



Empowerment Scholarship Account (ESA)

Town Hall Question and Answer

April 19, 2021 Meeting

General

1. What is the link to ESA's website?

Response: www.azed.gov/esa

1. Where do I go for ESA updates?

Response: The ESA team distributes monthly newsletters to all active Account Holders on the ESA program to the email address on file. The ESA website: www.azed.gov/esa also provides families with important upcoming dates, training materials, and resources.

2. Why is my quarterly funding delayed?

Response: Quarterly funding will be made available by the 30th of each funding month. Funding may be delayed for the following reasons:

- Signing a contract in the last two weeks of the funding month will result in delays for the funds, as it takes time to set up accounts and request the funds
- Failure to submit an expense report by the deadline (BofA card holders)
- Failure to make a purchase/payment in ClassWallet by the quarterly deadline
- Failure to attest to no expenses for the quarter (ONLY if no expense were made; ClassWallet and BofA)
- Outstanding disallowed payment not received
- Failure to fix and resubmit any rejected expenses

Funding Calendar:

Quarter	Funding Dates
1	July 15 through July 30
2	October 15 through October 30
3	January 15 through January 30
4	April 15 through April 30



3. Can the Department provide trainings and materials in Spanish?

Response: The Parent Handbook for school year 2021-2022 will be translated into Spanish and published on the ESA website. The Department is exploring options for translation services on other key documents, trainings, and live meetings.

4. Is there a list of approved items/curriculums?

Response: Yes, a list of approved items & curriculums can be found on the ESA website: <https://www.azed.gov/esa/esa-allowable-items>

5. How do I update my child's disability category and annual award amount?

Response: A student's category of disability can be updated by submitting your district evaluation or IEP to: <https://helpdesk.azed.gov/app/itdesk/HomePage.do>

A student's annual award may be updated if there is a change in their category of disability. Awards are determined based on:

- a. District/charter school last attended (for incoming Kinder/Preschoolers this is your district of residency)
 - b. Grade level
 - c. Category of disability (if applicable)
6. How do I apply for additional funding due to additional need?
- Response:** Additional funding may be disbursed if there is a change to the student's category of disability during the contract year, based on documentation of an updated district evaluation or IEP.
7. Do I need to provide documentation for a purchase that is listed on the list of Allowable Items?
- Response:** Located on the [Allowable Items database](#), there is a column indicating the *Determination* status for each item. If the expense determination is listed as 'Approved', the item can be purchased without additional documentation. If the expense determination is listed as 'Approved with curriculum or course of study,' the Account Holder must submit a curriculum or course of study with the purchase approval request to demonstrate it meets the definition of a supplemental material.
8. Why can't I use ESA funds to purchase a computer for my student who is not identified as a student with a disability?

Response: The current ESA law prohibits use of ESA monies on computer hardware or other technological devices, except for qualifying students with disabilities. <https://www.azleg.gov/viewdocument/?docName=https://www.azleg.gov/ars/15/02402.htm>



9. What is the timeline to use STO scholarships (Displaced/Disabled) if I have also been approved for the ESA program?

Response: A student may accept a displaced/disabled pupil STO scholarship and use it for payment to their private school for the quarter(s) prior to accepting an ESA. Meaning that if you are awarded an ESA for example for quarter 3 (regardless of date monies are disbursed) you may use your student's STO scholarship for the quarter 2, but not for quarter 3 payment to your school, as ESA awards you a full quarterly amount.



ClassWallet

1. How can I view all of my transactions in the online platform?

Response: ESA is working diligently with ClassWallet to make comprehensive financial statements available to all Account Holders by May.

2. Where can I view my account balance in the online platform?

Response: Your student's account balance is available on the student's home page.

3. Can ClassWallet provide a receipt for purchases?

Response: The vendor or provider with whom the purchase is made is the responsible party for providing receipts or invoices for each payment or order(s). Account Holders receive a confirmation email from ClassWallet after a purchase is made through the platform.

4. What is the process for refunds in ClassWallet including timelines?

Response: There are two paths to obtaining an account credit. If an Account Holder brings a refund request to ClassWallet's attention, a representative can generally confirm and credit the account within 48 - 72 hours (if there are no complications.) If a credit memo is submitted directly by the vendor or provider with whom the purchase was originally made, it may take up to 30-45 days for the refund to be credited to the account.

5. Is there an ability to track purchases (orders) in ClassWallet?

Response: Currently, ClassWallet does not have the ability to provide tracking for orders. The vendor with which the purchase was made is responsible for providing order tracking information.

6. Can ClassWallet show the names of each child as parent toggle between accounts at the top?

Response: A parent can see each student's name as the toggle between accounts. The message on the blue top bar will say: *Hello Student Name* or *Welcome Student Name*.

<https://kleo.force.com/classwallet/s/article/Switching-between-sub-accounts-parents-with-multiple-children>

10. How do I get reimbursed in ClassWallet?

Response: To have a payment or purchase reimbursed, you must:

1. Link the bank account that you wish to have reimbursed. This can be done by clicking on the *Link Account* icon located on the student's home page (you will only need to link your account once for each of your children).



2. ClassWallet will send two micro-deposits for verification, that will need your attention in order to complete the process.
3. Once your bank account is linked, you may request reimbursement for review through the ClassWallet platform.



ClassWallet Prepaid Debit Cards

1. How do I request a debit card for SY 2021-2022?

Response: A parent will have the ability to request a debit card by logging into their child's ESA portal. A pop-up message will appear asking if you wish to opt into a debit card. Please keep in mind that you do not need to opt in immediately, you may request a debit card at any time.

2. Will there be training provided for the new debit cards?

Response: Yes, ClassWallet will include the use of debit cards in their trainings beginning this summer.

3. Can I use the debit card to pay for individual courses at vendors such as Out School?

Response: Per ClassWallet, vendors charging fees for services, such as Out School, who are not currently on the platform, may be paid with the debit card.

4. Can I use the debit card to pay private tutors?

Response: Yes, you may use your debit card to pay private tutors not listed on the financial management vendor's platform.

11. Do I have to submit a quarterly expense report for ClassWallet debit card transactions?

Response: There are no quarterly expense reports required with ClassWallet, however, you will need to submit invoices for each student using the ClassWallet mobile app or your computer.

12. How will I receive the ClassWallet debit card?

Response: The debit card will be mailed to the mailing address on file with ESA, if you need to update your address or verify that the correct address is on file, you may do so by accessing your student's account on the ESA portal. You can also update your address if needed.

13. Whose name will be on the debit card?

Response: The Account Holder's name and the name of the student will be embossed on the card.

14. Can I pay tuition with the debit card?

Response: Tuition at a K-12 private school (brick and mortar) needs to be made through the Direct Pay feature in the platform. Payments to online learning programs as well as tuition payments to universities and colleges can be made with the debit card.

15. Can the debit card be used for all vendors (approved purchases) regardless of whether the vendor/provider is in ClassWallet?



Response: The debit card is intended for vendors and providers not listed in the platform and will have merchant classification code (MCC) restrictions, including payments for private school tuition.

16. Do I have to ask ClassWallet for permission to use the debit card to pay for vendors outside of ClassWallet?

Response: No, you will not need to request permission to use your debit card to make purchases at vendors and providers not listed in the platform.