



Voices CMO Services Summary

Voices believes schools are run by their “star players”, but the CMO helps them by providing expertise, service, and holding high expectations. The CMO enables collaboration and resource sharing across the network, while reducing the operational responsibilities at school sites by centralizing business services and support. CMO services include:

Design and support with core academic program	● <i>Curriculum</i>: Curriculum development, instructional support ● <i>Assessments</i>: Development, monitoring, and analysis of benchmark, interim, and summative assessments ● <i>Data analysis</i>: Support with data collection and preparation of academic data reports ● <i>Academic compliance</i>: Oversight of special education policies, authorizer requirements, and federal, state, and local policies ● <i>Professional development</i>: Guide network-wide teacher and instructional coach professional development
New school start up services	● <i>Facility acquisition</i>: Search, lease, and set up of new school facilities including plan for expansion ● <i>Pre-opening activities</i>: Charter petition and renewal submission, connecting with community leaders, family recruitment, and marketing for student enrollment ● <i>Parent activism</i>: Parent leadership training, local parent group and event support ● <i>Development and marketing</i>: Submission and management of grants, donor relationships and cultivation
Talent support services	● <i>Human resources</i>: Benefits administration, new hire onboarding, credentialing, compliance with employee law and policies ● <i>Talent acquisition</i>: School staff recruitment and selection ● <i>Talent strategy and planning</i>: School staffing model, total rewards programs, teacher pipelines, and external marketing ● <i>Knowledge management</i>: Document management, communication systems, functional manuals ● <i>Leadership development</i>: Principal pipeline, professional development and coaching
Operational support	● <i>Financial modeling, analysis, and compliance</i>: Monitor expenditures, support schools with financial decision-making, payroll, budgeting, accounting and monthly, quarterly and annual fiscal reporting ● <i>Networking and technology planning</i>: Laptop maintenance, network set up and maintenance, Erate program ● <i>Operational oversight and compliance</i>: Safety planning, facilities maintenance support, operations leader professional development, policies and procedures, operational reporting (e.g. food service, ADA, etc)