

WorkStraight Enables Santa Clara County Office of Education Head Start Program to Cut Work Order Response Time By More Than Half Across 22 Schools

Santa Clara County Office of Education

Head Start Program

The Santa Clara County Office of Education (SCCOE) oversees 413 K-12 schools serving over 270,000 students a year, employing 1,700 full and part time faculty and staff. Previously relying on an older legacy CMMS work order management program, SCCOE Compliance Monitor John Gomez sought a solution that would be easier to use and enable efficient execution of work orders to help the district ensure facilities were up to maintenance standards

IN BRIEF

Visit the program's website at: myheadstart.org

Visit the program's website at: <http://headstart.sccoe.org/Pages/accountability.aspx>

22

Head Start Program School Sites

413

K-12 Schools

1700

Full & Part Time Faculty & Staff

270,000

Students Per Year

800

Work Orders Processed in the first three quarters

Operational Challenge

Work orders and maintenance across SCCOE's Head Start school facilities were taking on average up to 2-3 weeks, the industry average for educational facility work order completion. As California student to faculty ratios continue to rise, it's become more vital than ever for school operations to be working at maximum efficiency to ensure their facilities are best accommodating district venues for educating children across the county.

Prior to implementing WorkStraight in August 2016, the SCCOE had been using an older management software that wasn't optimized for widespread work order management and was not user-friendly.

Enter Workstraight

John enrolled 22 Head Start Program school sites onto the WorkStraight platform with the intent on helping custodians and school administrators keep better track of work order requests across their classrooms and school facilities.

In just the first three quarters of the school year, 800 work orders have been processed into the SCCOE system across 22 sites. Across 22 accounts set up across the district, WorkStraight provided teachers throughout those schools with access to the platform to request work orders to school custodians and administration. Over 800 work orders were processed through the first three quarters of the school year averaging 7-8 days per completion.

WorkStraight's SaaS solution alleviated the headaches associated with maintaining basic hardware requests ranging from simple light bulb changes to more heavy duty building maintenance. To ensure well facilitated execution, hundreds of teachers across these sites had access to request and track the status of these work order requests.

Some of the best things about using WorkStraight according to John are:

Santa Clara County
Office of Education

Head
Start
Program

Accountability & Tracking

WorkStraight has allowed us to track how long it is taking to close work orders. We are not able to put a number on something we didn't have a good grasp on before. We found out that our standard of 7-8 days for turnaround is about half of the industry average. With WorkStraight we are able to benchmark our performance against the industry's and provide proof points for our efficiency. WorkStraight brings transparency to the whole process and accountability - we are given the ability to monitor the project, and track how open the status is and which teams are on it; something we did not have access to before.

Decreased Response Times

One of the main change we noticed has to do with how quickly we are responding from before to now. We've had so much appreciation from teachers who often had issues that they reported in September that were left unresolved in January.

Outstanding Support Team

Our experience with WorkStraight has been extremely positive, they listened when we asked for features or support. Joseph was responsive to our needs and helpful in getting us onboarded on the new tool and adapting to it

WorkStraight Helps Save the Day

In late February 2017, a severe rainstorm flooded parts of Santa Clara County forcing closures at 4 affected schools. Three of the affected schools were closed 1-2 days, while one was closed for a week after suffering upwards to \$500,000 of building damage.

School custodians and administrators, using WorkStraight, were able to ensure efficient execution in getting these facilities up and running with minimal school closure time affecting faculty and students.

“ As a government agency using public funds, WorkStraight had all the capabilities we were looking for within our budget. ”

***- Santa Clara County Office of Education
Compliance Monitor John Gomez.***

Next Steps

After developing a benchmark for maintenance standards, the next steps for Santa Clara County Office of Education are to figure out ways they can improve their program and optimize the system they have in place. For example, they plan to determine metrics like will be the maximum acceptable number of work orders to have open per employee. They are also looking reviewing the data WorkStraight collected to devise action plans for the future to further improve the maintenance operation for the Head Start program.