

Vicki Morris

From: Cristy Zeller [CristyZ@HAVENMontessori.org]
Sent: Wednesday, October 28, 2009 2:43 PM
To: Vicki Morris
Cc: elisam@havenmontessori.org; kima@havenmontessori.org
Subject: Thank you and Follow-UP

Dear Vicki,

Thank you for your assistance these past few days in straightening out our Fingerprinting Clearance Card issue with Danielle Knight. As we discussed, I wanted to summarize the sequence of events and hopefully explain (not excuse) the noncompliance issue that was found. We recognize that we are ultimately responsible, and that we failed to meet the expectation at the time of your visit. However, we hope that your office and the State Board for Charters will take into account the following:

- 1) Our school (like many) has been hit hard with the H1N1 virus over the last few weeks. When you visited on Monday, I was at home nursing a 103 fever and there was no responsible way that I could be a part of the site visit. In my role as Business Manager, I would have helped to troubleshoot the issue and work with Kim to get it taken care of within the deadline.
- 2) Additionally, Kim was recovering from the flu, and has continued to feel ill and fatigued, even through today. I am confident that if we had both been here, and both been feeling completely ourselves, that we would have been able to meet your request within the deadline.
- 3) We truly did believe that our files were compliant in regard to the FCC's. We have been working with a consulting firm who told us that as long as we had the yellow sheets, we would be compliant. Also, they said that it could take up to six months for cards to go through the system, so we did not need to check up on them until then. Clearly, this is misinformation, and we have learned a valuable lesson about verifying compliance information with the source (your office!). Again, we accept full responsibility, but we were operating under the assumption that we were in compliance. Your perspective on this issue has been very helpful, and we are in complete agreement that this needs to be handled differently.
- 4) To that end, we have set the following procedure in place (if you have any additional recommendations in this area, we would appreciate your feedback!):
 - a. Every new employee will be required to complete and mail off the fingerprinting application within 24 hours of hire. They will provide our office with the yellow copy of the application form, as well as a Fedex/UPS receipt whereby we can verify that it has actually been sent and check its progress. These items will be available for review by any auditor.
 - b. After 3 weeks from the date of hire, we will call DPS to verify receipt of the application.

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- c. After another 2 weeks, we call again to check its progress.
 - d. From that point, we will begin checking weekly until we are in receipt of the card.
 - e. Any employee who is not compliant will not be allowed to come to work, and could face termination if deadlines are not met as stated above.
- 5) We are very disappointed that we were unable to make the 11:35 am deadline today in which we were to provide you with proof of receipt by DPS. I would like to outline what happened, by way of explanation.
- a. As stated above, Kim was in the end stages of the H1N1 flu when you came for your visit on Monday, and not operating at her best. I was at home extremely ill, and unable to be at school.
 - b. Kim thought that faxing the application to you was the proof that you required. She did not realize that you required a receipt. The application was mailed via US Mail on Monday 10/26/09. By the time we realized our mistake, it had already been mailed. Kim spent yesterday talking to DPS and trying to see if they had received it yet.
 - c. When I returned to work this morning and spoke with Vicky, we realized that we were unlikely to make the deadline, but that we were going to try our hardest.
 - d. We sent Danielle to be re-fingerprinted and to hand-deliver the application to DPS in Phoenix. She left our office at 9:30am, went to get fingerprinted, get a new money order, and drive down to Phoenix.
 - e. At 12:18pm, she sent me a text message informing me that the application had been delivered, she had the receipt, but DPS was unwilling to send the fax for her. So, she left DPS and went in search of a Fax machine.
 - f. At 12:50pm I received a text notifying me that the fax had been sent, and she had a fax confirmation receipt.
 - g. I then spoke with you at 1:30pm and you confirmed that what you had received would satisfy your requirements.

I again would like to reiterate that in no way are we shirking our responsibility or attempting to place blame on others for this noncompliance. We fully recognize the seriousness of this, and our number one priority is the safety of our children. We have set controls in place to insure that nothing like this happens in the future. We are committed to 100% compliance in all areas, and will continue to do everything we can to learn about the requirements and meet them fully. Additionally, we will be talking to Ms. Knight about how this all came to pass, and make sure that she fully understands the seriousness of this issue.

If we can provide any further information, please do not hesitate to contact us. Thank you again for all of your help through this process.

Sincerely,

Cristy Zeller
Business Manager

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Sincerely,

Cristy Zeller
Business Manager

10/29/2009

Vicki Morris

From: Cristy Zeller [cristyz@havenmontessori.org]
Sent: Wednesday, October 28, 2009 10:09 AM
To: Vicki Morris
Subject: Follow-up

Hi Vicki,
I wanted to update you on where we are. First, thank you for talking to me this morning. I am sorry that I became emotional, but I have put my heart and soul into this school over the last year, and it is just devastating to me that this is happening when we have been trying to very hard to get everything right. Ultimately, I know that we are responsible, and that making excuses is not helpful. However, as we discussed I do believe there are extenuating circumstances, and I will detail them to you in another separate email.

I have been talking to DPS, and they are trying to help find the envelope. They actually are being quite kind, however so far they have been unable to locate it. I guess they have a complicated mail system and they can receive up to 800 requests every day.

We sent Danielle to Phoenix about an hour ago. She is getting fingerprinted, and going straight to DPS with her paperwork there. The woman said that she would time and date stamp the application and they will fax you a copy. I am not very hopeful that we will make the 11:35 deadline, given that she has to go get printed, get another money order, and get to downtown. But I hope it will count for something if you get it soon after the deadline.

I want to reassure you 100 percent that Kim, Elisa, and I take this matter extremely seriously. We will meet with Danielle later today to determine exactly what has gone wrong in this process and will take disciplinary action if necessary. The safety of our children is the absolute number one priority, and you can believe me when I say that this will not happen again. I will detail our plans in a separate email.

Thank you again for your assistance. I will keep you updated as the morning progresses.

Sincerely,
Cristy

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Cristy Zeller
Business Manager
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