



Integrated Safe School Plan (ISSP) Frequently Asked Questions (FAQ)

The following are some of the most common questions directed to the Office of Emergency Services as schools complete the ISSP:

GETTING STARTED

I am an interim principal. How do I get access to the plan?

When HR formally assigns an interim principal and updates the master data file, the Interim Principal will show as the principal of the school and will be able to edit. Unfortunately, we cannot manually make this change. If an Interim Principal needs to assign access to a designee, the Interim Principal needs to email OEM@lausd.net and include the name of the school and the name of the employee to assign as the designee.

How do we incorporate the co-located independent charter school at our site into the ISSP?

Independent charter school employees located on LAUSD campuses should apply for an LAUSD single sign-on through OneAccess (<https://oneaccess.lausd.net/>) and keep their campus information updated. They will then be included in a separate dropdown of employees under the charter school's name. You can also upload a PDF list of charter employees who are assigned to emergency teams in Step 5, under Other Document Upload.

The ISSP is developed collaboratively among all schools and programs at a site and will include comprehensive goals, activities, teams, and dates to ensure that everyone on the campus will work together for the well-being of all. Schools that submit plans under the umbrella of a co-located site may be required to produce or create their own specific school's goals (such as those in Step 3), and/or strategies and activities.

SCHOOL DETAILS

How do I add a designee to work on the plan?

The principal is the only person who can add a designee. This is done on the School Details page. Be sure to click the Save button in the top left corner of the School Details page.

One of our employees is not in our dropdown list.

Click on the magnifying glass to the right of the box you are trying to complete. On the "Lookup" window, change the list to show "All LAUSD Staff" by clicking on the down arrow next to the school name showing on the field on the right. Search by name ensuring you are using the employee's name as listed on HR records. For employees with common names, you can confirm you selected the correct one if you have the employee number. You can also search by using the employee number.

STEP 1

Schools do not have assigned police officers. Who do I list as the law enforcement required team member in Step 1?

You have two options: You may call the Los Angeles School Police Department Watch Command (at 213-625-6631) to request support from an officer and then select that officer from the employee dropdown, using the "All LAUSD Staff" option. You may instead type in the name of a local law enforcement officer that serves your school.

STEP 2

Is the Attendance Plan in Step 2 required?

As of 2020-21, schools are not required to upload their attendance plan onto the ISSP online system. However, TK-12 schools shall adhere to District attendance/engagement expectations.



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For consultation on developing strategies to support student attendance, please contact your local district PSA coordinator.

STEP 4

One of the names on my emergency contacts page is red.

Names in red on the Emergency Contacts screen are missing contact phone numbers. The employee must update their own information in the Employee Self Service system at ess.lausd.net. The employee should access "My Profile" and click "Edit" on the bottom right to update the data. The user must then click "Save" (bottom right). You will see the changes in the ISSP the next day, as data are correlated between systems every night.

The employee has attempted to update their contact information through ess.lausd.net, but the update does not appear in the ISSP. How do I update employee contact information?

If the employee has attempted to update their own information in the Employee Self Service system at ess.lausd.net and you have waited at least one day to see the changes reflected in the ISSP, click on the name in red, which will open the employee "Edit User Profile" window. Enter missing phone numbers in the ISSP Phone Numbers column and then click on the Save button in the top left corner of the screen. No other columns of employee information can be edited within the ISSP and phone numbers entered in the ISSP will not feed into the Employee Self Service system. For more details, you may access the [ISSP Quick Sheet: Updating Emergency Contact Phone Numbers](#) (Reminder: ESS is the system of record. Thus, the only official way to change contact information with the District is to have the employee change the information in ESS).

I am trying to update the employee's contact information in the "Edit User Profile" window, but it is not allowing me to enter any data.

From the "Edit User Profile" window, users with editing access can only update the ISSP Phone Numbers column (which has three non-shaded fields for three phone numbers). Make sure you have selected one of the fields within the ISSP Phone Numbers column, and not the Contact Information column. You may also access the [ISSP Quick Sheet: Updating Emergency Contact Phone Numbers](#) for more details.

The employee name is still in red after I updated their ISSP Phone Numbers column.

Click the "Save" button on the bottom right of the Emergency Contacts window and the information will be updated.

The map section of Step 4 does not want to accept the address for my offsite location.

Select the correct valid address from the selections that appear as you begin typing. If necessary, check the accuracy of the address with that site's contact.

I do not know where to upload a map.

To upload a map in Step 4 under optional "Other Maps/Plans," go to the School Details page and select "Floor Plans and Maps." Find "Browse" under "Other Maps/Plans" to search for the file you want to upload.

A map currently available through Step 4 of the ISSP is outdated or missing.

If you need a more updated floor plan, site plan and/or vicinity map or if one is missing, please contact the Office of Emergency Management by email at OEM@lausd.net. Please provide pertinent details and any attachments, as necessary.



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STEP 5

Do I need to get everyone's signature on the plan? Does my School Site Council need to approve it?

Print out the Signature Page template in Step 5. Each year, every plan needs the signature of the principal and the representatives listed on the Signature Page after they have reviewed the plan: UTLA representative, classified staff, law enforcement, co-located charter school principal/representative (if applicable), parent, and student (if middle or high school). Upload the signed document onto Step 5.

Does the police department need to sign my plan?

Yes, every ISSP must be reviewed and signed by a member of law enforcement. The Los Angeles School Police Department can view all plans online, but other local law enforcement agencies cannot. They can however sign your plan if they review it at your site. The ISSP signature page must be signed at the school site.

STEP 6

I want to submit my plan now, but I have not had the stakeholder meeting that is mentioned in Step 6. Can I submit anyway?

Yes! You can hold the stakeholder meeting a little later in the year and then upload the meeting documents in Step 6. After uploading the documents, be certain to have the principal resubmit the ISSP.

FINAL STEPS/SUBMITTING PLAN

I want to print my plan in draft.

Only submitted plans can be printed. Draft plans can be viewed online in Emergency View and Planning View by everyone who works at the school and has an active single sign-on.

Our plan is finished, but it still says "draft."

The principal needs to submit the plan; if you are the designee, make sure you let the principal know when the plan is ready to submit.

I am the designee, but the system will not let me submit my plan.

Only the principal can submit the ISSP. Once data in each step have been reviewed, updated and certified (and each steps displays 100% complete), the principal needs to click on the "Edit Plan" button to access the ISSP. The principal can click "Submit" on the upper right side of the screen. A message box will then appear to submit the plan. The principal then clicks "Yes." The date and status will change on the School Details page.

Can we make changes to our plan later in the school year?

Yes! You may make changes to your plan whenever needed and are in fact expected to do so particularly when changes at the school site impact an ISSP component entry. Remember to have the principal resubmit after you have made the changes to see them in the current plan.

TECHNICAL ASSISTANCE

I am experiencing technical difficulty accessing and/or updating the ISSP online.

Please close your web browser and try again. You can also try a different browser. All browsers should work, but you may want to try Chrome if you encounter an unusual issue with the ISSP. You can also contact the ITD Help Desk at <http://helpdesk.lausd.net> or (213) 241-5200, Option 8.

I am unable to scroll on one of the screens and/or cannot fully view all of the information on the screen.

Try minimizing the window size.



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Additional ISSP resources are available at achieve.lausd.net/isspresources, including:

- [Quick Guide to Editing the ISSP](#)
- [How Do I Assign a Designee to Edit the ISSP?](#)
- [How Do I Assign an Employee to a Role in the ISSP?](#)
- [How Do I Update an Employee's Emergency Contact Information in the ISSP?](#)
- [How Do I Print the ISSP?](#)
- [What Information Belongs in the Site-Specific Considerations Section of the ISSP?](#)
- [New ISSP Components](#) (for the current year)