July 26, 2021

TO: Lucas Narducci
President, Arizona State Board of Education

FROM: Teri O'Brien
Executive Director, ESA

RE: Empowerment Scholarship Account Program Quarter 4 Report

Dear President Narducci,

The Department of Education (Department) is pleased to submit to the State Board of Education (Board) the Empowerment Scholarship Account (ESA) Program Fiscal Year 2021 Quarter 4 Report pursuant to Title 7, Chapter 2 Article 15 of the Arizona Administrative Code. Quarter 4 covers the period between April 1, 2021 and June 30, 2021. The Department also included data from quarters 2 and 3 where appropriate for comparison. It is important to note that the Department did not begin quarterly reporting until January 2021 and therefore data is not available for quarter 1 of fiscal year 2021.

We look forward to our discussion at the next Board meeting.

Sincerely,

Teri O'Brien
Executive Director
Empowerment Scholarship Account Program

Empowerment Scholarship Account (ESA)

Quarterly Report to the Arizona State Board of Education

Fiscal Year 2021

Quarter 4

July 2021

Table of Contents

1   Introduction

In accordance with Article 15 Empowerment Scholarship Accounts Rule 7-2-1503 Department Responsibilities, the Arizona Department of Education and the Empowerment Scholarship Account Program present this quarterly report to the Arizona State Board of Education. This report reflects data and information from quarter 4 of fiscal year 2021 and covers the time from April 1, 2021 to June 30, 2021. As stipulated in Rule 7-2-1503 item 5, this report includes the following:

a) The number of students in the program disaggregated by eligibility, grade level and the school district or charter school associated with each student;
b) The annual award amount associated with each student;
c) The number of ESA applications received, approved, and denied in the preceding quarter, including the justification for the denied applications;
d) The number of applications processed within 45 days of receipt and the number of administratively incomplete applications;
e) A summary of any parent input or feedback collected pursuant to R7-2-1503(6) and how the Department is responding to concerns submitted as part of the process;
f) Information on the private financial management firm contracted to assist with financial management of the program, including:
  i.   The number and eligibility type of accounts utilizing the firm,
  ii.   The number of providers and vendors on the firm's platform,
  iii. Communications and training provided to parents,
  iv.   Concerns from parents submitted to the Department, the Treasurer, and the private financial management firm and how the Department, Treasurer and private financial management firm are addressing the concerns, and
  v.   Any other information the Board requests

2   Students in the Program

This section includes the number of students in the program disaggregated by eligibility, grade level, and the school district or charter school associated with each student.

As of June 30, 2021, there were 9,669 active students in the ESA program. By comparison, there were 9,718 students in the program during quarter 2 and 9,831 in quarter 3.

2.1   Students by Eligibility Category

Eligibility Category	Count of Students		
	Q2	Q3	Q4
Special Needs	5,707	5,854	5,773
Adoption / Foster Care –Planned Adoption	516	515	504
Attending D/F School	461	452	436
Sibling	1,436	1,476	1,441
Military	1,079	1,034	1,007
Previously in ESA Program	98	88	83
Legally Blind/Deaf/Hard of Hearing	40	42	40
Residing on a Native American reservation	381	370	359
Total Active ESA Students	**9,718**	**9,831**	**9,669**

2.2   Students by Grade Level

Grade Level	Count of Students		
	Q2	Q3	Q4
Preschool	278	296	289
Kindergarten	725	754	741
1st	830	832	804
2nd	838	842	824
3rd	895	922	908
4th	904	917	906
5th	828	826	819
6th	833	851	845
7th	786	787	771
8th	707	722	704
9th	600	603	587
10th	540	539	541
11th	412	408	401
12th	542	532	529
Total	**9,718**	**9,831**	**9,669**

2.3   Students by Associated School District or Charter School

Under most circumstances, a student must have previously attended a public school in Arizona for at least 100 days of the prior school year to be eligible for an ESA. This section provides information regarding the associated schools active ESA students attended prior to joining to ESA program.

As of June 30, 2021, ESA students previously attended 380 of the 667 total number of school districts and charter districts (referred to as local education agencies or LEAs) in Arizona. The complete list of students by associated LEA can be found in Appendix A.

3   Annual Award Amount

This section includes a summary of the annual award amounts associated with students. The average annual award amount for active accounts as of June 30, 2021 was $14,543.

3.1   Recipients by Award Range

Award Range	Count of Recipients		
	Q2	Q3	Q4
<$3,000	0	0	0
$3,000-$3,999	758	777	752
$4,000-$4,999	0	1	0
$5,000-$5,999	324	323	313
$6,000-$6,999	4,660	4,639	4,530
$7,000-$7,999	282	310	303
$8,000-$8,999	5	3	3
$9,000-$9,999	1	3	3
$10,000-$14,999	236	259	265
$15,000-$19,999	30	34	33
$20,000-$24,999	163	164	159
$25,000-$29,999	2,796	2,849	2,839
$30,000+	463	469	462

4 ESA Applications

This section includes the number of applications that were received in the previous quarter broken down by those approved and those denied. Information on denied applications includes count by denial justification.

1,734 applications were received during quarter 4 (April 1, 2021 through June 30, 2021), of which 55 were deemed administratively incomplete. All applications received during this time have been processed.

4.1 Applications by Status

	Q2		Q3		Q4	
Status of Application	**COUNT**	**%**	**COUNT**	**%**	**COUNT**	**%**
Approved	651	72%	1,043	79%	1,439	83%
Denied	119	13%	204	15%	229	13%
Duplicate	18	2%	-	0%	13	1%
Sibling-waiting on anchor	14	2%	3	0.2%	11	1%
Incomplete	102	11%	77	6%	55	3%
Total	**904**		**1,327**		**1,734**	

4.2 Denied Applications[1]

Reason for Denial	**Count of Applications**		
	Q2	**Q3**	**Q4**
Did not meet the first 100 days	50	119	143
Did not meet AOI hours	7	19	19
Did not meet eligibility category	58	78	74
Graduated	-	1	-
Previously Terminated	4	7	6

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[1] There were 229 total denials in quarter 4, of which some applications have two (2) or more reasons for denial.

5 ESA Applications Processing Time

This section includes the number of applications received in the previous quarter that were processed within 45 days of receipt and the number of applications that were administratively incomplete.

5.1 Applications by Processing Time
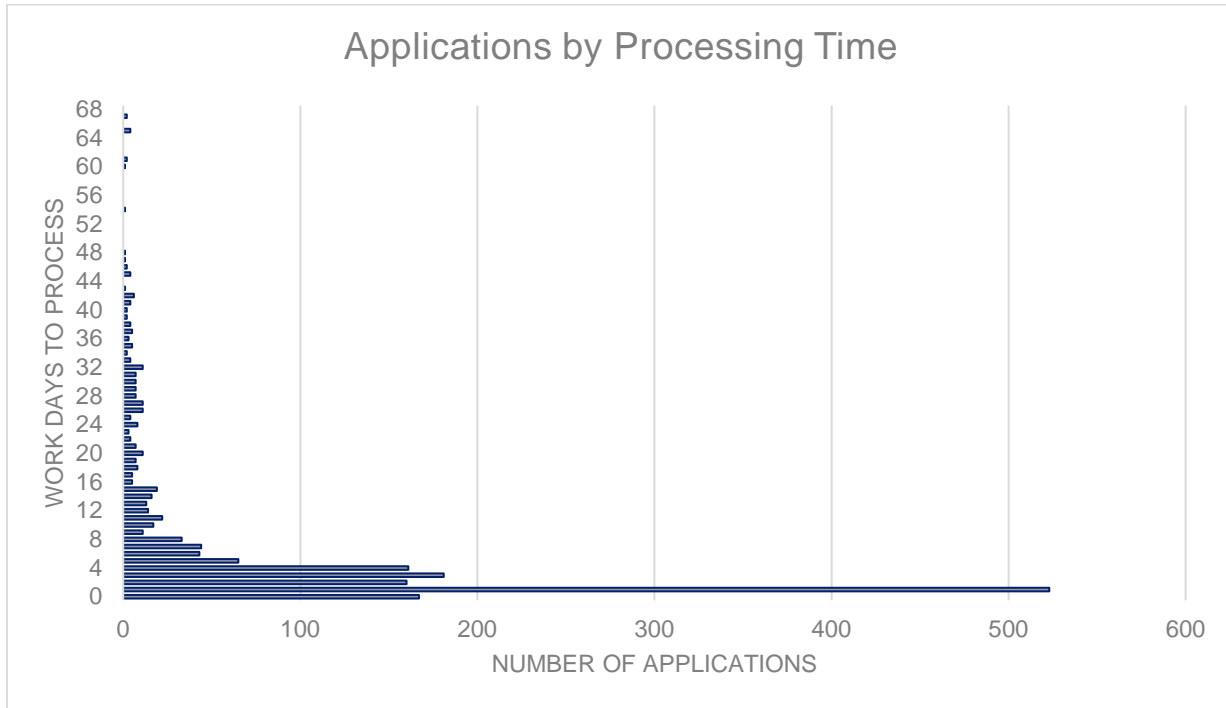
	Count	Percentage
Applications processed in less than 45 business days	1,654	99.2%
Applications processed in greater than 45 days	14[2]	0.8%

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[2] Applications greater than 45 days: Due to a limitation in the automated tracking system, incomplete applications that are subsequently resubmitted continue to be counted from the date of original submission.

5.2　Incomplete Applications

Status of Application	Count of Applications
Incomplete	55

6　Parent Feedback and Response

This section includes a summary of the parent feedback that has been collected by the ESA program. It also includes a list of current and upcoming action steps to address the feedback shared by ESA families.

6.1　Parent Feedback

The ESA program solicits parent feedback through the following processes:

- ESA Parent Advisory Council
- Written comments
- Electronic surveys
- Ad-hoc meetings

Feedback is collected throughout the year, with both regularly scheduled dates for meetings and comment periods, as well as ad-hoc requests as determined by the Department. Feedback will be reviewed and summarized by the Department and considered before final decision making on the item for which input is being collected. The Department will report to the State Board of Education a summary of the feedback collected and the response or relevant action taken by the Department in its Quarterly Report pursuant to R7-2-1503 (5).

Parent Advisory Council

The Department convened one Parent Advisory Council (PAC) meeting during quarter 4, on May 27, 2021 and included agenda items such as implementation of prepaid debit cards and updates on program communications, marketing, and outreach. A summary of the feedback received is included below. More information about the council, including the council charter, membership and meeting agendas can be found at https://www.azed.gov/esa/esa-parent-advisory-council

May 27, 2021 Summary

The May meeting agenda included revisions to the 2021-2022 Handbook, information on the private financial management firm, training for new Account Holders, and an update on outreach and marketing.

c p　　　　d　　included in Appendix B. Meeting notes are available upon request.

The following comments were shared by council members regarding the ESA Town Hall meetings:

1. Having 2 time slots was helpful for the diverse schedules of ESA parents.
2. Post the slides and the video so parents who could not attend the 2-hour meeting can still be informed. The link could be available for ESA parents after they log in.
3. Accepting many questions was helpful and taking the time to listen to concerns was validating for parents.

The following comments were shared by council members regarding the ESA program communications:

1. Honor written or verbal communications.
2. Accept voicemails, especially when concerns have been escalated.
3. Respond to help desk requests promptly.
4. Provide accurate solutions based on the content of the questions submitted by parents.
5. Explain specific reasons for denial of expenses when the denial is communicated.

ESA PAC members also shared recommendations to develop resources on how to use ESA funds. Specifically, how to use funds for private school, online classes, college, tutors, therapists, paraprofessionals, curriculum, supplementary items, reading books, and associated goods.

Written Comments

During quarter 4, ESA stakeholders were provided an opportunity to submit written comments to the Parent Advisory Council in advance of the meetings. There were no written comments received for the May 27, 2021 meeting.
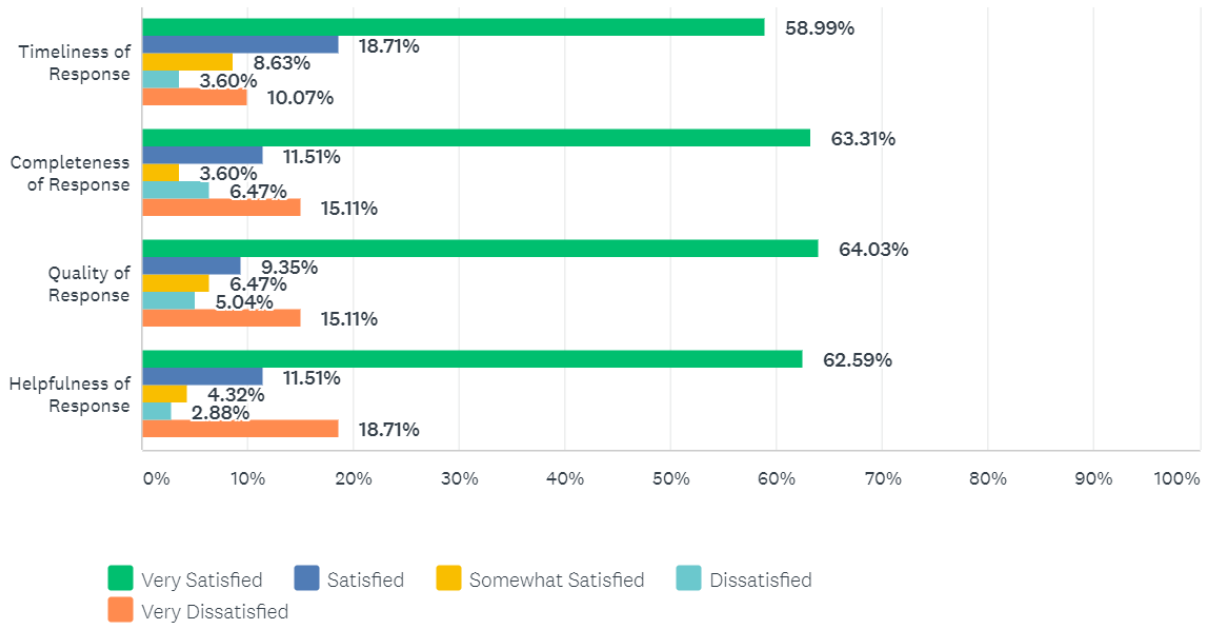
Electronic Surveys

The Department continues to provide a survey link to all tickets received through the Department's HelpDesk for families to provide feedback on the timeliness, completeness, quality, and helpfulness of the response regarding their request. Families are also given an opportunity on the survey link to provide general feedback. During quarter 4, the Department received 140 responses to HelpDesk-linked surveys.

The Department also continues to allow families to provide general program feedback through a survey available on the ESA website. This survey focuses on the ESA program, banking systems, ease of navigating the ESA website/portal, customer experience with the private financial management platform, and overall ESA communication. This survey has garnered limited responses to date. A total of 10 responses were submitted during quarter 4 through this form.
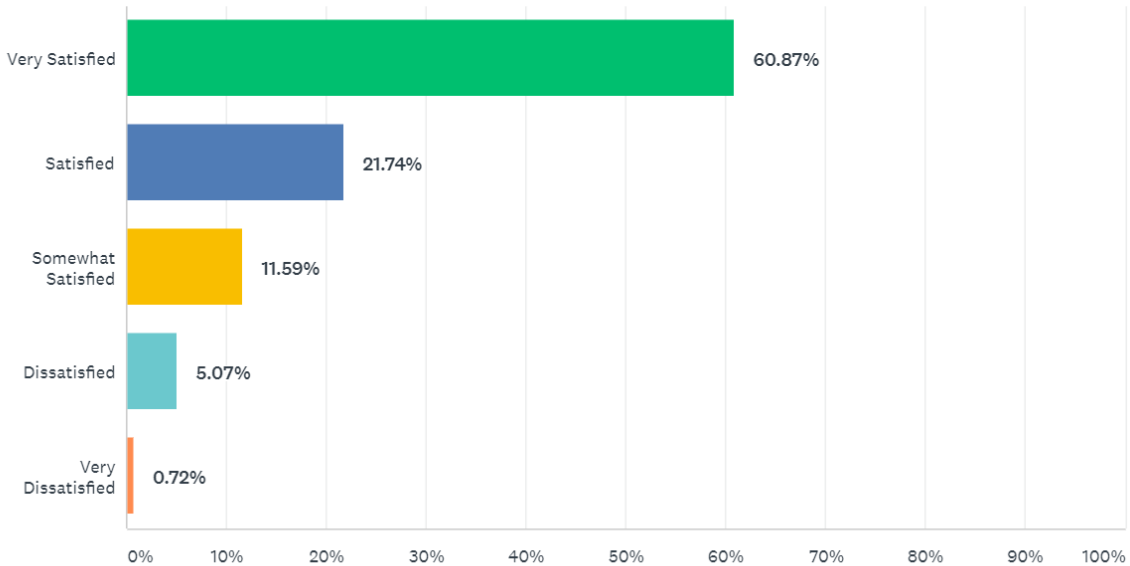
Summary of Help Desk-linked survey responses:

Based on your recent interaction with ESA staff, please indicate your level of satisfaction...

Answered: 139   Skipped: 1

	Very Satisfied	Satisfied	Somewhat Satisfied	Dissatisfied	Very Dissatisfied
Timeliness of Response	58.99%	18.71%	8.63%	3.60%	10.07%
Completeness of Response	63.31%	11.51%	3.60%	6.47%	15.11%
Quality of Response	64.03%	9.35%	6.47%	5.04%	15.11%
Helpfulness of Response	62.59%	11.51%	4.32%	2.88%	18.71%

Legend: ■ Very Satisfied   ■ Satisfied   ■ Somewhat Satisfied   ■ Dissatisfied   ■ Very Dissatisfied

Overall, how satisfied are you with the ESA program?

Answered: 138   Skipped: 2

Very Satisfied	60.87%
Satisfied	21.74%
Somewhat Satisfied	11.59%
Dissatisfied	5.07%
Very Dissatisfied	0.72%

Additional information regarding the survey results is available upon request.

Ad-Hoc Meetings

Two virtual town hall meetings were convened in quarter 4, on April 19, 2021.

Session 1: 1pm-3pm attended by 64 stakeholders

Session 2: 4pm-6pm attended by 49 stakeholders

Format

- Informational updates by ADE staff with most of the agenda set aside to listen to parent/public feedback.
- Agenda allotted more time for more comments than needed, providing time for ADE staff to respond during the meeting.

Recommendations and requests made by participants:

- ESA Parent Advisory Council to create content for the monthly ESA newsletter that is distributed by ADE via email.
- Improved and expanded communication with parents – should not have to be part of a parent Facebook group to get information.

Additional concerns raised:

- Approval process delays purchasing and delivery of items and materials critical for education.
- Coupons and discount codes cannot be used in the CW platform resulting in higher costs.
- Notification of right to appeal is intimidating to parents and should be avoided when possible.
- ADE's application deadline for Q4 of school year 2020-2021 closed February 1. Approved applicants should be enrolled in the program within 45 days of application.

6.2   ADE Response to Feedback

Communications and Training

The Department continues to review and update its communications strategy for sharing information with prospective and existing Account Holders. During quarter 4, the Department established a new position to facilitate communications with the families and stakeholders. The Director of Communications and Engagement will develop and lead implementation of communications and engagement for the ESA program including staff professional development, marketing, community outreach activities, statewide seminars and trainings for applicants and account holders. The position has been filled and will begin at the end of July.

In addition, the Department made changes to the monthly newsletter based on parent feedback regarding formatting and content. The April newsletter is included in Appendix C.

Expense Approval Process

In response to parent feedback regarding consistency and timeliness of the expense approval process, the ESA program team is undergoing continuous improvement for processes and procedures and is conducting ongoing staff training.

The Department updated the Board during its May meeting regarding enhancements to the Database of Allowable Expenses. The Department is evaluating the current functionality of the database and exploring opportunities to improve searchability and integration with the financial management vendor.

Appeals

In response to parent feedback on the Department's facilitation of the appeals process, the Department is working with its Assistant Attorney General and the State Board of Education to streamline the appeals process and conform to recently adopted legislative changes.

Debit Cards

In response to parent feedback concerning the need for additional purchasing options outside the existing features of the financial management platform, the Department worked with representatives from the Arizona State Treasurer's Office and the private financial management firm to provide a debit card option beginning in quarter 1 of school year 2021-2022. Existing ClassWallet Account Holders were eligible to request a prepaid debit card in the ESA portal beginning May 15, 2021 and Bank of America Account Holders were able to make the request soon after. The first transaction was made on June 29, 2021. As of July 19, 2021:

- 2,137 new debit cards have been provisioned
- 232 cards activated
- 29 users made 51 transactions

The Department will continue to monitor parent feedback on the new debit card feature and work with the Treasurer's Office and the vendor to adjust when necessary and appropriate.

April 19 Town Hall Follow-up

The Department published a FAQ document following the meeting based on questions asked during the comment period and in the chats. The FAQ is attached in Appendix D and available on the ESA website at
https://www.azed.gov/sites/default/files/2021/04/Town%20Hall%20FAQ.pdf

7 Private Financial Management Firm

This section includes information on the private financial management firm assisting in the management of the program and includes:

a) The number and eligibility type of accounts utilizing the firm
b) The number of providers and vendors on the firm's platform
c) Communications and trainings provided to parents
d) Concerns from parents submitted to the Department, the treasurer, and the private financial management firm and how the Department, Treasurer and private financial management firm are addressing the concerns
e) Any other information the Board requests

7.1 Accounts by Firm

	Bank of America Count of Students	ClassWallet Count of Students
Active	2,428	7,240
Exited	94	38

7.2 Providers and Vendors

As of June 30, 2021, there were 1,681 vendors/providers in the ClassWallet application, and an additional 124 private schools registered for Direct Pay. By comparison, there were 1,339 vendors/providers registered in the platform during quarter 2 and 1,582 in quarter 3.

7.3 Communications & Trainings

The private financial management firm, ClassWallet, facilitates training for parents who use the platform to spend ESA monies. In addition, the Department has posted a short informational video on the ESA website that is specific to the Arizona ESA program at https://www.azed.gov/esa.

Training will be available throughout the year. Training sessions are offered in the am and pm to provide flexible options for participation. Previously recorded training videos, upcoming training dates and registration information will be made available on the ESA website under the ClassWallet Live Training drop down at https://www.azed.gov/esa/classwallet.

As referenced in section 6.2, the Department worked with representatives from the State Treasurer's Office and the private financial management firm throughout quarter 4 to provide a debit card option beginning in quarter 1 of school year 2021-2022. The process and timelines for this transition were communicated to the Parent Advisory Council, to the State Board of Education, at the ESA Town Hall, in the April newsletter, and in a reminder email sent on June 24 regarding what to expect during the transition period. The communication sent to families on June 24 is included in Appendix E.

7.4   Parent Concerns and Responses

There was no information submitted to the Department by the Treasurer's Office nor the vendor for this section for quarter 4. Relevant parent concerns submitted directly to the Department are addressed in section 6.1 of this report.

7.5   Other Requests

There were no additional requests identified by the Board for this report.

2.3 Students by Associated School District or Charter School

District/Charter ID (CTDS)	District/Charter	Count of Students
108734	Academy Del Sol, Inc.	*
78242	Academy of Mathematics and Science South, Inc.	*
78270	Academy of Mathematics and Science, Inc.	*
108713	Academy of Mathematics and Science, Inc.	*
108665	Academy of Tucson, Inc.	*
108767	Accelerated Elementary and Secondary Schools	*
138760	Acorn Montessori Charter School	*
70516000	Agua Fria Union High School District	52
78582	Ahwatukee Foothills Prep Early College High School, Inc.	*
100215000	Ajo Unified District	*
70468000	Alhambra Elementary District	21
78724	Allen-Cochran Enterprises, Inc.	*
100351000	Altar Valley Elementary District	*
78989	American Basic Schools LLC	*
78948	American Charter Schools Foundation d.b.a. Estrella High School	*
138754	American Heritage Academy	*
78725	American Leadership Academy, Inc.	75
78926	American Virtual Academy	27
100210000	Amphitheater Unified District	129
78525	Anthem Preparatory Academy	*
110243000	Apache Junction Unified District	32
78247	Archway Classical Academy Arete	11
78597	Archway Classical Academy Chandler	*
78248	Archway Classical Academy Cicero	*
78406	Archway Classical Academy Glendale	*
78234	Archway Classical Academy Lincoln	*
78214	Archway Classical Academy North Phoenix	*
78590	Archway Classical Academy Scottsdale	*
78266	Archway Classical Academy Trivium East	*
78595	Archway Classical Academy Trivium West	*
78596	Archway Classical Academy Veritas	*
78527	Arete Preparatory Academy	*
78412000	Arizona Agribusiness & Equine Center INC.	*
78226	Arizona Autism Charter Schools, Inc.	35
108709	Arizona Community Development Corporation	*
78511	Arizona Connections Academy Charter School, Inc.	128
78260	Arizona Language Preparatory	*
78991	Arizona Montessori Charter School at Anthem	*
78722	Arizona School For The Arts	*
70447000	Arlington Elementary District	*
78205	ASU Preparatory Academy	*
78207	ASU Preparatory Academy	*
78208	ASU Preparatory Academy	*
78251	ASU Preparatory Academy	*
118716	ASU Preparatory Academy - Casa Grande	*
78284000	ASU Preparatory Academy Digital	*
70444000	Avondale Elementary District	56
78542	AZ Compass Schools, Inc.	*
100240000	Baboquivari Unified School District #40	*
78988	Ball Charter Schools (Dobson)	*
78987	Ball Charter Schools (Hearn)	*
70431000	Balsz Elementary District	12
78418000	BASIS Charter Schools, Inc	*
78288000	BASIS Charter Schools, Inc.	*
38707	BASIS Schools, Inc.	*
78212	BASIS Schools, Inc.	*

District/Charter ID (CTDS)	District/Charter	Count of Students
78225	BASIS Schools, Inc.	*
78231	BASIS Schools, Inc.	*
78236	BASIS Schools, Inc.	*
78268	BASIS Schools, Inc.	*
78269	BASIS Schools, Inc.	*
78273	BASIS Schools, Inc.	*
78403	BASIS Schools, Inc.	*
78575	BASIS Schools, Inc.	*
78588	BASIS Schools, Inc.	*
78589	BASIS Schools, Inc.	*
78736	BASIS Schools, Inc.	*
108404	BASIS Schools, Inc.	*
108725	BASIS Schools, Inc.	*
108737	BASIS Schools, Inc.	*
138786	BASIS Schools, Inc.	*
78282000	BASIS Schools, Inc.	*
78283000	BASIS Schools, Inc.	*
130326000	Beaver Creek Elementary District	*
78766	Benchmark School, Inc.	*
78754	Benjamin Franklin Charter School	17
20209000	Benson Unified School District	*
20202000	Bisbee Unified District	*
90232000	Blue Ridge Unified School District No. 32	25
78745	Blueprint Education	*
78613	Boys & Girls Clubs of the East Valley dba Mesa Arts Academy	*
78762	Bright Beginnings School, Inc.	*
70433000	Buckeye Elementary District	42
70501000	Buckeye Union High School District	25
80415000	Bullhead City School District	*
78564	CAFA, Inc. dba Learning Foundation and Performing Arts Gilbert	*
78909	Calibre Academy	*
78768	Cambridge Academy East, Inc	*
78959	Camelback Education, Inc	*
130228000	Camp Verde Unified District	15
78534	Candeo Schools, Inc.	*
148761	Carpe Diem Collegiate High School	*
70483000	Cartwright Elementary District	26
110404000	Casa Grande Elementary District	42
110502000	Casa Grande Union High School District	15
100216000	Catalina Foothills Unified District	60
70293000	Cave Creek Unified District	81
28750	Center for Academic Success, Inc.	*
78772	Challenge School, Inc.	*
78957	Challenger Basic School, Inc.	*
78515	Chandler Preparatory Academy	*
70280000	Chandler Unified District #80	379
10224000	Chinle Unified District	*
130251000	Chino Valley Unified District	13
78549	Choice Academies, Inc.	*
78249	Cicero Preparatory Academy	*
108720	CITY Center for Collaborative Learning	*
130403000	Clarkdale-Jerome Elementary District	*
28701	Cochise Community Development Corporation	13
80214000	Colorado City Unified District	*
10306000	Concho Elementary District	*
130317000	Congress Elementary District	*
100339000	Continental Elementary District	12
110221000	Coolidge Unified District	28
130406000	Cottonwood-Oak Creek Elementary District	14

District/Charter ID (CTDS)	District/Charter	Count of Students
140413000	Crane Elementary District	49
70414000	Creighton Elementary District	45
108666	Daisy Education Corporation dba Sonoran Science Academy	*
108504	Daisy Education Corporation dba. Sonoran Science Academy Davis Monthan	*
70297000	Deer Valley Unified District	350
78621	Desert Heights Charter Schools	*
138714	Desert Star Community School, Inc.	*
48701	Destiny School, Inc.	*
20227000	Douglas Unified District	*
70289000	Dysart Unified District	264
78911	E-Institute Charter Schools, Inc.	*
78541	EAGLE South Mountain Charter, Inc.	*
78509	East Mesa Charter Elementary School, Inc.	*
108506	Ed Ahead	*
108653	Edge School, Inc., The	*
78971	Edkey, Inc. - Arizona Conservatory for Arts and Academics	*
78742	Edkey, Inc. - Pathfinder Academy	11
78740	Edkey, Inc. - Redwood Academy	*
78915	Edkey, Inc. - Sequoia Charter School	*
78705	Edkey, Inc. - Sequoia Choice Schools	240
78246	Edkey, Inc. - Sequoia Pathway Academy	*
138705	Edkey, Inc. - Sequoia Ranch School	*
78744	Edkey, Inc. - Sequoia School for the Deaf and Hard of Hearing	*
78917	Edkey, Inc. - Sequoia Village School	*
78717	EduPreneurship, Inc.	*
78687	Eduprize Schools, LLC	84
20412000	Elfrida Elementary District	*
110411000	Eloy Elementary District	*
78785	Fit Kids, Inc. dba Champion Schools	*
38752	Flagstaff Junior Academy	*
30201000	Flagstaff Unified District	24
110201000	Florence Unified School District	106
100208000	Flowing Wells Unified District	13
20100000	Fort Huachuca Accommodation District	44
50207000	Fort Thomas Unified District	39
70298000	Fountain Hills Unified District	19
70445000	Fowler Elementary District	*
138751	Franklin Phonetic Primary School, Inc.	*
78528	Freedom Academy, Inc.	*
78611	Friendly House, Inc.	*
140432000	Gadsden Elementary District	*
10220000	Ganado Unified School District	*
78679	GAR, LLC dba Student Choice High School	*
78774	Gem Charter School, Inc.	*
78585	George Gervin Youth Center, Inc.	*
70224000	Gila Bend Unified District	*
70241000	Gilbert Unified District	336
70440000	Glendale Elementary District	56
78540	Glendale Preparatory Academy	*
70505000	Glendale Union High School District	61
40201000	Globe Unified District	38
30204000	Grand Canyon Unified District	*
108770	Great Expectations Academy	*
78594	Happy Valley East	*
78998	Happy Valley School, Inc.	*
148760	Harvest Power Community Development Group, Inc.	*
90206000	Heber-Overgaard Unified District	*
78258	Heritage Academy Queen Creek, Inc.	*
78712	Heritage Academy, Inc.	*

District/Charter ID (CTDS)	District/Charter	Count of Students
78985	Heritage Elementary School	*
108701	Hermosa Montessori Charter School	*
108775	Highland Free School	*
70260000	Higley Unified School District	168
90203000	Holbrook Unified District	*
78233	Horizon Community Learning Center, Inc.	*
78752	Horizon Community Learning Center, Inc.	*
130222000	Humboldt Unified District	49
78535	Imagine Avondale Elementary, Inc.	*
78536	Imagine Coolidge Elementary, Inc.	*
78532	Imagine Desert West Middle, Inc.	*
78522	Imagine Middle at Surprise, Inc.	*
78537	Imagine Prep Superstition, Inc.	*
78538	Imagine Prep Surprise, Inc.	*
78210	Incito Schools	*
70405000	Isaac Elementary District	18
110244000	J O Combs Unified School District	81
78795	James Madison Preparatory School	*
90202000	Joseph City Unified District	*
148759	Juniper Tree Academy	11
78230	Kaizen Education Foundation dba Discover U Elementary School	*
78570	Kaizen Education Foundation dba Gilbert Arts Academy	*
78571	Kaizen Education Foundation dba Liberty Arts Academy	*
78576	Kaizen Education Foundation dba Mission Heights Preparatory High School	*
78999	Kaizen Education Foundation dba South Pointe Elementary School	*
90227000	Kayenta Unified School District # 27	*
78779	Keystone Montessori Charter School, Inc.	*
108784	Khalsa Family Services	*
78759	Khalsa Montessori Elementary Schools	*
88620	Kingman Academy Of Learning	*
80220000	Kingman Unified School District	18
70428000	Kyrene Elementary District	141
138503	La Tierra Community School, Inc	*
80201000	Lake Havasu Unified District	*
70459000	Laveen Elementary District	22
78968	LEAD Charter Schools	23
78101	LEAD Charter Schools dba Leading Edge Academy Queen Creek	*
118708	Leading Edge Academy Maricopa	*
118715	Legacy Traditional Charter School	*
78215	Legacy Traditional Charter School - Laveen Village	*
78518	Legacy Traditional Charter School - Maricopa	*
118712	Legacy Traditional School - Avondale	*
78413000	Legacy Traditional School - East Mesa	*
78229	Legacy Traditional School - Gilbert	*
78408	Legacy Traditional School - Glendale	*
78409	Legacy Traditional School - North Chandler	*
118713	Legacy Traditional School - Northwest Tucson	*
78407	Legacy Traditional School - Peoria	*
78415000	Legacy Traditional School - Phoenix	*
78274	Legacy Traditional School - Surprise	*
108738	Leman Academy of Excellence, Inc.	31
70425000	Liberty Elementary District	44
78235	Lincoln Preparatory Academy	*
70479000	Litchfield Elementary District	161
78997	Little Lamb Community School	*
80209000	Littlefield Unified District	*
70465000	Littleton Elementary District	22
70438000	Madison Elementary District	42
78219	Madison Highland Prep	*

District/Charter ID (CTDS)	District/Charter	Count of Students
110208000	Mammoth-San Manuel Unified District	*
100206000	Marana Unified District	148
110220000	Maricopa Unified School District	63
110100000	Mary C O'Brien Accommodation District	*
78592	Maryvale Preparatory Academy	*
88759	Masada Charter School, Inc.	*
108798	Math and Science Success Academy, Inc.	*
130243000	Mayer Unified School District	*
10323000	Mcnary Elementary District	*
70204000	Mesa Unified District	670
128703	Mexicayotl Academy, Inc.	*
40240000	Miami Unified District	*
78976	Midtown Primary School	*
138712	Mingus Springs Charter School	*
130504000	Mingus Union High School District	*
140417000	Mohawk Valley Elementary District	*
78977	Montessori Academy, Inc.	*
78758	Montessori Day Public Schools Chartered, Inc.	*
78763	Montessori Education Centre Charter School	*
60218000	Morenci Unified District	*
78556	Morrison Education Group, Inc.	*
138768	Mountain Oak Charter School, Inc.	11
70421000	Murphy Elementary District	*
70381000	Nadaburg Unified School District	*
78903	New School For The Arts	*
78981	New School for the Arts Middle School	*
78760	New World Educational Center	*
78930	Noah Webster Schools - Mesa	*
120201000	Nogales Unified District	*
78584	North Phoenix Preparatory Academy	*
38701	Northland Preparatory Academy	*
108707	Nosotros, Inc	*
108512	Open Doors Community School, Inc.	*
110302000	Oracle Elementary District	*
70408000	Osborn Elementary District	14
30208000	Page Unified District	11
78278	Painted Desert Montessori, LLC	14
138756	Painted Pony Ranch Charter School	*
20349000	Palominas Elementary District	12
70269000	Paradise Valley Unified District	275
78912	Paragon Management, Inc.	15
150227000	Parker Unified School District	19
120520000	Patagonia Union High School District	*
78792	Pathfinder Charter School Foundation	*
40210000	Payson Unified District	*
20422000	Pearce Elementary District	*
70492000	Pendergast Elementary District	40
70211000	Peoria Unified School District	308
78714	Phoenix Advantage Charter School, Inc.	*
78716	Phoenix Education Management, LLC,	*
70401000	Phoenix Elementary District	30
70510000	Phoenix Union High School District	128
110433000	Picacho Elementary District	*
50206000	Pima Unified District	*
38706	Pine Forest Education Association, Inc.	*
78726	Pinnacle Education-Tempe, Inc.	*
78925	Pointe Educational Services	*
20364000	Pomerene Elementary District	*
108744	Portable Practical Educational Preparation, Inc. (PPEP, Inc.)	*

District/Charter ID (CTDS)	District/Charter	Count of Students
108796	Portable Practical Educational Preparation, Inc. (PPEP, Inc.)	171
130201000	Prescott Unified District	38
78516	Prescott Valley Charter School	*
70295000	Queen Creek Unified District	106
110203000	Ray Unified District	*
10227000	Red Mesa Unified District	*
110405000	Red Rock Elementary District	*
78209	Reid Traditional Schools' Painted Rock Academy Inc.	*
78560	Research Based Education Corporation	*
78609	Ridgeline Academy, Inc.	11
70402000	Riverside Elementary District	*
70466000	Roosevelt Elementary District	95
78508	Rosefield Charter Elementary School, Inc.	*
10210000	Round Valley Unified District	*
110418000	Sacaton Elementary District	*
70290000	Saddle Mountain Unified School District	16
50201000	Safford Unified District	*
100230000	Sahuarita Unified District	96
40220000	San Carlos Unified District	119
78539	San Tan Montessori School, Inc.	30
10218000	Sanders Unified District	*
128726	Santa Cruz Valley Opportunities in Education, Inc.	*
120235000	Santa Cruz Valley Unified District	*
110540000	Santa Cruz Valley Union High School District	*
108719	Satori, Inc.	*
78243	Scottsdale Country Day School	*
78533	Scottsdale Preparatory Academy	*
70248000	Scottsdale Unified District	236
138708	Sedona Charter School, Inc.	*
130209000	Sedona-Oak Creek JUSD #9	*
78256	Self Development Academy-Phoenix	*
78796	Self Development Charter School	*
90210000	Show Low Unified District	35
20268000	Sierra Vista Unified District	117
130315000	Skull Valley Elementary District	*
138752	Skyview School, Inc.	*
90205000	Snowflake Unified District	25
140411000	Somerton Elementary District	*
120425000	Sonoita Elementary District	*
108503	Sonoran Science Academy - Broadway	*
108779	Southgate Academy, Inc.	*
10201000	St Johns Unified District	12
110424000	Stanfield Elementary District	*
78781	Stepping Stones Academy	*
78924	Success School	*
100212000	Sunnyside Unified District	133
110215000	Superior Unified School District	*
100213000	Tanque Verde Unified District	33
88702	Telesis Center for Learning, Inc.	*
78761	Tempe Preparatory Academy	*
70403000	Tempe School District	62
70513000	Tempe Union High School District	86
108722	The Charter Foundation, Inc.	*
118717	The Grande Innovation Academy	*
78561	The Odyssey Preparatory Academy, Inc.	18
78206	The Paideia Academies, Inc	*
70417000	Tolleson Elementary District	11
70514000	Tolleson Union High School District	45
110422000	Toltec School District	*

District/Charter ID (CTDS)	District/Charter	Count of Students
20201000	Tombstone Unified District	*
78591	Trivium Preparatory Academy	*
30215000	Tuba City Unified School District #15	*
108773	Tucson Country Day School, Inc.	*
108714	Tucson International Academy, Inc.	*
100201000	Tucson Unified District	692
70462000	Union Elementary District	*
100220000	Vail Unified District	164
78964	Valley of the Sun Waldorf Education Association, dba Desert Marigold School	22
78984	Veritas Preparatory Academy	*
10309000	Vernon Elementary District	*
78410000	Victory Collegiate Academy Corporation	*
78715	Villa Montessori Charter School	*
78224	Vista College Preparatory, Inc.	*
70406000	Washington Elementary School District	127
140424000	Wellton Elementary District	*
78935	West Gilbert Charter Elementary School, Inc.	*
70802000	West-MEC - Western Maricopa Education Center	*
78221	Western School of Science and Technology, Inc.	*
90220000	Whiteriver Unified District	86
70209000	Wickenburg Unified District	12
20213000	Willcox Unified District	*
30202000	Williams Unified District	*
10208000	Window Rock Unified District	118
130352000	Yarnell Elementary District	*
40305000	Young Elementary District	*
80313000	Yucca Elementary District	*
140401000	Yuma Elementary District	275
140570000	Yuma Union High School District	67

Arizona Department of Education
Empowerment Scholarship Account (ESA)
Parent Advisory Council

AGENDA
Thursday, March 27, 2021
9:00 am to 12:00 pm

Council Facilitator: Kate Wright
Council Chair: Kathy Boltz
Council Members: Tanya Brodd, Elianta De Paula, Glendaliz Felix-Wooddisse, Allison Gentala, Chauncey Hallford, Gretchen Jacobs, Vanessa Long, Angella Mundle, Kayla Svedin, Tracy Tanner
ADE Staff: Kate Wright, *Chief of Staff*; Whitney Marsh, *Deputy Chief of Staff*; Karla Escobar, *Deputy Associate Superintendent, ESA*; Mike Mannelly, *Associate Superintendent, Highly Effective Schools*; Shannon Etz, *Data Governance Administrator*
NOTE: *Order of agenda items may be subject to adjustment, as needed, by Council Facilitator.*

Item #	Item of Discussion:	Speaker:
I	**Welcome**	
I. a	• Opening of Meeting	Kate Wright- Chief of Staff, ADE
II	**Business**	

II. a	• ESA Program Communication:
	    ○ ESA Town Hall and FAQs
	    ○ ESA Newsletter
	    ○ ESA Program Marketing
	    ○ ESA Flowchart- "How to Use ESA Funds" (in development)
	        ■ **Feedback Requested**: Provide feedback on ADE's ongoing communication efforts with ESA parents and stakeholders.	

III	**Information Only**	
III. a	• ClassWallet Debit Card Implementation Timeline and Updates ○ *Informational Update*	Mike Mannelly, Associate Superintendent, ADE Karla Escobar, Deputy Associate Superintendent, ADE

III.b	• FY22 ESA PAC	Kate Wright, Chief of Staff
IV	**External Stakeholder Comment**	
III. a	• Speaker order:	Kathy Boltz, Chair of ESA PAC
IV	**Good of the Order**	
IV. a	• Items for further discussion	
IV. b	• Announcements	
V	**Adjourn**	

Group Norms:

- **Center students and their needs/concerns**

- Assume positive intent

- Let each person speak without interruption

- Maintain positive body language throughout the meeting

- Accept parent input in defining key concerns for the ESA Program

- Accept feedback without feeling the need to respond or react

- Maintain meeting notes/documentation

- Commit to the action steps/investigation the Council agrees on

- Offer constructive feedback

- Seek understanding

- Keep responses solutions focused and consider many possibilities

- Practice active listening and listen for understanding throughout the meeting

- Consider the perspectives of others in the meeting

Appendix C

ClassWallet, Parent Advisory Council, and Website Updates inside!

Your April ESA Newsletter

April 30, 2021

Dear ESA families,

We want to thank each of you who participated in our first ESA Town Hall earlier this month. We appreciate the feedback, collaboration, and questions raised – you can find answers to many of those questions in this Town Hall FAQ.

As you approach the end of the academic year and prepare for renewal, we wanted to send a friendly reminder that a portion of your child's ESA funds must be spent on at least the subjects of reading, grammar, mathematics, science and social studies in order to be eligible for renewal

c

We also wanted to provide you with key program updates, including information regarding our transition to ClassWallet, new features that are available on our website, and upcoming Parent Advisory Council dates. Read more below!

CLASSWALLET

Starting May 15, 2021, there will be an option to opt into the [ClassWallet](#) card when you log into your student's account via the ESA portal. Upon login, you will receive a message to opt in. Please read it carefully!

Once you opt-in, a Debit card will be mailed to your home address on file with ESA. These cards take 7-10 business to be mailed.

Please keep in mind that **all bank cards issued through Bank of America will be closed as of July 1, 2021**. We will continue to provide more information and details on this transition in the weeks to come!

To prepare families for this transition, ClassWallet account trainings will resume in May. Mark your calendars now for one of the following dates! All trainings can be [accessed at this link](#).

Summer Training Dates

- May 13th - 9am
- May 27th - 3pm
- June 10th - 9am
- June 24th - 5pm
- July 15th - 9am
- July 29th - TBD

PARENT ADVISORY COUNCIL

Applications for the 2021-2022 ESA Parent Advisory Council are still being accepted. The application closes Monday May 3, 2021 – so please take a moment to review the application this weekend if you have not done so already!

The next Parent Advisory Council meeting will occur on May 27th from 9 AM to 12 PM. All ESA parents and families are welcome to view the PAC meetings.

Click here to register and click here to request to speak or submit a comment.

UPDATES & DEADLINES

Important Dates

The application Deadline for Quarter 1 is May 1st

Renewal Contracts will be going out in May. To make sure you receive our email with your contract, please ensure the following email addresses are saved as a contact in your email
 cc   esa@azed.gov esa.communications@azed.gov   d echosign@echosign.com

Website Updates

Take a moment to explore the updates to the ESA homepage!

In addition to a fresh, new look, we have also introduced a new Allowable Items Tool that allows you to search for items based on keyword, determination, and expense category.

General Reminders

Our ESA Line is open Monday-Friday from 9am-4pm. Our Support Team is ready to assist you with general inquiries, application overview and troubleshooting tasks. Please call us at 602-364-1969

Quarter 4 funds were disbursed anytime between April 15th through April 30th for all approved expense in ClassWallet/ESA portal (for bank card holders) or for a no expense attestation that was submitted no later than March 31st.

Tip of the Month: Did you move recently? Have a new phone number? New e-mail
 dd   c   pd   this information through the Applicant Portal

Appendix D

Empowerment Scholarship Account (ESA)

Town Hall Question and Answer

April 19, 2021 Meeting

<div align="center">

General

</div>

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.

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 provided 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.

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 such as Out School, who are not currently in 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.

Appendix E

Important information about your account

Important Information on Migration to ClassWallet

Good afternoon ESA families,

We hope that this email finds you and your loved ones well.

This email is to inform you that the Arizona Department of Education (ADE) will begin migrating your account from Bank of America to ClassWallet on July 1, 2021.

Here is what to expect:

- Your bank card will close on July 1, 2021 (make any required payments or purchase no later than June 30, 2021).
- It will take 7-10 business days to fully complete the migration into ClassWallet; this includes establishing the account(s) and funding any leftover monies from your Bank of America account(s).
- Starting July 1, 2021, you will not have access to your student's ESA monies until the migration is complete and your account(s) are fully set up and funded in ClassWallet.
- Any remaining funds on your bank card will be transferred into your new ClassWallet account and Quarter 1 (2021-2022) will be disbursed into your new ClassWallet account(s).

Below is information you can use once your account is fully migrated to ClassWallet.

You can also view this information in the ClassWallet / AZ ESA Quick Start Guide found here:

https://kleo.force.com/classwallet/s/article/AZ-QSG
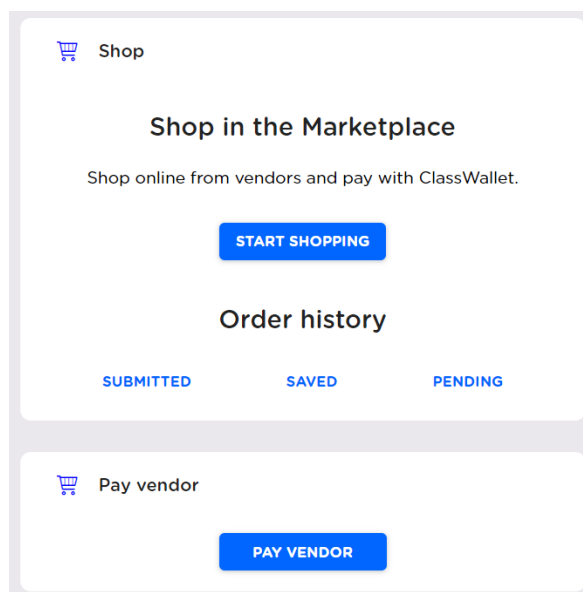
How to Access ClassWallet

To access your student's ClassWallet account, please go to your ESA account on the ESA portal and you will see a blue button Go To ClassWallet Account; please click.

Once you are in ClassWallet, you will be able to make payment to your school, pay provider(s) and vendor(s), and shop in the marketplace.

Multiple Children with ESA Funds

If you have multiple children receiving ESA funds, you can log in once and switch between your children's accounts when issuing payments. You can view the step-by-step instructions here: Switch Child Accounts

There are four ways you can use your ESA funds through ClassWallet:

1 – Shop in the Marketplace

You can place orders with various online vendors within the ClassWallet Marketplace. Upon approval, all orders are shipped directly to your home and the funds spent will automatically reduce your account balance without you going out of pocket.

- For a more detailed article, click here.
- For a video tutorial, click here.

2 – Pay Schools and Service Providers

If your child's school and/or service providers are registered on ClassWallet, you can find them in the "Pay Vendor" module and issue payment. You can issue payments for tuition, private school

expenses, tutors, paraprofessionals, uniforms, and other eligible expenses through the approved vendors listed in the vendor list.

You will need to upload any bill, invoice, statement, or other supporting documents (.PDF, .JPEG, or .PNG format). Upon approval, all payments are sent to the vendor directly via ACH and funds spent will automatically reduce your account balance without you going out of pocket.

- For a more detailed article, click here.
- For a video tutorial, click here.
- Can't find your service provider or school, click here.

Your provider(s) can register by using this link: Arizona Department of Education Service Provider Registration. Please provide the link to your providers.

3 – Submit Receipts for Reimbursement

If you went out of pocket and made a payment or purchase for eligible expenses for Quarter 1 (date you signed and returned your contract), you can link your bank account and submit receipts for reimbursement.

- For a more detailed article, click here.
- For a video tutorial, click here.

*If you have more than one child receiving ESA funds within ClassWallet, you only need to link and verify the bank information in ONE account. Twenty-four (24) business hours after verifying the micro/penny deposits, you will be able to see the bank linked in the other ClassWallet account(s).

4 – ClassWallet debit card

ClassWallet now offers a new feature; the ClassWallet debit card is available to all ESA families. Please keep in mind that to receive a debit card, you must opt-in. You may do so, by accessing your student's account on the ESA portal and selecting **YES:**

A few things to keep in mind:

- Debit cards will arrive within 7-10 business days, after your ClassWallet account is established.
- The card will arrive in a white envelope from either Fincentive or ClassWallet.
- The card is branded ClassWallet and is blue and green and will have your child's name and your name on the front.
- Once you receive the card, please follow the instructions to activate it. It is best to activate it through the ClassWallet application.
- The ClassWallet card cannot be used to pay tuition at a private school.

If your private school is not registered in ClassWallet, please have the private school register in ClassWallet: Arizona Department of Education Service Provider Registration

Contact ClassWallet
For questions regarding the ClassWallet platform, families can find the information they need to contact ClassWallet at: https://kleo.force.com/classwallet/s/. Families can access FAQs, view on-demand videos, call, email, or chat with a live support member Monday through Friday 8 AM to 8 PM and Saturday 10 AM to 4 PM Eastern time. ClassWallet can be reached at 1-877-969-5536 or via email at help@classwallet.com.

Contact ESA
For questions regarding program guidelines, purchases, payment rejections, request for approvals, etc., please contact ESA Monday through Friday 9AM to 4PM Arizona time. ESA support can be reached at 602-364-1969 or https://helpdesk.azed.gov/app/itdesk/HomePage.do

We are working to make this transition as smooth as possible and we thank you again for your patience through this process. Once your account is set up and funded, ClassWallet will notify you via email.

Best,
Karla

Karla Escobar
Deputy Associate Superintendent

Empowerment Scholarship Account (ESA) Program
Arizona Department of Education