: ~~Jane Eason~~, (202) 481-3481 or email:

OSSE.mayorsscholars@dc.gov / if Ms. Eason is not available, call the DCTAG office.

12. Parent Resource Center – (202) 576-5000

Hours: 5:00AM – 7:00PM

Calling to find out what steps are needed to have a child ride the school bus/checking on bus status/ pick up – do not pick up/verification of student information/ accidents/ incidents/concerns, etc.

If the caller has a complaint about the bus and are tired of talking to the Parent Resource Reps. and want to talk to someone else

Get as much information from caller as possible (student's name, route number, school, brief summary of what happened, caller's name and number) let them know you see who is available to call them back. Just go into PRC for assistance

Leads:

Shannon Chapman (202) 481-3792

~~Shalonda Waller~~ (202) 727-6490

Manager:

~~Dwayne Freeman~~ (202) 481-3872

13. How can I receive tuition money for a DC Private School?

1-888-329-6884

1615 L Street NW, Suite 750

14. Information on Title 1 or Title 2 schools

Grants Management:

Nancy Mahan (202) 676-6990

Ometta Riggins (202) 741-5935

