

Daily Short-Call Substitute Placement Services

SY 2026–2028

Submitted by
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Subject: Daily Short-Call Substitute Placement Services

Dear Ms. Estrella and the Nova Classical Academy RFP evaluation committee,

Zen Educate is pleased to submit our response to Nova Classical Academy's Request for Proposal for daily short-call substitute placement services for the 2026-2028 contract term. We are grateful for the opportunity to continue supporting your mission of helping students know yourself and know the world through a classical liberal arts program grounded in virtue, wisdom, and academic rigor.

Nova Classical Academy serves approximately 1,000 students across K-12, and we understand that consistent classroom coverage is foundational to everything your academic program depends on: the continuity of structured lessons, the stability of student-teacher relationships, and the daily rhythm of a demanding classical curriculum.

Since we began supporting Nova Classical Academy, we have developed a clear picture of your operational needs and the caliber of educator your community expects. We cover all four substitute categories your RFP describes but focus primarily on, General Education Teachers, Paraprofessionals, and Education Assistants, with the same rigor we apply across our Minnesota charter network. Our recruiters source locally from the Saint Paul and Twin Cities communities, and our vetting standards ensure that every educator placed in an NCA classroom arrives prepared, credentialed, and ready to contribute.

Zen Educate brings a proven track record supporting charter schools and public school networks across Minnesota. We verify all eligibility requirements, ensure candidates meet Minnesota's standards for each role type, and comply fully with all background check and employment eligibility requirements. Our model is built for responsiveness: same-day, next-day, and advance placements are all supported through our technology platform and dedicated account management team, with fixed rates locked for the full two-year contract term.

We look forward to strengthening our partnership with Nova Classical Academy and ensuring that every classroom is covered by an educator prepared to uphold the standards of your school community.

Sincerely,



Cole Finnbogason
Zen Educate, Inc.

Organizational Overview

Zen Educate is a leading education technology and staffing partner, purpose-built to help school networks improve classroom consistency, reduce vacancies, and elevate educator quality, especially in high-need, hard-to-fill roles. Founded in 2017, Zen Educate combines innovative absence management and matching technology with a rigorous credentialing and vetting process, run by dedicated team of Account Managers and experienced recruiters to accelerate placements in NCA classrooms while maintaining the highest standards for compliance and educator quality.

Our goal is to reshape how schools secure both substitute and long-term educators by combining technology, school-aligned processes, and local recruitment. At Nova Classical Academy, that has translated into a partner who understands your commitment to classical liberal arts education, academic rigor, and ensuring students are supported every day by skilled, professional staff who help them grow. Since expanding to the US in 2022, we've delivered **more than 3,500,000 hours of classroom support**, and counting, in both general and special education settings across hundreds of public school districts and charter networks.

Today, Zen Educate partners with **more than 1000 schools nationwide**, supporting more than **8,000 verified educators**, fulfilling **10,000+ educator days** each week. Our pool of verified educators, continues to grow with the support of our experienced team of recruitment specialists, helping schools increase fill rates and speed, strengthen educator pipelines, and reinvest millions of dollars directly into classrooms. Since our launch in the US market, Zen Educate has materially impacted the school networks we service through improving their:

- **Fill Rate:** Maintaining **95%+ fill rates** nationwide, while aiming to fill 100% of all vacancies with a Zen educator.
- **Fill Speed:** Often within 1-4 hours for hard to fill roles, and **at an average fill time of 8.5 minutes**.
- **Retention:** Transitioning Zen educators to permanent roles with no fees after one year.
- **Cost Efficiency:** To date, Zen has helped school networks **save more than \$52 million**.



1000+
School Partnerships



8,000+
Verified Educators



10,000+
Educator Days/Week

Since expanding to Minnesota in 2022, Zen Educate has partnered with more than 50 school networks and successfully supported over 200 schools in the state with more than 1,400 exceptional educators placed in classrooms, including Nova Classical Academy. Our ongoing commitment to delivering quality talent has led to a 10 percent conversion of temporary staff into permanent full-time positions in several schools. Nova Classical Academy will continue to benefit from our extensive educator sub-pools across Minnesota, our deep-rooted knowledge of NCA's unique requirements, combined with our advanced matching technology and dedicated account support, to ensure the best-suited educators are placed in your schools.

With our strong recruiting operation already established in Minnesota, we are prepared to continue delivering consistent results for Nova Classical Academy through the full 2026–2028 contract term. By drawing on our extensive statewide experience and our technology-driven, student-centered approach to recruitment, we will help ensure that every student at NCA has access to the consistent, supportive learning environment they deserve.

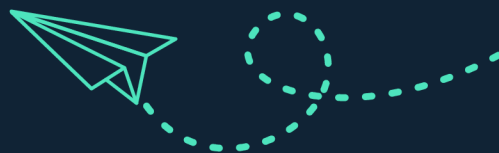
District	State	Enrollment	Partner since
Anoka-Hennepin ISD	Minnesota	38,600	2023
Nova Classical Academy	Minnesota	1,018	2025
Prairie Seeds Academy	Minnesota	824	2025
New Millennium Academy	Minnesota	851	2022
Hiawatha Academies	Minnesota	1,605	2022
Hmong College Prep Academy	Minnesota	2,508	2022
St. Paul City School	Minnesota	590	2025
Seven Hills Preparatory Academy	Minnesota	1,141	2023
DaVinci Academy	Minnesota	987	2022
St. Louis Park Public	Minnesota	4,509	2025
Spring Lake Park Public Schools	Minnesota	6,143	2025
Aurora Charter School	Minnesota	426	2025
Hope Community Academy	Minnesota	779	2023
Northeast College Prep	Minnesota	274	2023

Above are examples of school networks that we currently support, along with the duration of our partnerships.

Case Study: Anoka-Hennepin Schools, MN

An example of Zen Educate's exceptional impact is our partnership with Anoka-Hennepin Schools in Minneapolis, serving nearly 39,000 students. Within three months, we not only built a dependable daily substitute network but also filled high-need special education vacancies that had been open for months. By the beginning of the 2023–24 school year, **classroom vacancies had dropped by 30%**, increasing continuity and student engagement. Additionally, **more than 10% of placed substitutes accepted full-time district roles**, creating sustainable staffing solutions.

With our efficient structure and transparent pricing, Anoka-Hennepin Schools **saved roughly \$500,000 annually**, allowing those funds to be redirected to student programs and classroom support.



Case Study: West Contra Costa Unified School District, CA

Our collaboration with West Contra-Costa Unified School District (WCCUSD), demonstrates Zen Educate's ability to deliver both quality and efficiency. After launching in summer 2025, we reached a **100% fill rate across more than 160 paraprofessional positions**. This achievement ensured uninterrupted classroom coverage and reduced pressure on teachers and support staff.

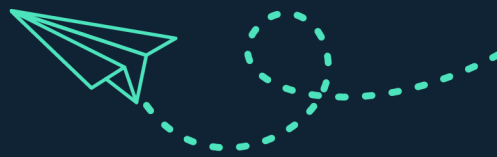
Through our low-cost, no-buyout-fee pricing model, **WCCUSD is on track to realize approximately \$1,000,000 in savings during the 2025–26 school year**. These savings, paired with reliable staffing and responsive service, highlight Zen Educate's commitment to providing measurable value and sustained classroom stability.

Case Study: Riverside Unified School District, CA

Riverside Unified School District faced daily staffing pressure, especially in hard-to-fill student support roles. Administrators were juggling last-minute absences, complex school-by-school requirements, budget tracking, and limited visibility into coverage. The process was manual and time-consuming, stretching district staff thin while they worked to maintain classroom continuity and student support.

Within 3 months of partnering with Zen Educate, Riverside Unified gained a customized reporting and visibility solution that centralized fill data, role types, and cost tracking.

This automated workflow removed hours of repetitive administrative tasks and gave leaders clear insights to plan proactively. Today, the district consistently achieves a **100% fill rate across roughly 85 daily absences**, ensuring classrooms receive reliable support while freeing staff to focus on student success instead of administrative hurdles.



Case Study: Washington Elementary School District, AZ

As statewide vacancy rates rose and districts increasingly leaned on long-term substitutes, Washington Elementary School District (WESD) (Arizona's largest elementary district) sought a sustainable solution to stabilize classrooms and reduce strain on teachers and support staff. Through a transparent, mission-driven model, **Zen Educate delivered a 100% fill rate across more than 300 special education paraprofessional roles** during the 2024–25 school year, far exceeding the state's historical 65–70% average.

More than **20 Zen Educate paraprofessionals were hired permanently** by WESD, strengthening the district's long-term workforce without any temp-to-perm fees. Combined with reduced agency margins and improved staffing efficiency, **WESD realized more than \$150,000 in cost savings** while ensuring consistent, high-quality student support. This success underscores Zen Educate's commitment to building stable, future-ready school teams and supporting educator retention across Arizona.

Technical Proposal

Zen Educate's recruitment, vetting, hiring, training and retention strategies are built to strengthen Nova Classical Academy's educator pipeline, placing skilled professionals in classrooms while maintaining the highest standards of safety and quality. Zen Educate is submitting this proposal for three substitute categories NCA requests: General Education Teachers, Paraprofessionals, and Education Assistants. All educators available for work in the local area are made visible to school leaders directly from the Zen Educate platform where we maintain data of all substitutes. Any educator that is available for work has completed a multi-round interview process, followed by rigorous screening, background checks, and training ensuring they are ready and extremely well equipped to meet the needs of NCA's classrooms.

Our multi-step model includes:

- **Candidate Sourcing:** We use a localized recruiting model to attract qualified educators from the Saint Paul and Twin Cities communities, sourcing candidates with strong instructional skills, experience supporting diverse learners, and a genuine commitment to serving the student population that makes Nova Classical Academy unique.
- **Comprehensive Interviews:** Each candidate completes a structured interview led by trained members of Zen Educate's education recruitment team. These interviews assess classroom management ability, instructional judgment, professional communication, and overall fit with NCA's expectations for educator conduct, student support, and learning environment consistency.
- **Candidate Vetting:** Zen Educate conducts a comprehensive screening process that meets or exceeds all NCA, state, and federal requirements. This includes background checks, reference verification, I-9 documentation, and thorough review of each educator's credentials.
- **Training and Onboarding:** Every educator placed through Zen Educate completes a comprehensive onboarding process that meets or exceeds all school, state, and federal requirements. This includes background checks, reference verification, I-9 employment authorization, and detailed review of each educator's credentials and eligibility.
- **Ongoing Support and Professional Development:** We support continuous educator development through regular check-ins, feedback-based coaching, and access to online training resources.

Over time, our partnership supports NCA's long-term staffing goals by developing a pipeline of skilled educators who can transition into permanent roles without any placement fees. We strengthen this foundation through a clear, supportive pathway to full-time hiring and a technology platform that provides school leaders full visibility and control over staffing activity and progress.

Candidate Sourcing

Zen Educate's sourcing strategy is built to support NCA's need for a reliable, high-quality pool of substitute educators. We use a localized recruitment approach focused on consistency, professionalism, and alignment with NCA's mission and student community. Our outreach blends in-person engagement, targeted digital recruiting, and partnerships with local colleges, universities, and community organizations to attract both experienced educators and emerging talent committed to supporting diverse learners.



Local-in person recruiting

We build a strong presence across surrounding communities through job fairs, school-hosted hiring events, and partnerships with local organizations. We also work with community centers, workforce programs, and nonprofits to connect with teachers, paraprofessionals, and other qualified candidates who bring the skill, empathy, and professionalism needed to support NCA's students.

Digital marketing campaign

Zen Educate's marketing team brings strong expertise in talent attraction and educator recruitment. This allows us to build targeted, data-driven outreach campaigns that reach mission-aligned candidates who are passionate about supporting students. To expand our reach, we partner with major hiring platforms such as Indeed, Glassdoor, and ZipRecruiter, posting tailored listings that reflect NCA's unique environment and staffing requirements. Through these channels, we connect with thousands of qualified educators each month whose experience, skills, and values align with NCA's instructional model and student community.



Referrals

Our robust referral program enables current educators to invite peers via a personalized link. Upon verification and completion of three working days, both the referring educator and their referral receive a \$100 gift card.

Comprehensive Interviews

Every candidate completes a structured, multi-step interview process designed to assess their experience, instructional judgment, and readiness to support NCA's classrooms. This approach ensures that NCA continues to receive well-prepared, professional educators who are equipped to work with diverse learners and contribute to a stable, supportive learning environment.



Initial Screen

The initial screening is our first opportunity to engage with each candidate. In this stage, our recruitment team reviews qualifications, confirms genuine interest in the role, and builds enthusiasm for working with Zen Educate and supporting NCA's students and instructional environment.



Individual interview

Qualified candidates then move on to a **20–30 minute virtual interview** with a senior recruiter. This stage includes behavioral and scenario-based questions, an evaluation of motivation and readiness to support students with diverse learning needs, and confirmation that each educator meets all state and NCA requirements.

Once an educator successfully completes the interview process, we begin a rigorous background screening and verification process to ensure full compliance with Minnesota law and NCA's standards. This includes verification of licensure and credential status, background checks conducted in accordance with Minnesota requirements, I-9 employment eligibility verification, and collection of all required credentials.

All Zen paraprofessionals are verified to meet Minnesota's minimum eligibility requirements for special education aid prior to placement, including review of education, relevant certifications, and, when applicable, an MDE-approved competency grid.

We also conduct mandatory criminal background checks and comprehensive reference verification, requiring at least two references, including one direct supervisor. All references are personally contacted and documented by our team. Copies of degrees, certifications, and qualifying documents for paraprofessionals are collected for school review, and NCA administrators can access these credentials and supporting documentation directly through the Zen platform upon request.

Vetting and Background Checks

At Zen Educate, we are deeply committed to the safety, well-being, and support of every student and staff member. Our compliance process includes strict procedures to verify each educator's qualifications, background, and required training before placement. Because Minnesota law requires background studies for school personnel, we work closely with candidates to complete the background check process through an approved provider prior to eligibility for assignment. Below is an overview of our core compliance steps:

1. **Comprehensive Background Check:** To uphold the highest standards of safety and integrity, every Zen Educate candidate completes a thorough background check and verification process, which includes:
 - a. **State and National Criminal History Screening:** We conduct background checks, including state and federal criminal history checks and Sex Offender Registry searches, to ensure full compliance with Minnesota student safety laws.
 - b. **References:** All candidates must provide at least two references, including at least one professional reference, which our team personally verifies to confirm strong professional conduct and reliability.
 - c. **Risk Assessment:** Zen Educate evaluates all findings from background screenings and reference checks to assess each candidate's suitability for employment in a school setting.
 - i. **Thorough Investigations:** In cases where a background check reveals potential issues, a more thorough investigation is conducted, including collecting statements from the candidate, verification of references, and additional review of any allegations or criminal history.
2. **Verification of School Staff Document:** Every educator must provide documentation verifying that they meet all state and school network requirements, including:
 - a. Educational qualifications and transcripts
 - b. Employment eligibility (I-9 verification)
 - c. Any licenses or credentials required
3. **Required Trainings:** To ensure classroom readiness, educators complete core training, including mandated reporting, professional conduct expectations, de-escalation and behavior-support basics, and best practices for supporting students with disabilities and autism.
4. **Ongoing Monitoring and Audits:** Zen Educate conducts ongoing monitoring for any background record updates, performs regular audits of staff files, and ensures that credentials and trainings remain current throughout each educator's time supporting NCA.

Training and Onboarding

Zen Educate provides comprehensive classroom management training developed by experienced educators and instructional design specialists, all managed in one place within our platform. The curriculum features specialized modules that address:

- **Evidence-based behavioral management** techniques tailored for dynamic classroom environments
- **Proactive strategies** for responding to unexpected behaviors and applying effective de-escalation methods
- **Orientation practices** that promote smooth classroom integration and instructional continuity

Our training is regularly updated to align with Minnesota Department of Education standards, current educational research, and NCA-specific requirements. All professional development modules undergo ongoing review to ensure they remain relevant, practical, and aligned with best practices in teaching and learning. Some examples of online professional learning courses available to Zen Educate staff include:

- **Addressing Communication Needs in Special Education** - In this training, educators are introduced to the concept of AAC to support communication for students with special needs.
- **Unexpected Behaviors and De-Escalation Techniques** - Created by a former educational trainer, this multi-step course provides guidance for educators to respond to challenging behaviors in a safe and supported way. This starts broad but then focuses specifically on children with additional needs.
- **How to be Successful on your First Days of School** - Guidance on what to expect in your first days at a new school, including best practices for preparation, communication, and establishing strong classroom routines.
- **Personal Care in Special Education** - An introductory course that prepares educators to provide safe, respectful, and appropriate personal care for students in special education settings.
- **Behavior Management in Schools** - A practical module focused on evidence-based strategies for maintaining a positive, respectful, and productive learning environment.
- **Sexual Harassment Training (WPH)** - Training that builds awareness of sexual harassment and other forms of unlawful conduct, providing strategies for prevention and appropriate response in the workplace.
- **Mandated Reporting (MRT)** - Instruction on identifying signs of child abuse or neglect and understanding the legal and ethical responsibilities for reporting to ensure student safety.

For long-term roles, we coordinate participation in NCA-led training (including CPI, PCA, and behavior management) as required.



Price Proposal

We are pleased to provide Nova Classical Academy with a transparent pricing model offering clear visibility into both educator pay and Zen Educate's associated costs. The tables below outline our proposed rates, fixed for the full two-year contract term (July 1, 2026 – June 30, 2028) with no annual escalators.

A supplementary charge of \$1/hour will apply if an aide is required to complete CPI training through Zen Educate. This includes any hours worked while the aide is undergoing training. No additional administrative or placement fees apply beyond the rates listed.

Paraprofessional/ Education Assistant Rate Card

Educator Hourly Pay (Direct Cost)	Total NCA Hourly Charge
\$17.00	\$27.53
\$18.00	\$28.68
\$19.00	\$29.83
\$20.00	\$30.97
\$21.00	\$32.12
\$22.00	\$33.27
\$23.00	\$34.42
\$24.00	\$35.57

Licensed Teacher Rate Card

Educator Daily Pay (Direct Cost)	Total NCA Daily Charge
\$180.00	\$246.19
\$190.00	\$257.79
\$200.00	\$269.38
\$210.00	\$280.97
\$220.00	\$292.57
\$230.00	\$304.16

End-of-Year Hiring Option

Zen Educate provides a no-fee pathway for Nova Classical Academy to hire our substitute educators permanently after they have served for one school year. We view helping dedicated educators move into long-term school roles as a key part of addressing staffing challenges and supporting continuity of care for students.

Our process starts with a simple, one-time placement fee of \$5000 per educator. This fee is reduced by \$28 for every day the educator works in your district. This structure allows you to hire a proven educator for no fee at all after they've completed 179 days of work at NCA while on assignment from Zen Educate.

Our belief is simple: strong relationships and consistent support help students thrive. That is why we remove hiring barriers and invest in educator development, including supporting staff as they pursue Minnesota licensure, education competencies, and qualification pathways. This model creates long-term staffing stability, strengthens classroom relationships, and aligns with NCA's mission to provide students with a caring, consistent educational community.

Timesheets, Payroll and Invoicing

Zen Educate's proprietary platform includes automated timesheet capture to ensure every educator's hours are accurately recorded, including breaks and unpaid time. School administrators can review, approve, or request edits to timesheets in real time. Timesheets are finalized weekly on Tuesday and processed for payroll on a weekly cycle.

Invoices are issued weekly with clear payment instructions, on net-30 day payment terms.

School leaders have on-demand access to detailed reporting through the Zen Educate platform, including schedules, timesheets, pay history, and cost summaries. Administrator feedback is tracked and aggregated to support continuous quality improvement and ensure educators meet NCA's expectations.

Support and Emergency Protocols

NCA school leaders will continue to have direct access to their dedicated Zen Educate contact through the Zen platform, via phone or via email at any time. In addition, our general support line, available by phone and email round the clock to ensure timely responses. When a concern arises, our resolution protocol follows these phases:

1. **Initial Documentation:** Concerns are formally recorded through our digital platform or direct account manager communication
2. **Response Prioritization:** Verbal communications are actioned immediately; alternative communication methods trigger same-day account manager outreach
3. **Comprehensive Resolution:** Our process incorporates thorough investigation, stakeholder consultation, and collaborative solution development
4. **Systematic Documentation:** All resolution steps and outcomes are comprehensively documented for future reference
5. **Quality Assurance:** We implement verification procedures to confirm resolution effectiveness and sustainability

We maintain a searchable resolution database to inform continuous improvement initiatives and prevent recurring issues. **Our proprietary technology platform also tracks key performance indicators across every placement, including:**



Attendance Rate: Educators are expected to maintain a minimum 95% attendance rate overall. Unexcused absences or habitual lateness trigger progressive accountability measures, including potential removal from the platform.



Feedback System: After each assignment, both schools and educators are encouraged to provide feedback. All feedback is reviewed and actioned by the Zen team, especially when negative. Positive feedback is reinforced with future placements, and negative feedback is reviewed to ensure only the best educators are available to schools through Zen.

These ratings directly inform our data-driven and human-centered matching process. Educators who demonstrate strong performance and reliability are prioritized for future placements, ensuring NCA classrooms consistently receive top-quality, proven staff who meet the school's expectations for excellence.

Proactive Feedback Gathering Approach

- **Comprehensive Information Gathering:** We actively pursue feedback through multiple communication channels including direct conversation and structured requests for evaluation input in the Zen Educate platform
- **Centralized Documentation:** All feedback is systematically recorded in our management platform, creating a comprehensive performance database for each educator
- **Timely Communication:** We promptly address both positive and negative educator feedback with appropriate urgency

When performance concerns arise, our Account Management team implements the following protocol:

1. **Documentation:** All feedback is formally recorded in our management system regardless of submission method
2. **Contextual Analysis:** We conduct comprehensive administrative consultations to establish a complete understanding of concerns and review historical performance indicators to identify potential patterns
3. **Intervention Planning:** Based on a thorough assessment, we develop appropriate response strategies considering both substantiation of concerns and potential risk levels
4. **Professional Development:** We deliver constructive feedback in a manner designed to foster professional growth and monitor receptiveness to improvement opportunities
5. **Resolution Implementation:** Depending on assessment outcomes, we determine appropriate interventions ranging from continued placement with additional support to placement restrictions or, when necessary, service termination

Our commitment extends beyond issue resolution to professional development, transforming performance concerns into growth opportunities whenever possible. We maintain transparent communication with district partners throughout this process, providing comprehensive documentation of all interventions.

Internal Service-Level Agreements (SLAs)

To ensure prompt service delivery, Zen Educate enforces internal SLAs that govern:

- **Initial vacancy response time:** immediately upon receiving the request
- **Unfilled role escalation:** within 1 business hour
- **Compliance clearance:** 100% of staff must pass all vetting steps before placement
- **School feedback response:** within 24 hours of issue submission

These SLAs are tracked through our internal platform and linked to staff performance metrics. Your dedicated account manager provides white-glove service to ensure immediate attention to all feedback received.

References

Anoka-Hennepin ISD

Minneapolis, MN | 38,500 students

- **Contact Name:** Melissa Hayes
- **Title:** Director of Special Education
- **Phone:** 763-506-1359
- **Email:** melissa.hayes@ahschools.us
- **Project Description:** Delivered daily and long-term SPED paraprofessionals, and supported an Extended School Year program.
- **Length of Service:** August 2023 – Present

Sojourner Truth Academy

Minneapolis, MN | 300 students

- **Contact Name:** Maureen Kroening
- **Title:** Director of Teaching and Learning
- **Phone:** 612-588-3599
- **Email:** mkroening@sojournertruthacademy.org
- **Project Description:** Delivered daily and long-term SpEd paraprofessionals, as well as substitute teachers for daily coverage.
- **Length of Service:** January 2024 – Present

Hiawatha Academies

Minneapolis, MN | 1,600 students

- **Contact Name:** Noella O'Rourke
- **Title:** Senior Human Resources Officer
- **Phone:** 612-505-8637
- **Email:** norourke@hiawathaacademies.org
- **Project Description:** Delivered daily and long-term SPED paraprofessionals, supporting multiple school sites across the district.
- **Length of Service:** October 2022 – Present

Zen's Technology Platform

With Zen you don't just get great staffing, but also a custom built software platform to support you every step of the way. As a technology forward company, with significant backing from leading ed-tech investors, we develop our own platform with a growing team of over 40 software engineers and product managers. This allows us to go beyond traditional staffing and generic software to give NCA school leaders real-time insight into their entire substitute network, from absence trends to open vacancies and fill rates to educator performance and credential compliance. This streamlined visibility means less time spent managing logistics and more time supporting teaching and learning.

Our smart matching algorithm **delivers placements in an average of 8.5 minutes**, connecting schools with pre-verified educators almost instantly leading to **fill rates exceeding 95% nationwide**. Network and school leaders have **full transparency into each educator's background check and certification status**, ensuring confidence and compliance with every hire. Administrators can also favorite preferred educators for **priority rebooking with a single click**. In addition, Zen Educate's platform supports **automated timesheets, absence tracking, and real-time reporting**, giving NCA the tools to manage staffing efficiently and proactively.

Smart Staffing for Smarter Classrooms with Zen Educate

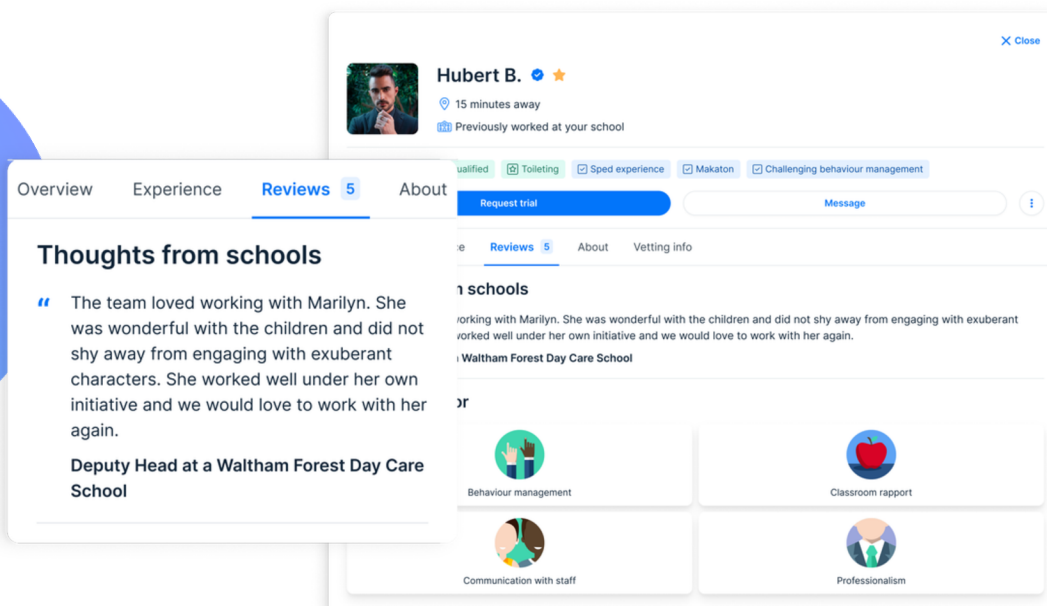
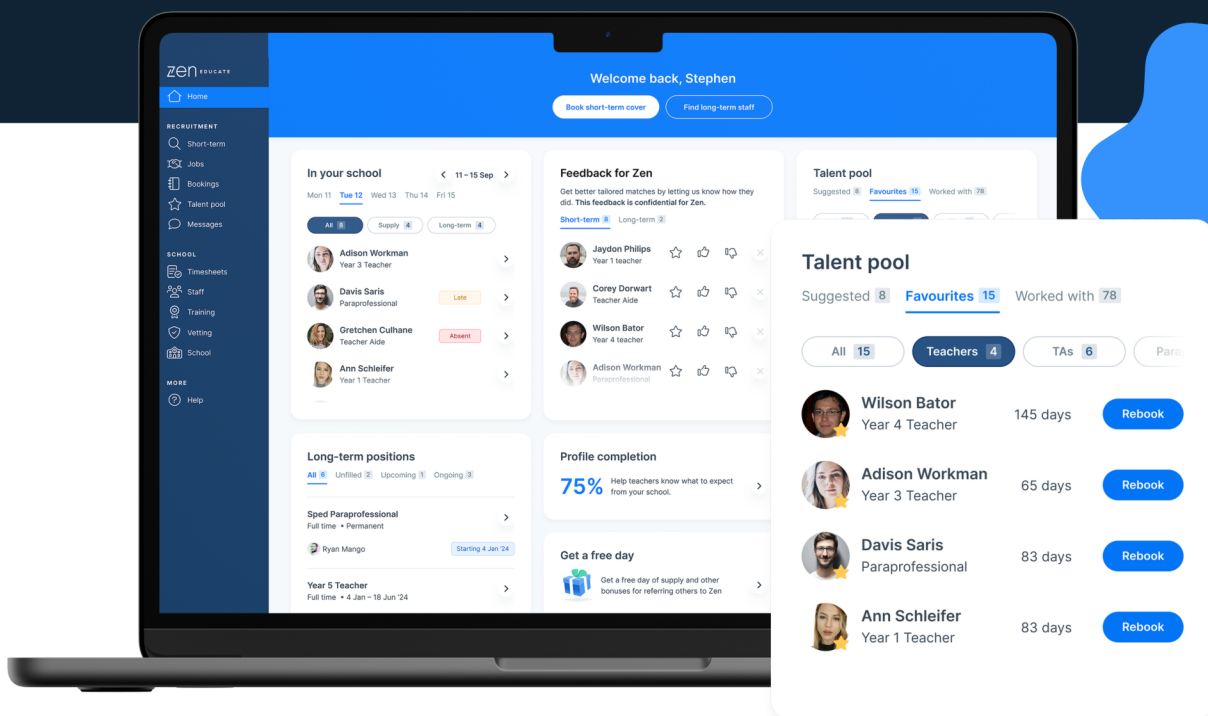
A closer look at how we match schools and educators, below are some screenshots to show functionality:



Homepage - Real-time central dashboard

The Zen Educate homepage serves as the **central dashboard** for school and district leaders. From this view, administrators can **instantly see which substitute educators are currently placed** in their schools, **identify available talent** to fill open roles, and **review past educators** to provide feedback or **quickly rebook trusted staff**.

With our **Absence Management** system, NCA can also get complete visibility into permanent staff that need to be covered temporarily - unifying all your staffing needs in one streamlined system.



Calendar - Unified schedule management

Beyond the homepage, the calendar view provides a comprehensive look at the week ahead - showing **open positions**, **upcoming educator assignments**, **replacements**, and **shift durations**. From this view, school and district administrators can **open educator profiles**, **review details**, and **communicate directly with staff** in real time.

By **consolidating all scheduling and communication tools in one place**, Zen Educate eliminates manual cross-system coordination and saves teams valuable hours each week.

Calendar + Request

Today < 26 - 30 May 2025 > Display booking times

	Mon 26	Tue 27	Wed 28	Thu 29	Fri 30
BOOKING REQUESTS (1)					
Paraprofessional Elementary School	Memorial Day - NO SCHOOL		Deje P. Filing req.		
TEACHERS (8)					
	Memorial Day - NO SCHOOL				
Barry Lazarus General cover			7:00 AM - 3:30 PM Short-term	7:00 AM - 3:30 PM Short-term	7:00 AM - 3:30 PM Short-term
Kathy (Kat) Landes (Moon) High School (9-12)					
Sean McGee Middle School (6-8)					7:00 AM - 3:30 PM Short-term
Jonathan Oyinyoye Middle School (6-8)		7:00 AM - 3:30 PM Short-term Cheng X.			
Shirley Li SPED					
Ryan Pearson Elementary School		7:00 AM - 3:30 PM Short-term Kendra M.			
Quivale Roberts High School (9-12)			11:00 AM - 3:00 PM Short-term Klara B.		

Sean M 25 mins away
Previously worked at your school

6th-12th Grade

Request Message

Overview Experience Calendar Reviews 0 About Vetting

16+ years experience
Substitute Teacher, Teachers On Call
Substitute Teacher, Saint Paul Public Schools 2y 9m
Long Term Substitute Instrumental Music Teacher, Harding Senior High School 6m
19 days worked with Zen
Bachelor Of Music, University Of Minnesota, 2006

Availability View full calendar

M	T	W	T	F	M	T	W	T	F
30	1	2	3	4	7	8	9	10	11

Summary

I would like to substitute teach at Hmong College Prep Academy and other charter schools in or near the Twin Cities area. Currently I sub at Mounds View High School and have subbed for SPPS and other nearby public school districts for 15 years.

Pending

Sick Policy

Fri Sep 22 Half Day AM Sub not needed

Andrea: Helping with family stuff

Past

Holiday Fri Jun 9 Full Day **Confirmed Supply:** John Doe

Holiday Fri Jun 9 Full Day **Confirmed Supply:** Rosie Johnson

Automated timesheets

Every **accepted booking automatically creates a timesheet** populated with approved hours and details based on your school's specific pay rates, lunch policies, and scheduling rules. **Administrators can easily review and adjust entries each week** before invoices are finalized, offering full visibility and accountability in how staffing dollars are spent and helping maintain complete financial oversight.

The image displays several key components of the zen EDUCATE interface:

- Absences Management:** A central dashboard showing '2 absences pending approval' for the week of Mar 25 - 29. It includes a table with columns for People, Job Title, Date, Reason, and Absence Approval.

PEOPLE	JOB TITLE	DATE	REASON	ABS STATUS	ABSENCE APPROVAL
Curtis Lee	Customer Program Agent	Fri Sep 22	Professional development	Sub needed	Deny Approve
Aldemar Hurt	Chief Optimization Liaison	Mon Sep 18 - Tue Sep 19	Professional development	Sub needed	Deny Approve
- Pending List:** A list of pending absences, including a 'Personal Day' on Fri Sep 22 (Half Day AM) for Andreea, which is marked as 'Sub not needed'.
- Past List:** A list of past absences, including 'Vacation' on Fri Jun 9 (Full Day) for John Doe and Rosie Johnson, both confirmed with substitutes.
- Edit timesheet Modal:** A modal for editing a timesheet for 'Chaucer Junior School' for 'Young Mark'. It shows a daily schedule from Mon 26/5 to Fri 30/5, with a total of 5 days and \$770.

Date	Status	Start	End	Break	Pay
Mon 26/5	✓	08:30	16:00	60 mins unpaid break	1 day \$154
Tue 27/5	✓	08:30	16:00	60 mins unpaid break	1 day \$154
Wed 28/5	✓	08:30	16:00	60 mins unpaid break	1 day \$154
Thu 29/5	✓	08:30	16:00	60 mins unpaid break	1 day \$154
Fri 30/5	✓	08:30	16:00	60 mins unpaid break	1 day \$154
Total					5 days \$770
- School Timesheet Summary:** A summary for 'Chaucer Junior School' for the period 16 Sep 2024 - 20 Sep 2024. It shows a total of 24.00 hours and a total cost of \$666.00 for the week.

Name	M	T	W	T	F	Total
Smith, Joel	07:45 - 14:45	07:45 - 14:45	07:45 - 14:45	07:45 - 14:45		24.00 hours
Paraprofessional	\$166.50	\$166.50	\$166.50	\$166.50		\$666.00

Automated job placements + Dedicated account manager support

Zen Educate's advanced matching algorithm learns the unique needs of NCA, ensuring that every placement is both fast and precise. When requesting substitutes, administrators can choose to **let our smart matching technology fill roles automatically, within 8.5 minutes on average**, or manually **browse our pool of qualified educators** to find the perfect fit. For harder-to-fill roles, a **dedicated account manager offers personalized support**, combining data-driven efficiency with human understanding to save the network valuable time while delivering the best educators for each classroom.

Find me someone

[Request Teacher now](#)

- ✓ We prioritize your **favorite** educators and those who've **worked at your school before**
- ✓ Roles filled in **5-10 mins** on average
- ✓ **97% chance** of the role being filled



Rachel Trauner

Account Manager – always here to help

The screenshot displays the Zen Educate app interface. On the left is a dark blue navigation sidebar with the Zen Educate logo and menu items: Home, RECRUITMENT (Short-term cover, Jobs, Talent Pools, Calendar, Messages with a red notification badge '4'), SCHOOL (Timehseets, Team, Vetting, School), and MORE. The main content area is titled 'Results' and shows search filters for 'Subjects' (Paraprofessional, Year 1), 'Date' (Today), and 'Start time' (07:45 am). Two candidate profiles are listed:

- Hubert B.** (marked with a star): 15 minutes away, 2 days worked at your school. Skills include: Fast responder, Recently active, Confirmed today, HQ qualified, High-School, Middle School, Year 1 - 11, Sped, Sped - Severe Autism, Sped - ASL. Endorsed for **behaviour management** and **classroom rapport**, +2 more by 3 schools.
- Marilyn C.** (marked with a star): 15 minutes away, 2 days worked at your school. Skills include: Confirmed today, HQ qualified, Middle School, Day Care, Year 1 - 11, Sped.

Each profile has a blue 'Request' button and a 'View profile' button.

Continuous Feedback, Results & Long-Term Jobs:

After a booking is completed, and the educator successfully fulfills the assignment, the platform automatically prompts administrators to provide feedback. **Positive feedback increases the visibility of those educators** in future searches, while any **negative feedback is immediately addressed by the account manager**. This continuous feedback loop ensures consistent educator quality and prioritizes educators who are familiar with and aligned to your school's expectations.

Our platform also enables schools and **districts to post long-term positions** directly to our expansive educator network, promoting stability, consistency, and continuity of learning across classrooms.

The screenshot displays the Zen Educate platform interface, divided into two main sections: 'Talent pool' and 'Your job'.

Talent pool: This section features a navigation bar with 'Suggested 2', 'Favourites 10', and 'Worked 20'. Below this, there are filters for 'All 10', 'Teachers 7', 'TAs 2', and 'Supervisors 1'. A list of educators is shown, each with a profile picture, name, role, and a 'Rebook' button. The educators listed are Jen Barber (Teacher, 38 days), Max Wilson (Teacher, 45 days), Lydia Cape (Teacher, 3 days), Jeff Simmons (Teacher, 11 days), and Tim Haaland (Teacher, 20 days). A yellow star icon is placed above the 'Rebook' button for Jen Barber.

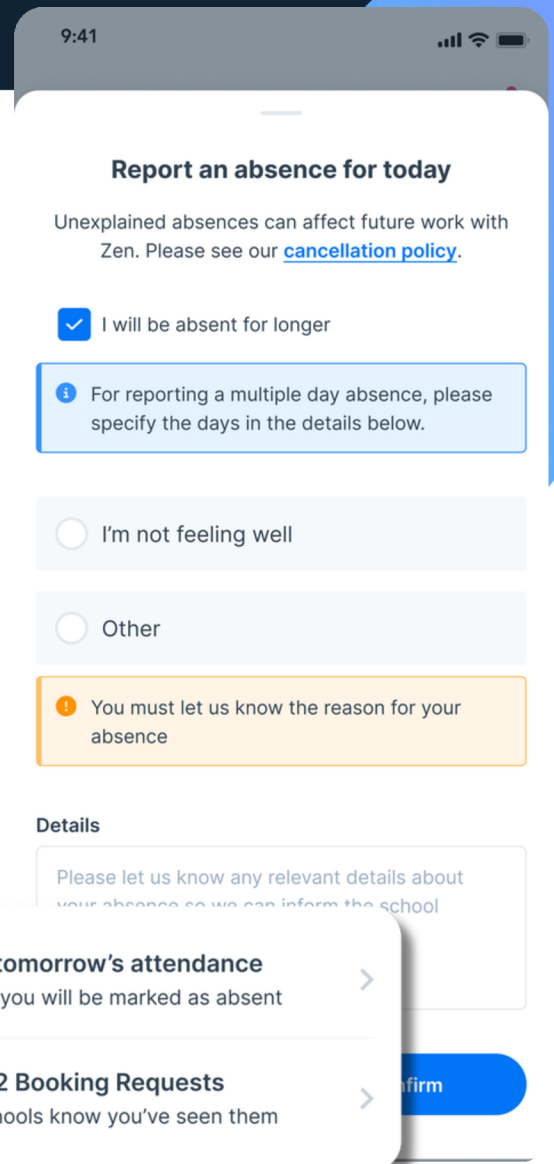
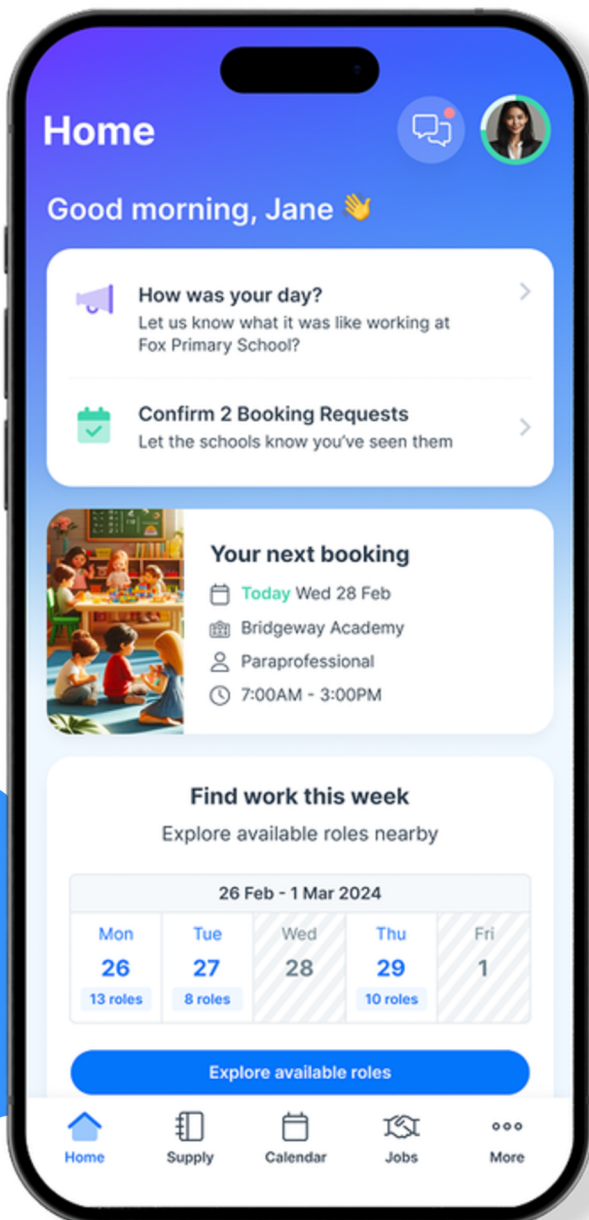
Your job: This section shows a job listing for 'Paraprofessional | Special Education, ASD / Autism, Elementary School'. The job is posted for '6 Jan - 25 May 2025' and is 'Full time'. It has been 'Posted 1 week ago'. Below the job title, there are statistics: 'Suggested 5', 'Trial 2', 'Accepted 0', and 'Rejected 0'. Two candidates are listed: Hubert B. (15 minutes away, previously worked at your school) and Rayna S. (45 minutes away). Both have 'Request trial' and 'View profile' buttons. Hubert B. has several skills listed: Applied, HQ qualified, Personal care, Sped experience, ASD, and Autism. Rayna S. has HQ qualified, Personal care, Sped experience, and ASD.

Reception class teacher: This is a separate job listing for a 'Reception class teacher' at a 'Primary School in Southwark'. The job is for 'Full Time' and runs from '11 Feb - 28 Mar'. It has been '5 contacted'. The description states: 'We are seeking a passionate and nurturing early years educator to step into a long-term Reception Class teaching role at a welcoming elementary school in Houston. This is a fantastic opportunity to make a meaningful impact at a pivotal stage of child development. As the Reception/Pre-K teacher, you'll lead young learners with engaging lessons in a safe, inclusive classroom.' There is a 'See matches' button and a 'Publish' toggle switch.

Mobile App - Smart Staffing on Mobile

Zen Educate makes it **simple for permanent staff to log and request absences** through our dedicated mobile app, powered by our proprietary technology. Educators can report an absence instantly, triggering Zen's **automated matching system (if enabled) to begin filling the vacancy**, often before the school day begins. This seamless process minimizes disruptions and ensures classrooms remain covered without delay.

Through our platform, schools gain immediate access to Zen's substitute network via **in-app messaging**, creating direct communication between administrators and educators. This flexibility **enables educators to accept roles in real time**, significantly reducing fill times and keeping classrooms fully staffed.



Information Security and Systems Reliability

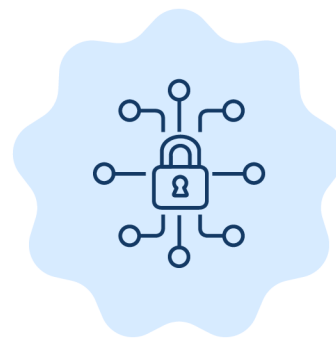
Zen Educate's cloud-based platform employs industry-standard encryption protocols and is fully FERPA-compliant. System uptime is supported by 24/7 access, unlimited support, and regular third-party security assessments. Our platform also features:



Secure document management for all compliance materials



Automated credential verification and storage



Regular updates and security patches with no disruption to users

We maintain rigorous systems reliability standards to ensure uninterrupted, compliant service delivery across all campuses.

Product Feedback & Development

At Zen Educate, we believe technology should adapt to the needs of schools and not the other way around. To make this possible, we've invested in a team of over 40 experienced software engineers and product managers, dedicated to continuously improving our platform based on real feedback from our school partners. This structure gives us the agility to make rapid updates and custom enhancements, ensuring our tools evolve alongside NCA's operational priorities.

Unlike traditional staffing agencies, Zen Educate's technology is built collaboratively with the school networks we serve. We actively invite NCA school leaders to inform future platform improvements, helping shape the features, data visibility, and workflows that best support your schools. This partnership-driven innovation ensures our technology remains intuitive, transparent, and tailored to the realities of classroom staffing.

Certificates of Insurance



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

5/11/2026

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Howden US Specialty, LLC 7701 France Ave S Suite 500 Edina MN 55435	CONTACT NAME: PHONE (A/C. No. Ext): 646-685-4930	FAX (A/C. No):
	E-MAIL ADDRESS:	
License#: 40977396 ZENEDUC-01	INSURER(S) AFFORDING COVERAGE INSURER A : CFC UNDERWRITING LIMITED	NAIC #
INSURED Zen Educate Inc 2136 Ford Parkway, #5208 Saint Paul MN 55116-2850	INSURER B : Underwriters at Lloyds	
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

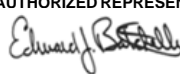
COVERAGES **CERTIFICATE NUMBER:** 1918869519 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	Y	Y	PSO0140747298	3/18/2026	3/18/2027	EACH OCCURRENCE \$2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$250,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$2,000,000 GENERAL AGGREGATE \$4,000,000 PRODUCTS - COMP/OP AGG \$4,000,000 \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y/N <input checked="" type="checkbox"/> N/A (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below						PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A B B	Professional Liability Sexual Misconduct Liability: Sexual Misconduct Liability:			PSO0140747298 B0621PZENE000626 B0621PZENE000726	3/18/2026 3/18/2026 3/18/2026	3/18/2027 3/18/2027 3/18/2027	Per Occurrence 4,000,000 Per Aggregate 2,000,000 Per Aggregate 4,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 NON-OWNED AND HIRED AUTOMOBILE LIABILITY
 Limit: \$1,000,000

 LIABILITY FOR DAMAGE TO HIRED OR LEASED AUTOMOBILES
 Limit: \$50,000

CERTIFICATE HOLDER Nova Classical Academy 1455 Victoria Way St. Paul MN 55102	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

5/11/2026

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

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PRODUCER SUNZ Insurance Solutions LLC ID:(True PEO LLC) c/o True PEO LLC 1650 Sand Lake Road, Suite 114 Orlando, FL 32809	CONTACT NAME: Stephanie Pishkula PHONE (A/C, No, Ext): 689-208-6260 E-MAIL ADDRESS: stephanie.pishkula@resourceemployment.com	FAX (A/C, No):	
	INSURER(S) AFFORDING COVERAGE		NAIC #
INSURED True PEO LLC and Zen Educate Inc 1650 Sand Lake Road, Suite 114 Orlando FL 32809	INSURER A: SUNZ Insurance Company		34762
	INSURER B:		
	INSURER C:		
	INSURER D:		
	INSURER E:		
	INSURER F:		

COVERAGES

CERTIFICATE NUMBER: 90507881

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$	
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$	
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$	
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	WC094-00057-026	1/1/2026	1/1/2027	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Coverage provided for all leased employees but not subcontractors of: Zen Educate Inc Client Eff Date: 2/1/2025

CERTIFICATE HOLDER
 Nova Classical Academy
 1455 Victoria Way
 St. Paul MN 55102
CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Rick Leonard

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ACORD 25 (2016/03)

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zen
EDUCATE