



EDUCATION – CHARTER SCHOOL  
VARIOUS RENEWALS

## Introduction

The Carlos Rosario School has over 45 years of experience in providing quality education to the diverse immigrant population of the District of Columbia through English as a second language, workforce development, and support services.

Over 80,000 graduates have exited the school over these years and are today our region's teachers, health professionals, leaders, and small business owners.

The School's award winning three-pronged model includes foundational courses in English language, GED, digital technology and online communication tools, and citizenship for the naturalization test; career certification trainings in high growth and high demand fields including nursing, culinary arts, bilingual education, and construction pre-apprenticeship; and comprehensive supportive services provided in an environment of love and respect.

## Powering Productivity

To provide the best possible service to students and their parents, the Carlos Rosario School is committed to creating efficient business processes. In keeping with this, the CFO decided that his team needed to find a better, more organized way to track licenses, permits, certificates, and other items that have to be renewed periodically. The final decision came down to two products.

"After seeing what RenewalTracker could do, I convinced our CFO that we had to have it," said Kalani Johnson, Executive Assistant to the Chief Financial Officer and General Counsel at the Carlos Rosario School's Harvard Street campus. "It clearly had all the features we were looking for and I knew it would make it easier to stay up to date our licenses and permits."

Previously, Johnson had to manage renewal items in a decentralized process using multiple tools. With RenewalTracker, everything is accessible via a single cloud-based solution.

"RenewalTracker sends me automated daily emails informing me which items need my attention," Johnson said. "These notifications allow me to be more proactive and reminds me about all our upcoming renewals."

*"All of our vendors need to be paid on time and RenewalTracker enables me to make this happen. Things are running much more smoothly now that we're using the application, which has allowed us to centralize our processes. It's simple to use and easy to teach to others."*

**Kalani Johnson**  
Executive Assistant to CFO & General Counsel  
Carlos Rosario School





## Expanding to New Processes

Initially, Johnson intended to track the renewal lifecycle for building permits for the Carlos Rosario School's two campuses, merchant licenses, and state licensing items, all of which must be kept current. Yet as she got more familiar with the capabilities of the software, she realized that it could also be applied to different kinds of processes that fell outside the initial project scope.

"We needed a better way to pay teachers when they teach after school programs like computing for beginners and Zumba," Johnson said. "With RenewalTracker, this process is initiated before the teacher even finishes the session, which helps ensure that they're compensated for their extra work in a timely manner. We weren't sure how to set this up at first, but Jeff and his team helped us figure it out and got it up and running."

Invoice processing is another workflow that the Carlos Rosario School is now utilizing RenewalTracker for.

"All of our vendors need to be paid on time and RenewalTracker enables me to make this happen," Johnson said. "Things are running much more smoothly now that we're using the application, which has allowed us to centralize our processes. It's simple to use and easy to teach to others."

## Solid Customer Service

As valuable as RenewalTracker's features are for the Carlos Rosario School, the positive partnership that Johnson has developed with the software's provider has proved to be every bit as beneficial.

"Working with our Account Manager and his team is a breath of fresh air," Johnson said. "I always get quick answers to my questions and they'll do whatever it takes to meet our needs."

Looking to the future, Johnson plans to continue finding new licenses, permits, and other items that can be more effectively managed and tracked in RenewalTracker rather than spreadsheets.

"The fact that we're already using RenewalTracker to proactively manage such a wide variety of documentation and processes shows how versatile it is," Johnson said. "We keep finding new ways to apply it to different functions across the school."

*"RenewalTracker sends me automated daily emails informing me which items need my attention. These notifications allow me to be more proactive and reminds me about all our upcoming renewals."*

**Kalani Johnson**

Executive Assistant to CFO & General Counsel  
Carlos Rosario School

**Never miss a renewal again.**

RenewalTracker manages recurring renewals with automatic reminder notifications, saving time and effort by organizing and standardizing your process to ensure all commitments and regulations are met.

