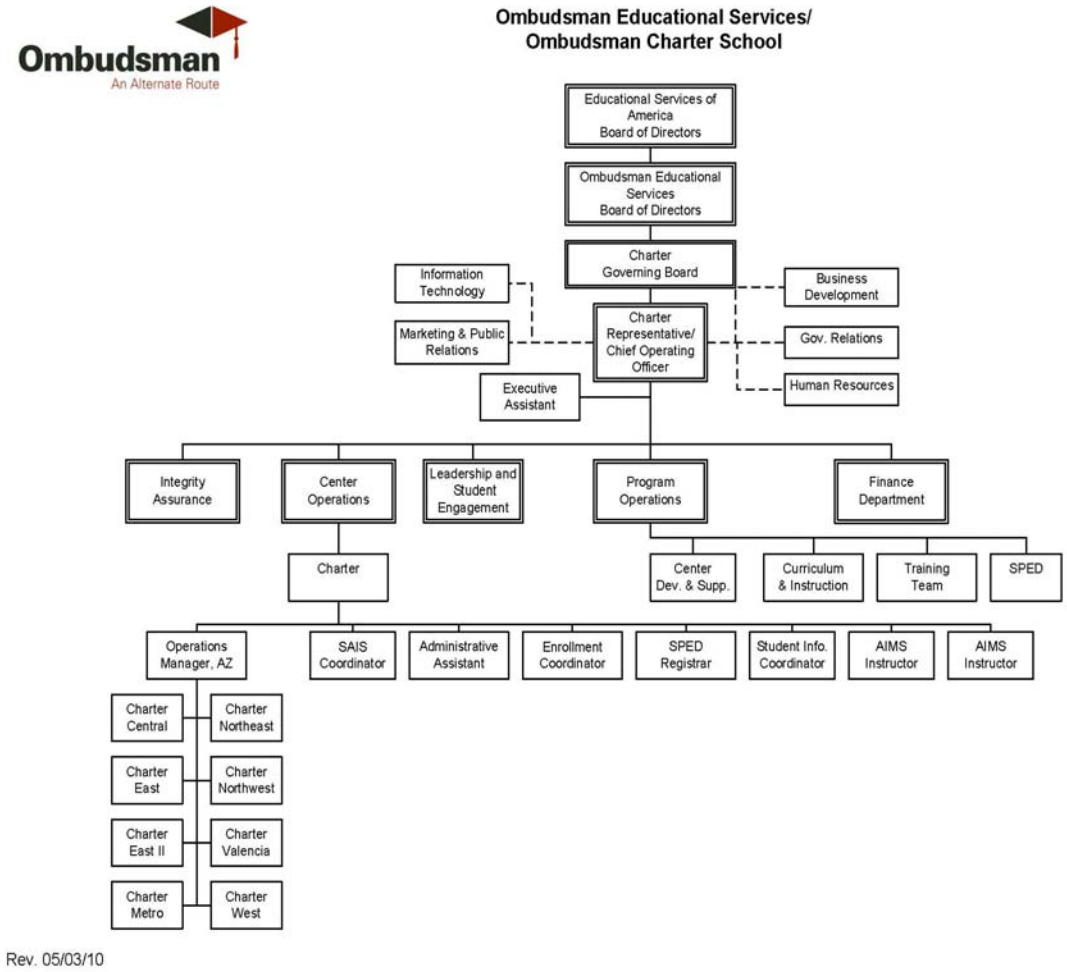
I. Organizational Chart and Structure



Ombudsman Educational Services Department Responsibilities

Accounting /Finance

The Accounting/Finance Department performs all accounting functions including accounts payable and receivable, billing, payroll, general accounting, financial reporting and audits while focusing on sound internal controls, compliance with accounting rules and best practices. The department also performs budgeting, forecasting and financial analyses and works with other departments and managers to assess risk and identify opportunities. The Accounting/Finance Department is lead by the Controller (Libertyville, IL).

Center Development and Support

The Center Development and Support Department works to establish and open new centers, while supporting existing centers with facility maintenance and operating supplies. This Department is responsible for ensuring that the physical center is operable at all times. The Director of Center Development and Support leads this department.

Center Operations
The Center Operations Department consists of the center staff, the Operations Managers, and the Assistant Vice Presidents of Center Operations. It is lead by the Vice President of Center Operations (Libertyville, IL). This critical function is responsible for executing and delivering a quality educational program to all students. Members of this department work closely with learning center staff, school districts, communities, parents and students to ensure that needs are met and the Ombudsman mission is maintained.

Charter Operations
The Charter Operations Department provides students, grades 6-12, in Phoenix and Tucson, Arizona an alternative to a traditional high school or middle school. It is responsible for coordination and oversight of: special education, attendance and enrollment, marketing, student records, English language learners, state testing, state compliance reporting, and special programs for the Ombudsman Charter School District. Charter Operations are supported by an administrative team, Operations Manager, and the State Charter Director (Phoenix, AZ).

Curriculum and Instruction
The Curriculum and Instruction Department researches, develops, aligns and evaluates all curricula to ensure that the academic needs of the individual student are met in the Ombudsman program. It examines curricula to verify that it is aligned to state standards and regional/district specific requirements. Additionally, this department is responsible for evaluating and processing student academic and attendance reports and records, court verification and verification of full time enrollment. The Curriculum and Instruction Department is lead by the Director of Curriculum and Instruction (Westmont, IL).

Data Integrity
This function ensures that data and systems are accurate, timely and reported to the state as requested. This function serves as the systems administrator for database applications used for reporting student attendance and records. This function is lead by the Data Integrity Manager (Libertyville, IL) and supported by the SAIS Coordinator (Phoenix, AZ).

Executive Operations
Allison O'Neill, the Chief Operating Officer (Libertyville, IL), heads the Ombudsman Division. Allison serves as the Charter Board President and Charter Representative. Allison is responsible for leadership, support and guidance for the overall operational strategy of Ombudsman including instruction, business development, marketing, operations, programming and strategic growth.

Human Resources
The Human Resources Department is responsible for ensuring the best interest of the company and the employee is maintained at all times. The Department ensures that employee relations are handled honestly, fairly, confidentially and according to policy. This Department also verifies employment and employment hours, provides general information on benefits, maintains personnel files, handles recruiting and hiring of employees, and can assist in employee issues. This Department is lead by the Director of Human Resources (Libertyville, IL).

Information Technology
The Information Technology Department is responsible for ensuring that the computer networks are operable and maintained. This includes computer hardware and networking in addition to all required software. This Department is lead by the Information Technology Manager (Libertyville, IL).

Integrity Assurance
The Integrity Assurance Department is responsible for ensuring that the Ombudsman program is implemented according to policy and procedure across all departments. Through an audit process, each department is evaluated to verify that all criteria are met. This function assists in identifying support and resources that may be needed for successful implementation of the program. This department is lead by the Director of Integrity Assurance (Libertyville, IL).

Program Operations
The Program Operations Department consists of the Center Development and Support, Curriculum and Instruction and Data Integrity. It is lead by the Vice President of Program Operations (Libertyville, IL). This function is responsible for developing program offerings, evaluating and streamlining processes and establishing policies and procedures.

Special Education
This department works closely with Ombudsman instructors, directors, and management as well as school districts, communities, parents and students. Led by the Director of Special Education (Libertyville, IL), this department also develops special education policies and procedures, researches state and federal compliance guidelines, has a significant role in staff development training and assists in compliance and reporting. This department works in partnership with our contractual special educational services in Arizona.

Student Engagement and Leadership
The Student Engagement and Leadership department supports the organization in communication, training and professional development specifically related to Glasser's Choice Theory and Reality Therapy. Led by the Director of Student Engagement and Leadership (Phoenix, AZ), this department serves a conduit to uphold the mission and vision of the organization.

Training Department

The Training Department guides center staff in the execution of the Ombudsman program. This Department is responsible for providing support to center operators in the delivery of the Ombudsman program. The Training Department is lead by the Training Manager (Libertyville, IL).