







Substitute Services: SY25-26

Substitute Resources at a Glance

Frontline

- **Frontline User Guide** -  Frontline (Aesop) Guide for Employees
- **Signing into Frontline** -  Signing into Frontline (Aesop).docx
- **Lesson Plans/Class Schedules in Frontline** -  Substitute Services Contact Sheet - ESS.docx

Substitute Services/ESS

- **Sub Services FAQs** -  Substitute Services FAQs
- **Sub Services & ESS Contact Sheet** -  Substitute Services Contact Sheet - ESS.docx
- **ESS Zone Manager List** -  SDP - Zone Manager Breakdown.xlsx

Substitute Coverage Overview:

Frontline (Aesop): Frontline will still be used to request substitute coverage. All employees who need to use Frontline to request subs will be able to access their account via their employee portal using the “Substitute Services” icon. If schools would like additional *administrators* added to Frontline to be able to view jobs across the school, the principal should contact substitute services at ssuhelpdesk@philasd.org. If a school would like to cover an absence internally, the person entering the absence should indicate in Frontline that a sub is not required. [Instructions on how to do this can be found in this document.](#)

Positions Covered: Substitutes will be provided for daily and long term jobs for all eligible positions. [\(You can find the full list of eligible positions here\).](#)

Substitute Time/Payroll: Substitutes will continue to submit electronic timesheets to schools for approval weekly, and schools should [review and approve or reject timesheets accordingly](#).

Substitute Feedback/Incidents: If a school is unhappy with a substitute’s attendance or performance, they can [submit feedback](#) for that sub to be excluded from picking up jobs at their school.

Substitute Consistency: We recommend utilizing the [preferred substitute feature in Frontline](#) to ensure that your favorite subs are requested first.

School Preparation and Systems:

Teacher Preparation for Daily Subs:

- **Lesson Plans:** Teachers should include their lesson plans in their Frontline profile or job (instructions linked [here](#)). Schools should have additional

lesson plans on file that can be emailed or printed in hard copy and given to a substitute last minute if needed. Schools may want to maintain all extra lesson plans in a shared Google folder so they can be accessed quickly if the teacher isn't able to upload.

- **Class Schedule:** Teachers should include their class schedule in their Frontline profile or job (instructions linked [here](#)).
- **Google Classroom Links (if needed):** Teachers who use Google Classroom should include the links in the lesson plan, or on their Frontline profile or job. Schools should ensure that they have an adequate number of laptops and/or desktops for substitutes to utilize for instruction if necessary. Substitute teachers are not required to bring their own laptops to assignments.

School Notes: Adding notes about your school to your Frontline profile can increase the likelihood of obtaining substitute coverage. This information can include but is not limited to: parking information, bell times, location of the main entrance, whether or not your school is handicap accessible and the availability of air conditioning. This is also an ideal place to impart your school's culture as well as your expectations of the substitute. Please send your school notes in a Word document to ssuhelpdesk@philasd.org to have it uploaded. You can also find an exemplar [here](#).

SDP Systems Access for Substitutes:

- **All substitutes** will have SDP email addresses ([full list linked here](#)), Zoom accounts, access to SDP's Google Platform, and basic Google training.
- **Google Classroom:** Principals or APs can assign the substitutes to Google Classrooms as needed [using these instructions](#), but should keep in mind that subs who are in for a short period of time likely only need the classroom schedule and lesson plan. Subs will not be able to access Google Classroom links unless they have been assigned in LittleSIS. Schools should contact their [EdTech coach](#) if they need support in setting up substitutes for the day.

List of Sub Positions:

Substitutes are provided for:	
Teachers Counselors Principals Nurses Secretaries Student Climate Staff Classroom Assistants SSAs Food Service Assistants Teacher Assistants	

List of Frontline (Aesop) Leave Codes:

01-Personal Leave	Available to employees and campus users
04-Personal Illness	Available to employees and campus users
31-Illness in Family	Available to employees and campus users
Sub Request Only (used for all other leave types)	Available to employees and campus users
99-Left SDP - Have to verify with Zone Manager and Talent Partner	Only available to campus users
Labor Relations (used when a sub is approved by LR. I.E. Reassignment Room)	Only available to campus users; notes to admin must be included for the absence to be entered
Position Control/SSU (used when a sub is approved by position control or Sub Services. I.E. LT sub overlap with an outgoing teacher)	Only available to campus users; notes to admin must be included for the absence to be entered

Contact Information:

Substitutes	<p>Phone number and personal email for subs can be viewed on the Daily Report that schools pull each morning (or for future dates).</p> <p>All subs also have SDP email, so you can find them in Gmail, or on the substitute email list linked here.</p>
SDP Substitute Services Team	<p>215-400-7827 ssuhelpdesk@philasd.org</p>
ESS Client Engagement Team	<p>ESS Client Engagement Team (to enter absences): 215-261-5523 SDPSubs@ESS.com</p> <p>Designated Zone Manager (everything else): Click here for the list of Zone Managers and their assigned schools</p>
School	<p>Frontline holds the phone number and email for the school contact (Principal or designee) in “Related Files” on the job details.</p>
Support	<p>Frontline instructions: jobs.philasd.org/sub</p>