LEARNING PROVIDER PROGRAM GUIDE
Welcome to Learning Aid Ohio

Please read this important information to help you navigate the site and program.

COMMUNICATION

All communication will come from support@learningohio.com. Please allow us 24 hours to respond within normal business hours, M-F 9am-5pm. Email is the preferred method of communication, but you can also call the provider support team at 740-908-1622.

PROGRAM DATES

Fall 2023 session: August 26, 2023 – January 5, 2024

APPOINTMENTS, SCHEDULING AND AVAILABILITY

All bookings will be scheduled through DaySmart Appointments.

- Use the re- set password email you received via DaySmart Appointments to access and manage your calendar. If you did not receive this, check your spam first and then, email support@learningohio.com if you need it re- sent.
- You will receive an email from DaySmart Appointments notifying you of scheduled appointments.
- Ensure you can attend every session that has been booked by a family and check that it is on your calendar. To change or deny a request, login to your DaySmart Appointments account and find the appointment on your calendar. If necessary, contact the client to find a more suitable time and ask them to reschedule on their account.
- **DO NOT take appointments that are not on your DaySmart Appointments calendar or you will not get paid. This is the report we run for payroll, so the calendar must be accurate for your pay to be accurate.**
- **Free introductory interview requests with new families require you to contact the client at least 24 hours prior to the scheduled interview time to discuss how and where you will meet.**
- If you need to change your availability or are unable to take new clients, please send a request to support@learningohio.com.

COMMON CLIENT BOOKING ISSUES

- Families must book appointments using their own DaySmart Appointments account. **DO NOT take appointments that are not on your DaySmart Appointments calendar or you will not get paid. This is the report we run for payroll, so the calendar must be accurate for your pay to be accurate.**
- All paid appointments are booked by clients using their package in DaySmart Appointments. **If they do not have a remaining balance, they will not be able to complete a booking request.**
- If a client wants to book you during a time that you are not available, you need to email support@learningohio.com to request an availability change. We can usually add the appointment, but please allow a minimum of 24-hour notice.
- **Appointments must be booked two days in advance.** The system does not permit clients to book same- day or next- day appointments to allow providers time to view the appointment and ensure they are available.

PAYROLL

- You will be sent an invitation to set up direct deposit via Paychex **after** your first paid appointment is scheduled and **before** the next payroll run date. This invitation will be automatically generated and will come from no-reply@mystaffingpro.com. Please check your spam folder if you do not see it. You will be notified via email when you need to set up your Paychex account.
- **Payroll will be processed on the following dates for the corresponding pay periods:**

Payroll run date	Pay period
September 11, 2023	August 26, 2023 – September 8, 2023
September 25, 2023	September 9, 2023 – September 22, 2023
October 9, 2023	September 23, 2023 – October 6, 2023
October 23, 2023	October 7, 2023 – October 20, 2023
November 6, 2023	October 21, 2023 – November 3, 2023
November 20, 2023	November 4, 2023 – November 17, 2023
December 4, 2023	November 18, 2023 – December 1, 2023
December 18, 2023	December 2, 2023 – December 15, 2023
January 8, 2024	December 16, 2023 – January 5, 2024

- **Payroll will <u>NOT</u> be run for August 16 – August 25 due to the program closure. No services can be provided because Learning Aid Ohio clients will not be able to book appointments through DaySmart Appointments.**
- **Pay is normally deposited in bank accounts 48 hours after payroll is run. This does not include weekends or bank holidays.**
- You are a paid contractor and responsible for paying and filing your own taxes. Paychex will issue you a 1099 tax form when appropriate. If you have questions about how often you should pay and file taxes, please contact a tax preparer.

PROGRAM POLICIES AND EXPECTATIONS

- At this time, Learning Aid Ohio requires that all learning providers offer in-person services and suggest you use video conference for interview appointments to get acquainted with the client and their needs. Appointments can be virtual, only if requested by the family. Learning providers are not able to advertise virtual services.
- Your background check and/or Ohio Department of Education credentials must be current throughout the duration of the program. Should they expire, you will need to submit an updated copy to remain active with Learning Aid Ohio.
- You will not apply for, act as an intermediary for, or apply on behalf of a family for a Learning Aid Ohio grant. Families must apply for the grant themselves. Providers applying on behalf of a family risk immediate removal and possible criminal prosecution.
- Providers cannot book appointments on behalf of clients. Clients must book their own appointments using their DaySmart Appointments account so they have full control of their grant.
- You are expected to respond to and confirm all introductory interview and appointment requests. Check your DaySmart Appointments calendar regularly to see if a client has scheduled an interview or appointment with you. Sometimes email reminders will go to spam, so please check your DaySmart Appointments calendar daily.
- You are expected to provide services to your clients for the entire appointment time. Planning and/or driving time should not impact the length of the booked appointment.

- Providers are able to work with one student for a maximum of 2 hours per day. If you are providing services to a family that has been awarded multiple grants, you are limited to providing 4 hours of services per day. Supporting a family for more than 4 hours per day is beyond the scope of the intentions of the program and is considered childcare.
- Use common guidelines for health and safety to ensure you and your clients remain healthy. Should you become ill, please notify your clients immediately and follow State protocols and guidelines for delaying all appointments until cleared by a physician or until quarantine durations are completed. Block your calendar until your physician clears you for in- person activity so no appointments can be made until that time.

REMOVAL FROM PROGRAM

There are a few reasons Learning Aid Ohio will automatically remove your bio from the platform without compensation for future bookings:
- BCI/FBI background check or Ohio Department of Education license expires with failure to send an updated copy to support@learningohio.com.
- Missing two or more sessions.
- Applying for, acting as an intermediary for, or applying on behalf of a family for a Learning Aid Ohio grant. Families must apply for the grant themselves. Providers applying on behalf of a family risk immediate removal and possible criminal prosecution.
- Providing tutoring services during school hours in the school setting.
- Failing to provide tutoring services in a one- on- one setting (1 learning provider to 1 student).
- Allowing another learning provider or tutor to provide services in your place. When a family books an appointment with you, you must be the learning provider at the appointment providing services.
- Charging more than the hourly rate that you set within the Learning Aid Ohio program guidelines.
- Violation of the Attestation signed upon application. If you are charged with one of the offenses listed on the attestation you signed during application, you must alert Learning Aid Ohio by emailing support@learningohio.com.

DISCLAIMER: Educators listed on the site are NOT employees of Fam-ess or DSACO. They are independent contractors looking to connect with families to offer their services directly. *DSACO and Fam-ess reserve the right to refuse any family and/or provider for any reason not including based on race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.