

# Stakeholder Advocacy Handbook



ATLANTA  
PUBLIC  
SCHOOLS



**Center for Equity  
+ Social Justice**

Office of the Organizational Ombuds

ATLANTA PUBLIC SCHOOLS | CENTER FOR EQUITY AND SOCIAL JUSTICE

# Office of the Organizational Ombuds

## Stakeholder Advocacy Handbook

### Stakeholder Advocacy Handbook

The Stakeholder Advocacy Handbook is a resource for internal and external APS stakeholders to learn more about the strategic priorities of the district and to support questions and concerns.

Information provided within the handbook has been developed for the purpose of aiding stakeholders in:

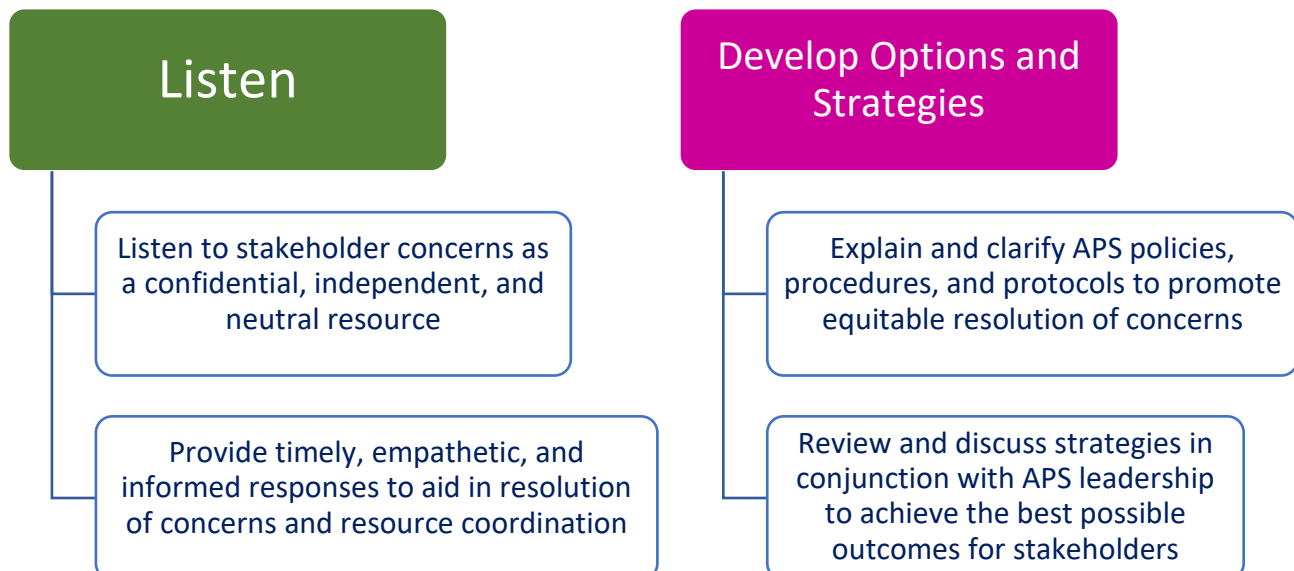
- Understanding the support provided to stakeholders by the Center for Equity and Social Justice and the Office of the Organizational Ombuds
- Enhancing knowledge of Supplier Diversity resources.
- Developing a knowledge of strategies for communicating with APS departments and leadership
- Gaining knowledge of policies, procedures, and resources for Employee Relations and Mental Health support.

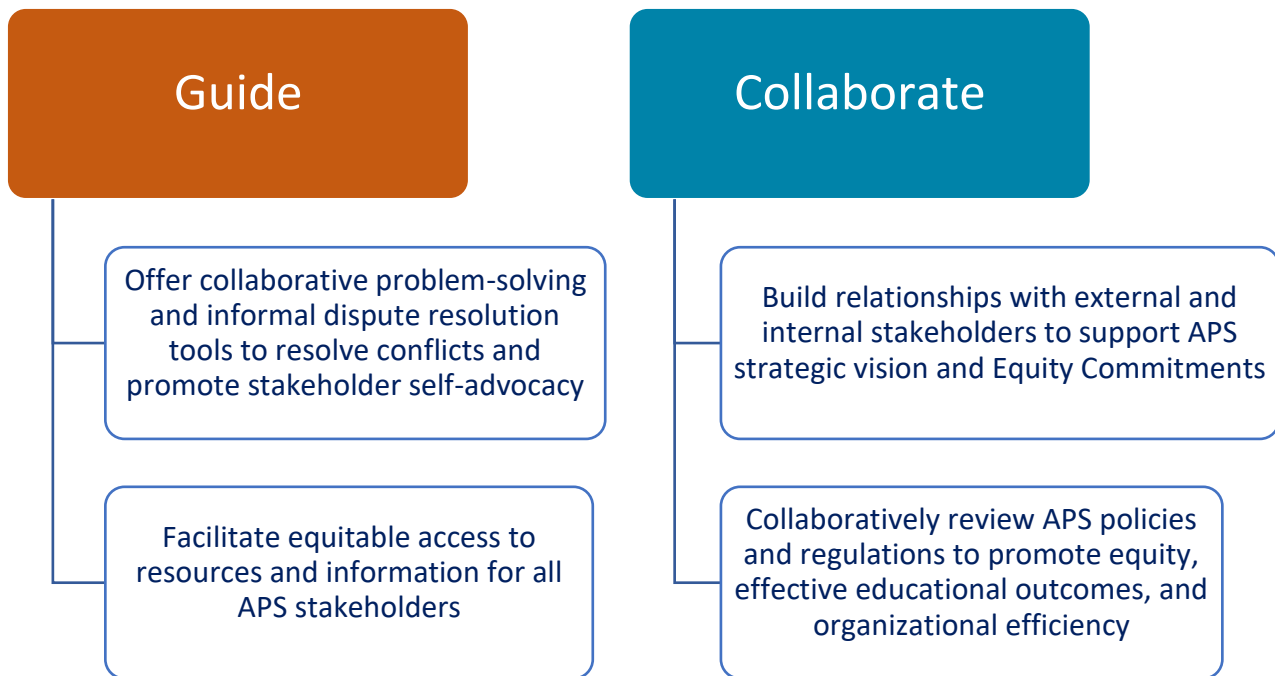
The handbook highlights common concerns and provides information to connect stakeholders to APS resources.

### Section I- The Center for Equity and Social Justice (CESJ) and the Office of the Organizational Ombuds

The APS Center for Equity and Social Justice (APS CESJ) was established in 2020 as the district's first office devoted solely to advancing equity in education. The creation of the CESJ is part of the district's overall commitment to keep equity at the forefront and help shift how we think about issues and make decisions.

The Office of the Organizational Ombuds supports the work of the CESJ and the needs of stakeholders by elevating processes and procedures to:





## Section II- Business and Supplier Diversity Resources

The Office of Equitable Resource Strategy works to eliminate discrimination against businesses on the basis of race, color, national origin and gender; to monitor and remedy, as appropriate, the effects of past and present discrimination. The Office works to promote full, inclusionary contracting practices within the district and encourage full and open competition in the Atlanta Public Schools' procurement and purchasing activities.

[Learn More About the Office of Business and Supplier Diversity](#)

## Section III- Communicating with Atlanta Public Schools

The leadership of Atlanta Public Schools believes that positive stakeholder communication is critical to the support and success of the district. APS utilizes a variety of channels to communicate directly with students, parents, employees, community partners, and other key stakeholders. The following are suggested strategies for connecting with APS leadership, schools, and departments.

- Visit the [APS website](#) for district announcements, event updates, school, and employee calendars.
- Learn more about the [APS 2020-2025 Strategic Plan](#).
- Sign-up for student and parent access portals for district news and updates.
- Follow Atlanta Public Schools on social media outlets.
- Utilize the [Let's Talk](#) platform to submit questions, concerns, or feedback to APS.

## Section IV- Resources for APS Employees

The Office of the Organizational Ombuds works with APS employees to field questions and address informal concerns. Atlanta Public Schools employees are encouraged to work with [the Division of Human Resources and the Office of Employee Relations](#) for any of the following.

- Official District Communication regarding employee policies, procedures, and protocols
- Formal employee complaints and grievances
- Facilitation of formal mediation conferences for employee matters

Employees that believe they have been exposed to discriminatory practices or unfair treatment in the workplace should report concerns to their supervisor (i.e., principal, site manager, etc.) or to the Office of Internal Resolutions/Employee Relations (OIR/ER).

### Strategies for Employee Communication

<b>Clearly state your needs</b>
<b>Establish and open line of communication to gain clarity</b>
<b>Maintain a solution-oriented perspective and attitude when communicating with leadership, colleagues, and stakeholders</b>
<b>Be transparent about tasks and assigned work deliverables</b>
<b>Hear and accept constructive feedback</b>
<b>Discuss goals that could benefit individual and team growth</b>
<b>Document performance related concerns in writing</b>

## Section V- Employee Support and Mental Health Resources

Atlanta Public Schools supports employees in their professional and personal growth. Employees are encouraged to seek assistance from internal and external resources to meet individual and professional development needs.

Office of Employee Relations	<a href="#">Employee Assistance Program- (EAP)</a>
Employee Well-Being	<a href="#">APS Employee Well-Being Resources</a>
Human Resources	<a href="#">Division of Human Resources</a>
Employee Handbook	<a href="#">2021-2022 APS Employee Handbook</a>
Office of the Organizational Ombuds	<a href="#">Office of the Organizational Ombuds</a>
Questions, Concerns, Feedback	<a href="#">Let's Talk</a> <i>* The Let's Talk platform allows students, parents, and stakeholders to contact the district to share questions, concerns, or feedback. Submitting questions or concerns through the Let's Talk platform provides an additional avenue to connect with APS.</i>