



What Authorizers
Are Looking For In
High Quality
Applications

Introductions

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fci.fyi/2024-11-app



Dir. of Student Assignment & Records, Marion County Schools Board Member, FL Assoc. Of Charter School Authorizers



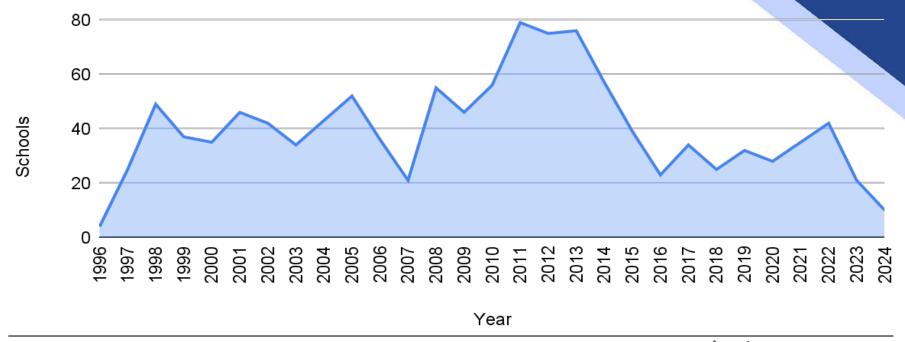
Today's plan...

- 1. Are you sure?
- 2. The process
- 3. General tips
- 4. Section by section
- 5. Questions



Approved Charters Are Declining

Number of Charter Schools Opened Per Year

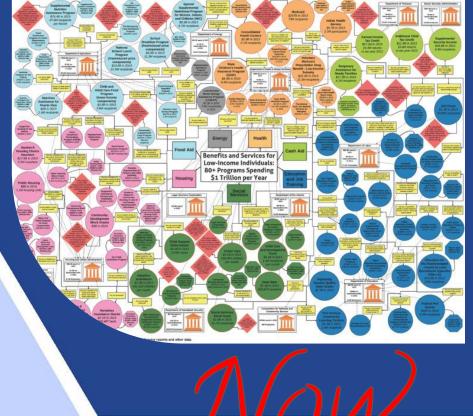




Times They Are A Changin'

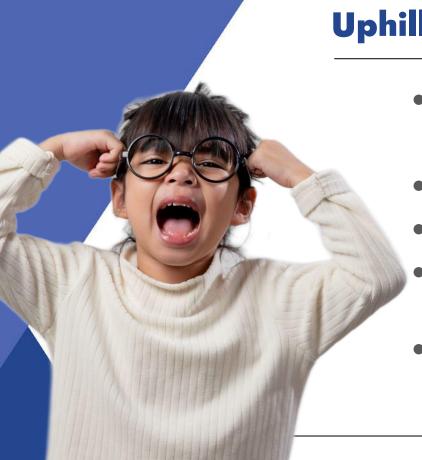
Then











Uphill Road Ahead

 Until recently, there is not an alternative path to authorizing (More on this later)

Significant costs before any revenue

Startup funding is difficult to find

CSP Startup grant is competitive

(And often not completed prior to opening)

Public sentiment is becoming more contentious



... so why do this?



Understand the Law

http://www.leg.state.fl.us/Statutes/

1002.33 – Charter School Statute

1002.3301 - Charter School Review Commission

1002.345 – Deteriorating Financial Conditions

1013.62 - Capital Outlay Funding

1002.331 - High Performing Charter School

1002.332 - High Performing Charter School System

1003.333 - Schools of Hope







Three distinct pathways to applying

Traditional District

- Submit to your school district
- District reviews and evaluates
- Usually an Interview with the district
- District staff recommend to the school board if application should be accepted
- Local School Board makes final decision

Florida Review Commission

- Submit to the state commission and a copy to the district
- DOE contracts with a partner to conduct application review
- District is allowed to provide feedback
- Partner will conduct an interview
- Partner recommends decision to the state commission
- State commission meets quarterly and makes final decision
- Negotiate a contract with your local school district
- School district is responsible for oversight and sponsoring the school

Must meet statutory requirements

. .

No Deadlines

Quarterly Deadlines

College Authorizer

- Submit to the college, usually in response to a request for proposal
- College has internal review process
- College will usually conduct an interview
- Each college will have it's own governance and approval process
 Negotiate contract with the college
- College is responsible for oversight and sponsoring the school

May include extra requirements

RFP will usually indicate deadline

APPLICATION COVER SHEET NAME OF NON-PROFIT ORGANIZATION/MUNICIPALITY UNDER WHICH CHARTER WILL BE If a non-profit organization, has it been incorporated with Florida's Secretary of State? Provide the name of the person who will serve as the primary contact for this Application. The primary contact *TOURSE ON: MILION OR LINE DESIGN WITH WITH SETVE 28 AND PRIMARY CONTACT TOUR APPRICATION. SHOULD SETVE 38 THE CONTACT FOR FOR THE PRIMARY CONTACT FOR THE PRIMARY FOR THE PRI TITLE/RELATIONSHIP TO NON-PROFIT: ALTERNATE TELEPHONE: (Projected Date of School Opening (Month/Year): Do any of the following describe your organization, or the school proposed in this application? reidens of compliants with the reing requirements of furth in status (002, 13(3)(b), 17.5.) or or compounds aren are energy requirements an justice in account 1934, 237,1865, F.S., "Will be a charter school on the worsk-place pursuant to section 1932, 33(15), F.S. with the a counter scotton on time-secretarine pursuant to section (1002-35(15), F-S. "Will be a charter school-in-acturisepairy pursuant to section (1002-35(15), F-S. Will construct or partner with an Education Service Provider (ESP). (for administ of an ESP as the Addendor, which construct or partner with an Education Service Provider (ESP). (for administry of an ESP as the Addendor, which what women's or parties with an extraction occurse everyor thereby the agents of an extra or evaluation, and applicant ment complete of using an EMP of Jos. Include the provider purples in accurring the questions below regarding possing. Name or Fort. Seeks appeared to explicate an existing school model. (See definition of a replication in the Addendum, which applicant must om g spanning a nome ment. "Sechs appeared to explicate an existing High Performing Charter school model pursuant to section 1002.531, F.S. complete if replicating a school model.) (Applicant must complete Addendum AL.)

Which Application?

Model Florida Charter School Application

Virtual Charter School Application

 High-Performing Charter School System Replication

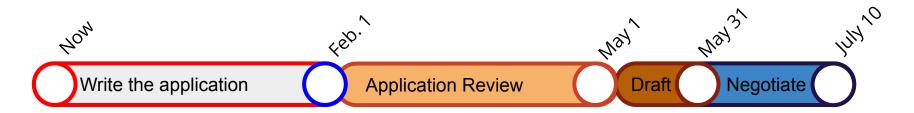




Timelines

In an ideal world...

- Sponsor approval/denial 90 days after application
- Draft charter contract to school 30 days after approval
- Negotiate charter contracts 40 days after draft



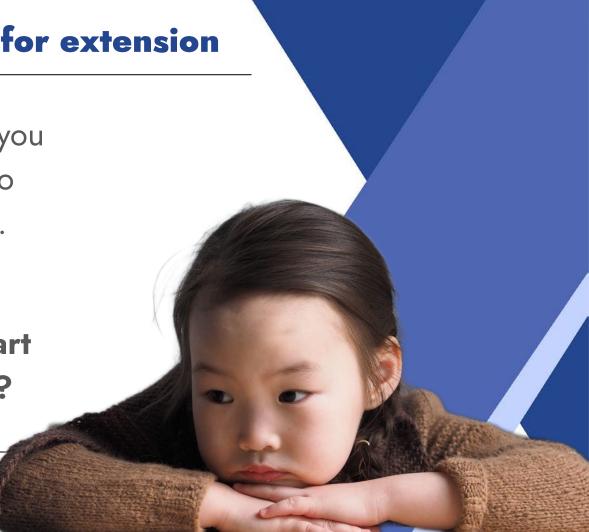


The district will ask for extension

Almost all districts ask you to voluntarily agree to extend the timelines.

Are you going to start off on a good foot?





Timelines If Denied

According to statute

- Authorizer written denial within 10 days
- 30 days to officially appeal to the state
- 90 days for Appeals Commission and State Board decision
- Sponsor has 30 days to respond







Sponsor Relationship

- You need to build a positive relationship with your sponsor
- Learn about your sponsor's internal process
- Help them understand your vision



- Set your own deadlines
 - Don't forget "production" timelines.

| | Draft Due | Proof Due | Finalize | Sign Off |
|-------------------------------|-----------|-----------|----------|----------|
| Executive Summary | 11/5 | 11/10 | 11/15 | 12/15 |
| Section 1 - Mission | 11/10 | 11/12 | 11/15 | 12/15 |
| Section 2 - Target Population | 11/12 | 11/19 | 11/31 | 12/15 |
| Section 3 - Educational Plan | 11/15 | 11/22 | 11/31 | 12/15 |





STATZI WITH AN OUTLINEIII

- Make sure things have a place and you're not repeating unnecessarily
- Think through the entire application before writing

I have a sample <u>Google Doc</u> if you'd like

Charter Application Outline fci.fyi/appoutline

Use the evaluation instrument as you write

Form: IEPC-M2



Forms From Florida DOE's Website fci.fvi/doeforms



Florida Charter School Application Evaluation Instrument Each section presents criteria for a response that meets the standard, and these criteria should guide the Each section presents entera for a response that meets the standard, and these criteria anothal game the overall rating for the section. The Sacreighs and Weshiesses bases provide space to identify data and other overan enting our time sections. The Sussequess and weatherests to may provide space to informity that amo other evidence that supports the rating. The rationals for each rating is important, especially if some of the data or evidence does not fit neatly into the criteria provided. Applicates may have the opportunity to present their plan and demonstrate the team's capacity to open and Appacams may nave me opportunity to present user just mat uterminate use cann't explaint you open and maintain a high-quality charter school as well as to answer questions about their proposal. Any information enaments ingrequency custors summer as went as to mercure spacement amount time prospense, our automation or evidence from the capacity interview that is used by the approximate as a basis for denial of the applications. or evaluence from the capacity interview that is used by the sponsor is must be properly documented by means of a recording or transcript. The response reflects a thorough understanding of key issues and The following definitions should guide the ratings: demonstrates capacity to open and operate a quality charter school. demonstrates capacity to open and operate a quality charter school.

It addresses the topic with specific and accurate information that it aduresses the topic with speciale and accurate information that shows thorough preparation and presents a clear, realistic picture. Meets the Standard: of how the school expects to operate. The response addresses most of the criteria, but the responses lack the response addresses most or the enterta, but the responses a meaningful detail and require important additional information. Partially Meets the Standard: The response lacks meaningful detail, demonstrates lack of and response datas meaningtia decai, demonstrates lact of preparation, or otherwise raises substantial concerns about the preparation, or otherwise raises substantial concerns about the applicant's understanding of the issue in concept or ability to meet Does Not Meet the Standard: Authorizers are encouraged to align their application review process with the Florida Peinciples and Standards for Quality Authorizing Would you recommend approval of this application for a public charter school? Explain your Effective February 2016



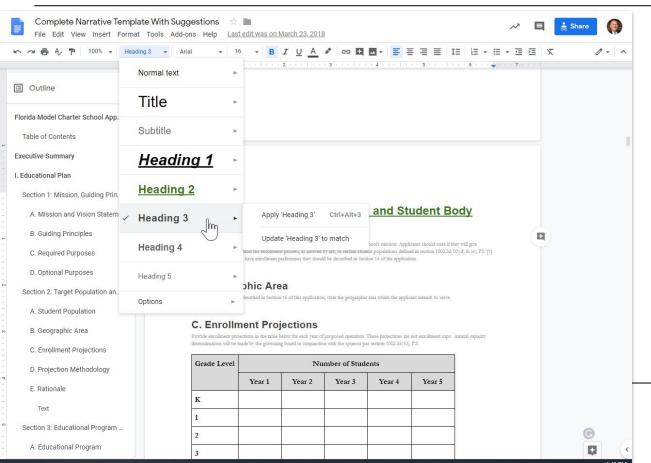
 Create your budget before you start committing to things in your narrative

Avoid:

- Unnecessary repetition
- o Inconsistencies between the application
- Copying and pasting from other applications



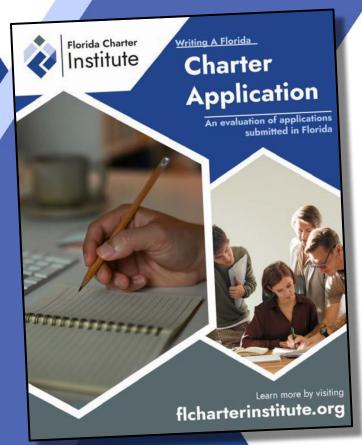
Additional Tips and Tricks



Consider collaborative platform

Learn how to use style guides and navigation tools





Charter Application Manual

Compilation of analysis from:

- 307 Charter Applications
- 174 Charter Evaluations
- 28 School Districts





Charter Application Manual



Common attributes found in approved apps

Compare approved and not-approved apps

Identify potential "red flags" in not-approved apps

Positive and negative feedback from evals

Recommendations from eval comments

Outline to assist with drafting

Important Things To Consider

- Thorough research and planning
- Original and specific content
- Ensure internal consistency
- Be sure to answer the specific prompts in the application
- Tailor to the district's needs
- Financial prudence and transparency
- Seek expert feedback and proofread meticulously
- Show, don't just tell
- Adhere to legal and ethical standards







Section by section ...

- 1. Are you sure?
- 2. The process
- 3. General tips
- 4. Section by section
- 5. Questions

What does the evaluation and our experience recommend for each section of the application?

Executive Summary

MAKE A GEZEAT FITZST IMPTZESSION

This section isn't scored, don't get too technical.

Sell your vision! Hook your reader!





Mission, Guiding Principles and Purpose

Clear and compelling mission/vision statements

 Alignment with Florida's statutory guiding principles

Student-centered focus

Addressing underserved populations

Innovative approaches and strong research base

The entire application needs to tie back to your mission.

Be clear what it is!

Vague or generic language

Lack of alignment with statutory principles

Insufficient detail or evidence

Inconsistent information

Concerns about capacity or replication issues

Target Population and Student Body

- Clear target population description
- Alignment with mission
- Well-researched projections
- Feeder patterns and articulation agreements
- Commitment to diversity and equity

You will need to tie your program to your target population.

Show you understand who your potential student body is.

- Unclear or generic target population
- Misaligned with mission
- Unsupported or unrealistic projections
- Unclear or non-compliant enrollment practices
- Lack of specific data and analysis





Educational Program Design

- Clearly lay out your educational program
- Provide research how the programs helps your target population
- What makes you unique?
- What does a day in the life your students look like?
- What are your non-negotiables for your teachers?

Focus on "HOW" you will teach.

- Over emphasis on method without links to research, mission and target students
- Lack of specificity in curriculum and instruction
- Vague or incomplete descriptions of "how"
- Lack of alignment with standards and assessment
- Over reliance on external providers or programs

Curriculum and Instructional Design

- Standards-based curriculum (aligned with LAFS, MAFS, and NGSSS)
- Differentiated instruction and MTSS
- Research-based instructional strategies
- Focus on reading
- High expectations for all students

Focus on "WHAT" you will teach.

- Lack of specificity in curriculum and instruction
- Insufficient attention to differentiated instruction and MTSS
- Lack of clarity and coherence
- Over-reliance on technology





Student Performance

- Clear articulation of goals and assessments
- Alignment with state requirements
- Comprehensive assessment plans
- Effective data utilization plan
- Transparency and communication

What are your annual goals and how If you're meeting them?

- Lack of measurable or unrealistic goals (Use SMART Goals!)
- Insufficient data utilization plan
- Inconsistency with district or state requirements
- Inadequate attention to subgroups
- Lack of clarity and specificity

Exceptional Students

- Projected population and equal opportunity
- Demonstrate a basic understanding of ESE laws
- Explain how you will align with district requirements
- HOW are you serving students (programs, strategies, and supports)
- Staffing plan and serving gifted students

The district is still the LEA, how will you follow their rules?

- Curriculum modifications are red flags
- Lack of specificity in serving students with intensive needs
- Unclear financial responsibilities
- Just saying "inclusion" is not sufficient
- Inaccurate information on ESE procedures



Section



English Language Learners

- Compliance with laws and regulations (Identifications, assessment, monitoring, exiting, etc.)
- Individualized ELL Plans
- Instructional models and strategies
- Staffing and professional development
- Parent and community involvement

Another area where the district is the LEA.

Be sure you explain how you will follow district policies.

- Lack of understanding of legal obligations
- Incomplete or unclear plans
- Outdated language/information
- Insufficient staffing
- Insufficient detail on specific strategies to be used
- Discrepancies in projections and plans

School Culture and Discipline

- Emphasis on positive school culture
- Clear expectations and consequences
- Collaboration and communication
- Understand unique needs for ESE students
- Prevention and intervention strategies

School culture is important. How will you facilitate it?

- Over-reliance on punitive measures
- Lack of clarity and specificity
- Insufficient attention to students with disabilities
- Undeveloped or absent behavioral frameworks
- Not explaining how the school will implement the policies it indicates it will adopt





Supplemental Programming

- Explain extracurricular activities and programs
- Alignment with school's mission and vision
- Accessibility to all students
- Evaluation and adjustment based on student interest
- Ensure budget supports programming

Not a scored section.

A chance to clarify what makes you unique.

- Unclear or unrealistic funding sources
- Lack of attention to accessibility
- Programs that do not align with budget
- Over-reliance on external partners

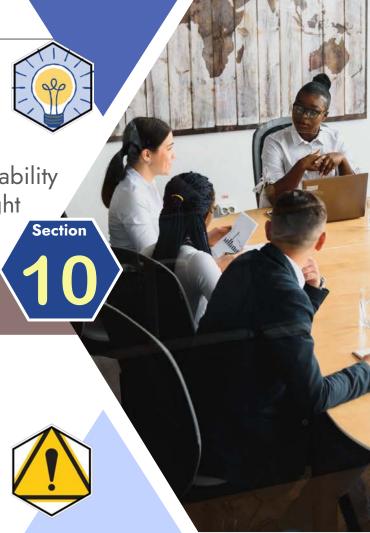
Governance

- Be clear about the corporate structure
- Clear roles and responsibilities
- Expertise and diversity among board members
- Commitment to mission, transparency, and accountability
- Focus on student achievement and financial oversight
- Board development

The charter contract is with the Board.

The authorizer needs to understand the Board.

- Ambiguous or unclear legal status or bylaws
- Missing board member information
- Non-compliance with Florida State Statutes
- Boards who simply delegate away their responsibilities to ESP, SAC, ADmin or others





Management and Staffing

- Clear leadership and staffing plans
- Emphasis on staff qualifications and development
- Comprehensive personnel policies
- Addressing unsatisfactory performance/turnover
- Clear management structure and job descriptions
- Do you understand how to staff a school

Your staff are your most important asset.

- Vagueness in leadership selection & qualifications
- Unrealistic staffing plans and compensation
- Superficial or incomplete policies
- Heavy reliance on ESPs
- Inconsistent budgeting

Human Resources and Employment

- Explain employment and contracts
- Performance-based evaluations and compensation
- Competitive compensation and benefits
- Comprehensive hiring and dismissal procedures
- Explain how struggling staff members get support
- What makes you competitive for staff

How will you support and evaluate your staff?

- Don't just reference legal and regulatory compliance
- Explain how you will comply
- Overemphasis on "at-will" employment
- Lack of specificity in performance evaluations
- Overreliance on external providers





Professional Development

- Clear responsibility and structure for PD
- Alignment with educational program and goals
 - Focus on effective instructional practices
- Addressing diverse learning needs
- Administrative professional development
- Comprehensive and ongoing support

Unscored section

Think about continuous development for staff

- Generic PD plans unaligned to mission or program
- Insufficient detail on implementation and evaluation
- Unclear roles and responsibilities
- Lack of alignment with statutory requirements
- Unrealistic timelines and expectations

Student Recruitment and Enrollment

- Multi-pronged recruitment approach (community outreach, direct mail, digital marketing, media relations, open houses)
- Open enrollment and lottery system
- Enrollment preferences and non-discrimination
- Focus on diversity and targeted outreach

Almost all applicants overestimate their first year enrollment.

How will you recruit your students?

- Lack of specificity and detail
- Unclear or potentially discriminatory lottery procedures
- Asking for protected information before lottery
- Limited community engagement
- Incomplete information
- Plan not matching expecting enrollment





Parent and Community Involvement

Regular communication through multiple channels

Encouragement of parent volunteerism and PTOs

Opportunities for decision-making and feedback

Parent education and support

Community partnerships and service learning

Parent representative responsibility

Not scored.

How will you involve and inform your families?

Vague plans and unrealistic expectations

Mandatory volunteer requirements

Lack of alignment with school mission/programs

Lack of dispute resolution detail or cultural sensitivity

Facilities

- Explain plan: Leasing vs. purchasing, build-to-suit arrangements, phased development
- Detailed description of facility needs and compliance with laws
- Cost estimates and funding sources
- Realistic timelines for meeting facility needs
- Backup plans

This is the most common reason for not opening on time.

What is your plan for your school's facility?

- Vague or incomplete information
- Unclear acquisition strategies or weak financials
- Inadequate backup plans
- Lack of experience in facility acquisition
- Questionable relationships with developers





Transportation Service

- Transportation is not a barrier to attending
- Demonstrate understanding of legal requirements
- Compliance with safety regulations
- Provision for ESE students
- Flexibility and adjustments

What is your plan for Transportation?

- Vague language and over-reliance on parents
- Assuming district will provide transportation
- Lack of specifics on vendor selection, bus routes, financial planning, or legal compliance

Food Service

- Participation in the NSLP
- Emphasis on healthy and well-rounded meals
- Compliance with regulations and provision for free/reduced lunch
- Explain how requirements will be met

What is your plan for school lunch?

- Lack of specificity and over-reliance on district services
- Incomplete understanding of NSLP requirements
- Financial sustainability concerns
- Lack of attention to equity and access or a wellness policy





School Safety and Security

- Safe School Officer requirements
- Background checks and Threat Assessment Team
- Mental health training for staff
- Safety plans, training and drills
- Technology and physical security measures
- Communication and reporting systems
- Compliance with laws, review and updates

These laws change frequently.

Be sure to explain alignment with current laws.

- Lack of specificity and detail
- Over-reliance on district plans
- Insufficient emphasis on mental health
- Inadequate threat assessment
- Incomplete or unavailable plans

Budget

- Detailed revenue and expenditure projections
- Conservative revenue estimates and reliance on FEFP funding
- Contingency plans for revenue shortfalls
- Use of templates and external expertise
- Emphasis on staffing and instruction
- Alignment with the rest of the application

Do you have the capacity to budget and fund school?

- Unrealistic enrollment or revenue projections
- Underestimated expenses and lack of contingency plans
- Reliance on external funding
- Vague or incomplete financial information





Financial Management and Oversight

- Explain the governing board's responsibility
- Internal controls, annual audit, and financial transparency
 - Use of standard accounting practices
- Financial statements and reporting, recordkeeping, and storage

Do you have adequate safeguards to prevent fraud?

- Lack of board financial expertise or over-reliance on the ESP
- Vague or incomplete internal controls
- Lack of transparency and public engagement
- Unrealistic or incomplete budgets

Start-Up Plan

- Detailed timeline with specific dates
- Alignment with start-up budget
- Focus on key activities (legal, facility, staffing, curriculum, etc.)
- Clear assignment of responsibilities
- Consideration of unanticipated events

Do you have realistic understanding of what you're in store for over the next year?

- Lack of specificity and detail
- Unrealistic expectations and timeframes
- Insufficient funding sources or contingency planning
- Lack of experience or capacity





- A Applicants seeking to replicate an existing school or school model
- A1 Applicants seeking to replicate a high-performing charter school per s. 1002.331, F.S.
 - B Applicants contracting with a third-party ESP



... or the attachments

Chart of Attachments

Please tab or separate attachments as noted below

- A. Evidence of teacher and parental support for conversion, if applicable.
- B. Sample daily school schedule and annual school calendar
- C. Sample curriculum scope and sequence
- D. Reading curriculum
- E. Pupil Progression plan, if applicable
- G. Proposed discipline policy or student code of conduct, if applicable
- 501(c)(3) tax-exempt status determination letter (or copy of the filing form) H. Articles of incorporation
- Governing board by-laws
- K. Governing board code of ethics and conflict of interest policy L. For each board member, a Board Member Information Sheet, resume, and Statement of
- M. Organization charts that show the school governance, management, and staffing structure in 1) the pre-operational year, 2) the first year of operation; 3) at the end of the charter term; and
- 4) when the school reaches full capacity, if in a year beyond the first charter term N. Job description for the school leader and, if this person is already identified, his or her resume
- O. If the school leader is not yet identified, the qualifications the school will look for in a school
- P. Job description(s) and qualification requirements for each administrative or leadership position
- Q. Job description(s) and qualification requirements for the school's teachers
- R. Personnel policies, if developed

- T. Evidence of demand for the school (e.g. petitions or intent to apply forms) or support from intended community partners (e.g. letters of intent/commitment, memoranda of understanding, or contracts), if applicable
- U. Evidence of facility funding sources, if applicable
- V. Draft rental agreement or lease for facility, if applicable
- W. Florida Charter School Revenue Estimating Worksheet
- X. Proposed Operating Budget
- Z. Evidence of external funding (e.g. foundations, donors, grants), if applicable.





Any Questions?







What's Ahead From FCI?





FCI "At a glance"

To serve as Florida's premier hub for charter excellence and insight by providing research-based best practices, resources and support.



FCI "At a glance"













Leadership Offerings

- 3 day Professional Learning Workshop, in Miami AND Orlando
- Monitor the Learning: instructional coaching that supports teachers in student work analysis to transform learning
- New and improved videos, featuring top Florida charter leaders
- New Day 3 focused on developing an implementation plan
- HEAVILY SUBSIDIZED, thanks to generous state funding. \$400!



ORLANDO:



MIAMI:





Teaching Offerings

- 2 Professional Learning Workshops, spanning 3 days. Live in Miami AND Orlando
- Building Strong Classroom Culture, High Ratio Instruction
- Ideal Participants: Teams of 4-10/school, spanning range of roles (admin, culture-carrying teachers, dept. leads...)
- HEAVILY SUBSIDIZED, thanks to generous state funding.
 \$150/day (typically: \$500-1000/day)





FCInsight - Our Monthly Blog

- Monthly blog on leadership practice
- Includes linked research-backed, clinically-proven coaching resources
- Released in our Monthly and available at:

flcharterinstitute.org/fcinsights/

Learn More:



RECENT POSTS



USING DATA IN BEGINNING OF YEAR OBSERVATIONS

We're excited to dive into our second installment on developing school leaders as instructional coaches. Last month, we focused on establishing coaching foundations; today, we'll center the conversation around observation and feedback practice — and specifically, what that can look like at the beginning of a school year. Read on

READ MORE



LAYING THE GROUNDWORK FOR INSTRUCTIONAL COACHING

At FCI Educate, we are passionate about educator development. We believe that all members of a school community — students, teachers, and leaders — should feel they are on an intentional growth trajectory and have smart coaches and loud cheerleaders behind them every step of the way. Often, school leaders

READ MORE



FCI Support Provides



Technical Assistance

Hotline Consultations Site Visits Resource Library



Professional Learning

Webinars **Podcasts** Presentations & Trainings Online Courses



Menu of Services

School Review Strategic Planning Governing Board Recruitment & Training **Document Review**



















New Options For Charter Applications

- FCI provides support to the Charter School Review Commission.
 Upcoming application deadlines:
 - November 26, 2024 to be considered on February 26, 2025
 - February 25, 2024 to be considered on May 28, 2025
 - o May 27, 2025 to be considered August 27, 2025

FCI is approved to be a Charter Sponsor in Miami Dade.
 Watch for more information coming soon!





Join Our Team!

FCI's Director of Finance

SUMMARY:

The Director of Finance, Florida Charter institute is responsible for the fiscal oversight of schools authorized by the Florida Charter Institute (FCI). The position works with the Florida Department of Education, MDC's finance department, authorized schools and the FCI to lead the development, management, and reporting requirements associated with FCI's budget.

Learn More:





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- Monthly newsletter.
- Sign up at on our website.

- OR -

Sign up at our Booth for a chance to win free tickets to an upcoming FCI Educate professional development workshop!

FEATURED ARTICLES



ESSENTIAL DOCUMENTS FOR SCHOOL LEADERS: YOUR SEASONAL GUIDE FROM THE FCI LIBRARY

As school leaders, steying organized and prepared is lay to a successful school year. In help you neighber the demands of the season, we've cureded a list of muthhew documents from the Florida Charler Institute (FCU Library, Whether you've tackling governance, compliance, or everyday school operations, these resources are designed to support your leadership and lessy your school on track.

READ MORE 2



OBSERVING TO MONITOR THE LEARNING Kathya Parking November 1, 2024

In our last post on developing lauders as instructional coaches, we done into the foundations of classroom observation, focusing on affective beginning-of-year practices. Once classroom foundations are set for the tackers we cook, if it lime to shift our observation yet to ensuring student learning is happening. In today's poot, we'll cuttine a framework for just that and offer a concrete example of...

READ MORE »



FCI TEAM MEMBER HIGHLIGHT: KATHRYN

PERKINS

Introducing the FCI Team: Embracing Change and Leading with Purpose Change is a constant in industrion, and it is how we needpaid if that defines our impact. At the Fords Charter Institute (FCI), merging with the Charter Support Unit (CSU) int'l just about combining organization—In about writing our intengits, experiences, and visions to build something even greater. These Questions for ...

READ MORE »



GOVERNANCE RESOURCE HIGHLIGHT:
UNLOCKING THE POTENTIAL OF CHARTER
SCHOOL GOVERNING BOARDS THROUGH
PROFESSIONAL DEVELOPMENT

Detation Marris November 7, 2024

EXCEPTIONAL EDUCATION HIGHLIGHT: INNOVATIVE PRACTICES IN FLORIDA CHARTER SCHOOLS: INSIGHTS FROM CASE STUDIES ON EXCEPTIONAL STUDENT SERVICES



EMBRACING GRATITUDE AND CONNECTION: A THANKSGIVING MESSAGE FOR SCHOOL LEADERS

Dear Florida Charter School Leaders, As we approach Thanksgiving, I'm reminded of how deeply gratitude and connection shape the fabric of our lives and our work. In





Contact Us

We are Florida's premier hub for charter excellence and insight by providing research-based best practices, resources, and support. If there is anything we can do to help, please contact us:











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