

Account Manager Guide

Introduction

Learning Aid Ohio connects students learning on IEPs (Individualized Educational Programs) with experienced tutors to provide in-person, supplemental support. We leverage the impact of one-on-one instruction to provide meaningful supplemental educational support for learners who need it the most. By serving as a supportive resource outside of the classroom, Learning Aid Ohio plays a critical role in helping learners overcome obstacles, reach their full potential, and achieve academic success.

History

Learning Aid Ohio was originally created in response to remote learning during the COVID-19 pandemic. Our program continues today because it has been identified as a valuable supplemental resource for Ohio learners. Learning Aid Ohio provides additional time and focused attention for targeted practice towards educational goals. This continued support not only helps students academically, but also fosters a sense of confidence and motivation, ultimately contributing to their overall growth and success.

How It Works for Learners

New families that meet the program requirements can create an account and apply on **LearningAidOhio.org** during open enrollment dates. If approved, the applicant will receive funding in an online account to spend on sessions with tutors within the Learning Aid Ohio network. Account Managers can browse the bios of candidates to find a tutor that fits the needs of their learner, schedule a free introductory interview, and start booking paid sessions once they have found the tutor they would like to work with. Funds are deducted from the learner's account while payment is made to the tutor by Learning Aid Ohio.

Families must apply each open enrollment period to receive additional funding. Funding awarded for the semester must be used within the given semester dates and expires at the end of each semester. Funding does not roll over.

To qualify for the program, learners must:

- Be served on an Individualized Education Plan (IEP)
- Reside in Ohio
- Meet the 400% or less of the Federal Poverty Level income requirement

Program Do's & Don'ts

Do

- Do schedule and manage all appointments through the ElevateDD Learner platform for your Tutor to be paid for their services.
- Do have tutoring sessions held in a one-on-one setting.
- Do schedule tutoring outside of the school setting.
- Connect with as many tutors needed to find the one that works well with your Learner.
- Do spend funds consistently throughout the entire semester. (Funds will be reduced due to non-spending.)
- Do respond to requests made by the Learning Aid Ohio team.

Don't

- Do not schedule over three hours of paid services for a single learner within one week, over two hours in a single session, or four hours of paid sessions in the same household.
- Do not exhaust grant funds within eight weeks or less.
- Do not schedule appointments for unapproved learners.
- Do not spend over the amount awarded for one learner if multiple learners have been approved for a grant.
- **Do not attend sessions not scheduled in the ElevateDD Learner system.** If you attend an appointment without it scheduled in the system, you will have to pay your tutor out of pocket.

Expectations

As an Account Manager for the Learning Aid Ohio learner, you are an influential part of the learner's success and expected to communicate with administration.

We understand that life happens, and there may be cancellations from either the family or tutor. We expect that the ElevateDD Learner account and schedule is up to date and accurate.

- Spend funds consistently throughout the entire semester
- Complete three surveys annually
- Comply with regular audits
- Respond to all inquiries from the Learning Aid Ohio team

Reasons Account May Be Placed in Inactive Status

- Suspected fraud
- Not responding to the Learning Aid Ohio team's inquiries
- Cancelled within 24 hours or did not show for two sessions
- Repeatedly arriving late to sessions

Reasons You May Be Removed from the Program

- Allowing a third party or tutor to access and/or schedule sessions in your ElevateDD Learner account.
- Scheduling tutoring services during school hours in the school setting.
- Tutoring sessions were not one-on-one.
- Violation of the attestation you signed upon application.
- Scheduling sessions for an unapproved learner.
- Spending over the amount awarded for one learner if multiple learners have been approved for a grant.
- Cancelled within 24 hours or did not show for 2 sessions.
- Date and time not accurate for paid sessions.
- Not arriving on time for sessions.

Grant Funds

- All funds must be used within the semester they are granted for.
- Funds not spent by the end of each semester expire and cannot be utilized after the expiration date.
- Please note that not accessing your funds will impact eligibility for a grant in the future.
Tip: If you are having trouble getting started, reach out to info@learningaidohio.org for help.
- Each learner has a maximum lifetime awarded amount of funds set at \$10,000.
Tip: Please keep this policy in mind as you select the grant amount you are applying for.
- Account managers have two weeks after the start of the semester to let the Learning Aid Ohio team know that you would like to give up your awarded funds for it to not be applied to your lifetime balance awarded.

Scheduling Requests

When you request a session with a tutor, you will get an email with a notification. Please check your spam folder if you do not see the email. **Your session is not confirmed until you hear from the tutor.** Tutors have up to 72 hours (about 3 days) to confirm a session request.

- **Introductory interviews** are required when scheduling a new tutor. Introductory interviews can be done in person or virtually
Note: The tutor needs to confirm with you how you will connect (by phone, Zoom, Google Meet, etc.) Please check your email to see if they have sent you information.
- All interviews and paid sessions must be scheduled online on your ElevateDD Learner platform to use your grant funds.
Note: If a session is scheduled outside of the scheduling platform you will have to pay out-of-pocket for services.
- **Tutors cannot schedule on your behalf.** You cannot schedule verbally with a tutor.
- You cannot schedule same-day or next-day sessions. You must schedule with enough notice for the tutor.
- **Virtual paid sessions** are **NOT** allowed. Learning Aid Ohio requires that all paid sessions must be in person.

Cancelations/ No-Shows

The account manager or the tutor must cancel the session ahead of time, so as not to charge the family account.

- Sessions cancelled by the **account manager** less than 24 hours prior to the scheduled session time will remain on the scheduling account and funding will be deducted from the Learner's account.
- In the case of a family "no-show" up to the scheduled session, the tutor will be paid, and funds deducted from the Learner's account.
- Sessions cancelled by a **tutor**, regardless of the timeline, should be cancelled online by the tutor and the family's account should not be charged.
- In the case of a tutor "no-show" or last-minute cancellation, families need to notify info@learningaidohio.org within 24 hours if they do not see that the tutor canceled the session within ElevateDD Learner to ensure funds are not subtracted from their total funds available.
- Two last minute cancellations (less than 24 hours prior to the scheduled session) or no-shows will result in removal from the program.

How it Works for Tutors

Whether a retired teacher or college student studying special education or a related field, our program has a variety of tutors across many age ranges and expertise. Our tutors are independent contractors who provide their own curriculum based on the learner's IEP goals and set their own hours and rate of pay.

Once approved, tutors can set and manage their own schedules and bio-advertising their services and start providing paid, one-on-one tutoring. Whether in the home or a public location like a library, meeting locations are determined and agreed upon between the tutor and the family.

To qualify for the program, tutors must:

- Supply an active teaching license or a BCI Background Check.
- Plan and provide one-on-one, in person instruction.
- Commit to providing feedback and communication to the Learning Aid Ohio administration.

How Tutors are Paid

Tutors are paid directly by the site administrator only when account managers schedule paid sessions using their ElevateDD Learner account. We cannot pay tutors for any sessions not managed within ElevateDD Learner.

Who Can Be a Tutor

- Immediate family members, or anyone living in the same household as an approved learner, cannot apply to be a tutor. Immediate family members include the learner's siblings, parents or grandparents by blood, marriage, adoption, or guardianship.
- Businesses cannot be tutors with Learning Aid Ohio. The site is built for individual contractors only. The person advertised on the platform must be the person who provides services.
- All Learning Aid Ohio tutors are independent contractors.

What If I Have a Tutor in Mind Already?

Great! This way of using the program has been highly successful. Please have them fill out a Tutor Application found at LearningAidOhio.org. They will need a current Background Check (BCI) or active ODE License to be considered and proof of education and certifications.

Please understand that there could be delays to the onboarding process, as approval is contingent on factors outside of Learning Aid Ohio's scope of control, particularly as it regards to BCI or ODE background checks and other required forms completed by the tutor. These efforts are to protect the safety and well-being of our learners and the program's integrity. No exceptions can be made to this rule, and we cannot expedite the process.

Thank you so much for your participation in Learning Aid Ohio! If you need anything, please email info@learningaidohio.org.