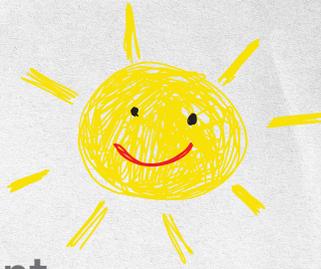


# A perfect partner for dependable substitute talent



## The Creative Kids Academy provides quality care across 10 metro locations using a premier substitute teacher program from Teachers On Call®

Creative Kids Academy is a privately owned early childhood education provider with 10 centers throughout the Minneapolis and St. Paul metro area. Capacity at each location ranges from 80 – 110 children. To cover regular absences for its staff of 160+ full- and part-time teachers, the client relies on a close partnership with Teachers On Call.

### Challenge

With its employee turnover rising, the organization was struggling at times to recruit and retain the caring and qualified early childhood educators it needed. Demand had steadily grown in the local market for qualified teachers, substitute teachers, and classroom aides. Yet like most metro areas, there are many alternative employment opportunities, making for a very difficult recruiting environment.

Over time it became especially hard to find and maintain a pool of dependable, compliant substitute teachers who were always prepared to serve across its 10 locations. Last-minute absences would often threaten to close classes. Client leaders needed a source for quality short- and long-term substitute talent to ensure continued enrollment ... and make the right choices when hiring for its long-term staff.

### Solution

Teachers On Call first helped the company's local centers to find talent in 2003. By 2010, the client was partnering for a more centralized, holistic substitute program that was shared across all its locations. As recruiting experts, Teachers On Call finds the quality early childhood talent it needs. All candidates are screened, credentialed, and trained above and beyond state requirements—so its centers are never lacking for the right substitute talent.

The substitute teacher program has minimized disruptions at the centers, despite the larger talent shortages in their crowded metro. Client leaders enjoy more flexibility to scale their talent supply based on center demand whenever it makes sense. Compliance is also ensured in a highly regulated market, through consistent service delivery across their various center locations.

### Results

Staff at Creative Kids Academy have been freed up to focus on enrolling students—and filling full-time teacher vacancies—because they have enough quality substitute teachers available to provide first-class service to their students. In the two most recent school years, Teachers On Call has filled 1,435 and then 1,544 teacher absences across all 10 locations.

### Brandy Sroga-Coons, executive director at Creative Kids Academy, explains how else the partnership is helping:

"In a tough job market, Teachers On Call has allowed us to find and request qualified substitute staff, 24 hours a day, using their online absence management system—streamlined to manage our multiple locations. Over the last 9 years we've partnered to fill long- and short-term roles, in addition to same-day last-minute positions."



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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