

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

Families and learners that meet the program requirements can explore our services and complete an application at learningaidohio.org during open enrollment dates. If approved, the applicant learner will receive funding in an online account to spend on sessions with tutors scheduled through elevatedd.learningaidohio.org. 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 scheduling 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 400% or less of the Federal Poverty Level income requirement

Program Policies

- **One-on-One Services Only** – The Learning Aid Ohio platform is designed exclusively for individual tutors to provide one-on-one tutoring services to learners. Tutors must apply as individuals, not as part of an agency, organization, or company. The person who applies to be the tutor must be the same person who provides the services.
- **Family Member Restrictions** – Immediate family members (parent, grandparent, or sibling by blood, marriage, or adoption) or anyone living in the same household as the learner cannot serve as the learner's tutor.
- **Application Process** – Families must apply for services through their own ElevateDD Learner profile. Do not ask or allow a tutor to apply on your behalf or act as an intermediary.
- **Scheduling Sessions** – All tutoring sessions must be scheduled through your ElevateDD Learner account. Sessions scheduled outside of the platform, including “make-up” or “floating” sessions, will not be covered or paid by the program.
- **Tutor Account Access** – Tutors cannot schedule sessions on behalf of families or have access to your account. If a tutor is suspected of accessing an account manager's account, both the tutor and the family may be removed from the program.
- **Responding to Session Requests** – Session requests must be responded to within 72 hours. If a tutor has not responded within that time, contact info@learningaidohio.org for assistance.
- **Grant Fund Use** – These grant dollars are intended for one-on-one learning sessions only. They do not cover travel time or transportation expenses.
 - Our program does not provide or insure transportation to and from tutoring sessions. Account Managers are responsible for arranging

transportation for their learner. If an account manager and tutor choose to coordinate transportation directly, it is outside of the program's oversight and liability and done at your own risk. The program's insurance does not cover accidents, costs, or issues related to transportation. Travel time is not covered by the grant and cannot be reimbursed with grant funds

- **Session Timing & Location** – Tutoring sessions may not be held during school hours or in a school setting. All services must be provided in person in a one-on-one setting.
- **Session Limits** – A learner may not receive more than three hours of paid services from a single tutor in one week, more than two hours in a single session, or more than four hours of paid sessions for the same household in one week.
- **Tutor Rates** – Tutors participating in Learning Aid Ohio cannot charge a lower hourly rate for services provided outside of the program to the same learner.
- **Tutor No-Show Policy** – A “No-Show” is defined as the tutor canceling with less than 6 hours’ notice, arriving more than 15 minutes late, or not showing up at all. If a tutor is a “No-Show,” please notify info@learningaidohio.org immediately.
- **Family No-Show Policy** – If a family “no shows” or cancels with less than 6 hours’ notice, the tutor will still be paid for the scheduled session as a courtesy for the short notice cancellation. Please notify your tutor as soon as possible if you must cancel. Tutors are instructed to remain at the site of the session for the full scheduled time in case the learner arrives late.

Expectations

As an Account Manager for your 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 will be 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

- Contact Learning Aid Ohio at info@learningaidohio.org with any questions or concerns during your time on the program.

Reasons Account May Be Placed in Inactive Status

- Suspected fraud
- Not responding to the Learning Aid Ohio team's inquiries
- Cancelled within six 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.
- Scheduling sessions for an unapproved learner.
- Spending over the amount awarded.
- Session information is inaccurate in ElevateDD Learner platform.
- Frequent late arrivals, cancellations, or no-shows to scheduled sessions.
- Violation of the attestation you signed upon application.

Grant Funds

- 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 not to be applied to your lifetime balance awarded.
- All funds must be used within the semester they are granted.
- Funds not spent by the end of each semester expire and cannot be utilized after the end of the semester.
- Please note that not accessing your funds may 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.

- If demand exceeds available funding, students who have already been awarded \$10,000 or more in Learning Aid Ohio grant funds will be placed on a waitlist. You will be notified within 30 days of the semester start date if there is available funding to support your learner.

Tip: Please keep this policy in mind as you select the grant amount you are applying for.

Scheduling Requests

When you request a session with a tutor, you will receive an email with a notification at that time. 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 three days) to confirm a session request. Once confirmed, you will receive a notification.

- 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 for the introductory interview (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.
- Virtual paid sessions are NOT allowed. Learning Aid Ohio requires that all paid sessions must be in person.

Cancellations/ 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 six hours prior to the scheduled session time will remain on the scheduling and funding will be 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 will not be charged.

Failure to show up to the scheduled session without contacting the Tutor is considered a "no-show".

- In the case of an **account manager/learner** no-show, the tutor will be paid, and funds deducted from the Learner's account.
- 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 six hours prior to the scheduled session) or no-shows may result in removal from the program or future applications may be denied.

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 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 ODEW 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 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.