

NYC Public Schools Division of Human Resources (DHR)

65 Court Street, Brooklyn NY

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Office of Substitute Processing

Substitute Paraprofessional (Teacher Assistant) Onboarding

The Substitute Paraprofessional Application Processing office processes principal nominations for potential substitute paraprofessionals. The Office conducts assessment and orientation events to ensure the eligibility of candidates. Eligible Nominees are required to hold a High School diploma or equivalent, complete Child Abuse/ School Violence Prevention/ DASA workshops, in addition to, an online training. Qualified candidates will be staffed in this position and offered employment opportunities within the NYC public school system.

<https://www.schools.nyc.gov/careers/other-jobs-in-schools/paraprofessionals-and-substitute-paraprofessionals>

Substitute Teacher Onboarding

The Substitute Teacher Application Processing Office processes principal nominations for potential substitute teachers. The Office conducts orientation events to ensure eligibility of candidates. Eligible Nominees are required to hold a bachelor's degree, complete Child Abuse/ School Violence Prevention/ DASA workshops, in addition to, an online training. Qualified candidates will be staffed in this position and offered employment opportunities within the NYC Public School system.

<https://www.schools.nyc.gov/careers/substitute-teaching>

SubCentral

SubCentral (SubC) is NYC Public Schools' absence management system used by schools to manage the absences of their full-time Teachers and Paraprofessionals. The primary benefit of the system is that it enables full-time Employees to enter an absence directly into the system, even after school hours, using a landline phone or the web, and follow up by contacting a substitute from the approved pool of over 24,000 to fill the absence before the school opens in the morning. The NYCPS covers between 13,000 to 16,000 absences with substitutes daily.

<https://subcentral.eschoolsolutions.com/logOnInitAction.do>

Substitute Renewal

This Office handles the Substitute Teacher and Substitute Paraprofessional Renewal Process, which includes Substitute Reasonable Assurance and Renewal Requirements. All Substitute Teachers and Substitute Paraprofessionals must pass the Renewal Process each summer in order to be eligible for the following school year.

<https://dhrnycaps.nycenet.edu/ra/>

Sub to FT Para Hiring

This Office handles the review of new hire applications for Substitute Paraprofessionals seeking Full Time Paraprofessional Employment. All Paraprofessionals must possess a Teacher Assistant L1 certification in order to be hired. All Paraprofessionals hired after January 31, 2004 are required to obtain a 1) NYS Level II TA Certificate within 3 years of employment, and 2) NYS Level III TA Certificate within 6 years of employment. Paraprofessionals who do not meet these requirements risk termination at the end of the school year.

<https://www.schools.nyc.gov/careers/other-jobs-in-schools/paraprofessionals-and-substitute-paraprofessionals>

NYS Approved/Mandated Workshops offered by NYCDOE (DASA, Child Abuse or School Violence Prevention)

NYC Public Schools is proud to be a New York State Education Department (NYSED)-approved provider of the following workshops, required for all NYC educators: Child Abuse, School Violence Prevention, DASA and Autism.

<https://nyc.teacherssupportnetwork.com/NYSWorkshops.do>

Substitute Disciplinary Unit

SubstituteDisciplinaryUnit@schools.nyc.gov

Technical Issues with Substitute Onboarding Process

SAPProblemTicket@schools.nyc.gov

Paraprofessionals Milestones Unit

Full Time Paraprofessional Processing

paraprofessionalinquiry@schools.nyc.gov

Verification of Paid Teaching Experience for Substitute Teachers

Submission of Superintendent Statement of Substitute Teachers who are applying for NYS Teacher certificates by confirming days worked.

para_milestones@schools.nyc.gov

Scholarships, Incentives, and Special Programs

Scholarship/Incentive Programs

The Graduate Scholarship Program was created to address the Jose P. Mandates to provide service to students. This program prepares participants to serve in the areas of Bilingual Special Education, Monolingual and Bilingual Speech Language Pathology, Monolingual and Bilingual Visually Impaired, Bilingual Guidance Counseling, Bilingual School Psychology and Bilingual Social Work, Occupational Therapist and Physical Therapist. The Scholarship Program offers uncertified candidates a traditional path to certification by way of a tuition free master's degree at a participating college/university.

www.teachnycprograms.net

Jose P. Loan Forgiveness

The Jose P. Loan Forgiveness Program offers New York State Certified Teachers and Clinicians, working in specified shortage areas and Bilingual Education programs, the opportunity to have their student loans repaid.

www.teachnycprograms.net

Career Training Program (CTP)

The Career Training Program serves as a benefit to UFT Paraprofessionals. This Program provides tuition assistance of up to six (6) credits per semester, three (3) semesters per year, towards a bachelor's degree.

www.teachnycprograms.net

Para Incentive Programs

As a subset of the Career Training Program, there are a variety of additional programs, which serve as a benefit to UFT Paraprofessionals:

- Paraprofessional to Teacher Pathway Graduate Reimbursement Program
- Paraprofessional Certification Testing Reimbursement Program
- Paraprofessional Student Teacher Leave of Absence Program
- Paraprofessional Academy

www.teachnycprograms.net

Pupil Personnel Services Intern Placement/Practicums

The Pupil Personnel Services focuses on the staffing of related service providers in Speech Improvement, School Psychology, Social Work, School Counseling, Attendance Teachers, Occupational and Physical Therapy. To that end, this unit reviews and screens applications, responds to questions and advises candidates on processes and procedures for employment, certification, and other opportunities and to ensure that qualified candidates are entered into the New Teacher Finder for Clinicians.

www.teachnycprograms.net

Lead Teacher Assistant (LTA)

The Lead Teacher Assistant Paraprofessional (LTA) position was created to allow for a more diverse use of Paraprofessionals in classrooms and schools in support of students' needs. The position enables schools to utilize a Paraprofessional in the role of an Assistant Teacher, supporting instruction in the classroom working with students alone or in small groups, under the general supervision of the Classroom Teacher throughout the school year. This position affords Paraprofessionals the opportunity to hone their skills and create a possible pathway to a teaching career.

www.teachnycprograms.net

Bilingual Pupil Services

The Bilingual Pupil Services Program Office is a central-based office providing oversight for this Title I/Tax Levy Program. This Program is managed by the Division of Human Resources and serves Multilingual Learners/English Language Learners (MLLs/ELLs) in Grades K-8. The program hires approximately 45 Bilingual Paraprofessionals annually, who work in non-mandated Dual Language classrooms, Transitional Bilingual classrooms and English as a New Language classrooms providing linguistic and academic enrichment in bilingual reading, mathematics and core content areas to Title I

eligible Multilingual Learners/English Language Learners whose first language is Spanish, Chinese or Haitian Creole.

www.teachnycprograms.net

Mayor's Graduate Scholarship Program

The Mayor's Graduate Scholarship Program provides City government employees with the opportunity to continue their education in graduate study. Over the years, hundreds of applicants have been awarded scholarships thanks to the generosity of New York City area colleges and universities. Participating schools offer full or partial scholarships in areas of business and public administration, policy analysis, law, engineering, nursing, public health, computer science, and other profession specific programs to eligible and qualified applicants.

www.teachnycprograms.net

Summer Stipend

www.teachnycprograms.net

Pupil Personnel Services

The Pupil Personnel Services focuses on the staffing of related service providers in Speech Improvement, School Psychology, Social Work, School Counseling, Attendance Teachers, Occupational and Physical Therapy. To that end, this unit reviews and screens applications, responds to questions and advises candidates on processes and procedures for employment, certification, and other opportunities and to ensure that qualified candidates are entered into the New Teacher Finder for Clinicians.

<http://teachnyc.net/pathways-to-teaching/other-school-positions>

Teacher Recruitment

Teacher Licensing

For pedagogical positions that require NYSED certification, a NYCPS license is issued based on the employee's NYSED certificate and their assignment area. If their NYSED certificate expires, then their NYCPS license becomes invalid.

<https://teachnyc.net/>

Alternative Certification Programs

Career changers and recent college graduates can earn certification while completing a master's degree through an alternative teacher preparation program—including the NYC Public Schools programs which support the schools and subjects that need great teachers most. Individuals interested in one of these pathways should apply directly through the program.

<https://teachnyc.net/getting-started/alternative-routes-to-certification>

Office of Supervisory Support Services

Supervisory Licensing

The Office of Supervisory Support Services is responsible for the entire employee lifecycle of all Educational Supervisors: Principals, APs, EAs, Supervisors, CSA Directors, and Pedagogical Managers.

<https://www.schools.nyc.gov/careers/principals-and-assistant-principals/school-leader-and-supervisory-certification>

Office of Field Services

School Secretary Licensing & Maximum Requirements

School secretaries provide clerical and administrative support to schools and school-based administrators, process timekeeping transactions, and assist staff at schools with forms and HR-related inquiries. School secretaries are selected by school principals and HR directors, and their responsibilities and assignments may vary depending on the school's needs.

Note: Some school secretaries may be referred to by other names such as payroll secretary, leaves secretary, attendance secretary, Pupil Personnel Services secretary, etc.

<https://www.schools.nyc.gov/school-secretaries>

Mentoring Verifications

Satisfaction of a mentored experience is one of the requirements individuals must meet in order to qualify for the Professional certificate. Public school employers are responsible for reporting mentored experience for the certificate holders they employ.

MTSsupport@schools.nyc.gov

Teacher & Pupil Personnel Terminations

There are two termination dates every year, 7/1/** for expired certificate holders and 8/31/** for those with time extensions expiring on 8/31/**.

Terminationunit@schools.nyc.gov

Teacher Certification & Licensing

nycdoecertunit@schools.nyc.gov

HR Connect

Medical, Leaves & Records, Health Benefits Unit, Data Management Unit, HR Connect Service Center, and SOLAS Support

HR Connect is the one-stop-shop for general human resources information and employee customer service for NYC Public Schools.

<https://doehrconnect.custhelp.com>

NYCPS Photo IDs

Individuals requiring a Photo ID card will need to complete this via an in-person appointment at the HR Connect Service Center. Appointments are available via the HR Connect Service Center Reservation System. These services are by appointment only. Visitors without a verified appointment will be turned away.

<https://tinyurl.com/HRCsReservation>

I-9 Verification

To complete your I-9 verification, you will have to come in-person to the HR Connect Service Center with the required documentation for verification. You should complete your I-9 verification in person on the same day that you schedule your Photo ID appointment.

<https://tinyurl.com/HRCsReservation>

OSPRA 104

The OSPRA 104 Form is to be filed by individuals who have been previously fingerprinted (after July 1, 1990) for a license and/or employment by the New York City Public Schools (NYC Public Schools) and are authorizing the NYC Public Schools to forward their criminal history to the New York State Education Department for certification application and/or employment purposes.

https://doehrconnect.custhelp.com/app/answers/detail/a_id/9213/kw/ospra

Updating your Name, Address, Phone, Personal Email, Gender, and Ethnicity using NYCAPS ESS

NYCAPS Employee Self Service (ESS) is the City of New York's system that allows employees to perform HR related tasks, such as updating your personal information (such as your name, address, and phone number), updating your tax withholdings and deductions, enrolling in health benefits, etc. ESS is accessible via the web so that you can perform these tasks either at work or from home.

<https://a127-ess.nyc.gov>

Other Frequent Links

NYCPS IT/Technical Issues

The NYCPS Service Desk (also referred to as the NYC Public Schools Help Desk or the DIIT Service Desk) is managed by DIIT and can help with a range of technical issues.

Examples of issues are as follows:

- NYCPS Login and Password issues (including access to your NYCPS email and assistance with logging into the Payroll Portal)
- Requests for network/software access
- Phone Issues
- Hardware Issues
- Software Issues
- Add/Edit Public Folders
- Add/Edit Distribution Lists
- Report virus and malware detections including spam/phishing incidents*
- Server backup/restore requests

<https://supporthub.schools.nyc/>

Direct Deposit

If you are currently enrolled in EFT/Direct Deposit, you can make changes to your direct deposit such as:

- Changing the account into which your payroll funds are transferred.
- Canceling your direct deposit.

<https://payrollportal.nycboe.net>

United Federation of Teachers (UFT)

You should contact your Union/Welfare Fund, when you are adding/dropping dependents from your union/welfare fund coverage and for information about:

- Prescription/vision/dental coverage
- Life Insurance
- Grievances

<https://www.uft.org/>

Board of Education Retirement Systems (BERS)

BERS provides retirement benefits for civil service employees permanently employed by the City and school district of New York, except for those who may retire under the provisions of other retirement laws. BERS has since expanded to include other employees, such as provisional and part-time employees of the NYC Public Schools and other covered employers.

<https://www.bers.nyc.gov/>

DHR Contact Reference Sheet

Office of Substitute Processing

Service	Website/Contact Info
Substitute Paraprofessional (Teacher Assistant) Onboarding	https://www.schools.nyc.gov/careers/other-jobs-in-schools/paraprofessionals-and-substitute-paraprofessionals
Substitute Teacher Onboarding	https://www.schools.nyc.gov/careers/substitute-teaching
SubCentral	https://subcentral.eschoolsolutions.com/logOnInitAction.do
Substitute Renewal	https://dhrnycaps.nycenet.edu/ra/
Sub to FT Para Hiring	https://www.schools.nyc.gov/careers/other-jobs-in-schools/paraprofessionals-and-substitute-paraprofessionals
NYS Approved/Mandated Workshops offered by NYCDOE (DASA, Child Abuse or School Violence Prevention)	https://nyc.teacherssupportnetwork.com/NYSWorkshops.do
Substitute Disciplinary Unit	Email: SubstituteDisciplinaryUnit@schools.nyc.gov
Technical Issues with Substitute Onboarding Process	Email: SAPProblemTicket@schools.nyc.gov

Paraprofessionals Milestones Unit

Service	Website/Contact Info
Full Time Paraprofessional Processing	Email: paraprofessionalinquiry@schools.nyc.gov
Verification of Paid Teaching Experience for Substitute Teachers	Email: para_milestones@schools.nyc.gov

Scholarships, Incentives, and Special Programs

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Para Incentive Programs	www.teachnycprograms.net
Pupil Personnel Services Intern Placement/Practicums	www.teachnycprograms.net
Lead Teacher Assistant (LTA)	www.teachnycprograms.net
Bilingual Pupil Services	www.teachnycprograms.net
Mayor's Graduate Scholarship Program	www.teachnycprograms.net
Summer Stipend	www.teachnycprograms.net
Pupil Personnel Services	http://teachnyc.net/pathways-to-teaching/other-school-positions

Teacher Recruitment

Service	Website/Contact Info
Teacher Licensing	https://teachnyc.net/

Alternative Certification Programs	https://teachnyc.net/getting-started/alternative-routes-to-certification
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Service	Website/Contact Info
Supervisory Licensing	https://www.schools.nyc.gov/careers/principals-and-assistant-principals/school-leader-and-supervisory-certification

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Service	Website/Contact Info
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Mentoring Verifications	Email: MTSsupport@schools.nyc.gov
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Data Management Unit	https://doehrconnect.custhelp.com
HR Connect Service Center	https://doehrconnect.custhelp.com
SOLAS Support	https://doehrconnect.custhelp.com
OSPRA 104 Form	DOE HR Connect OSPRA
NYCPS Photo IDs	https://tinyurl.com/HRCsReservation
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Updating your Name, Address, Phone, Personal Email, Gender, and Ethnicity using NYCAPS ESS	https://a127-ess.nyc.gov

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Service	Website/Contact Info
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Direct Deposit	Payroll Portal- https://payrollportal.nycboe.net
United Federation of Teachers (UFT)	https://www.uft.org/
Board of Education Retirement Systems (BERS)	https://www.bers.nyc.gov/