



COMMUNITY RELATIONS

CREATING AMAZING EXPERIENCES WITH EVERY INTERACTION

Office Hours

November 3rd, 2023

Paula Nelson, Ed.S., Vice President, CR
Ronda Dry, Ed.D., Senior Director, CR



AGENDA

- Scholarship Information –
By the Numbers
- A Message from SUFS
Leadership
 - How Funding Works
with Scholarships in
Florida
 - Challenges in 23-24 Q1
 - Future Improvements
Legislatively
- Timeline for Future
Quarter Payments
- Links & Resources
- Closing



Scholarship Updates

2023-24 Scholarship Updates

FES-EO and FTC

Students on Applications: 375,210
Total Students Awarded: 360,654

PEP

Total Students Awarded: 18,688
Interest List for 24/25: 30,218

FES-UA

Students on Applications: 101,692
Total Students Awarded: 85,480



Payment and Reimbursement Updates

FTC– School Payments

# Schools	# Invoices Paid	Invoice Paid Amount
1,911	118,183	\$224,375,508

FES-EO – School Payments

# Schools	# Invoices Paid	Invoice Paid Amount
1,934	100,383	\$189,934,813

FES-UA– School Payments

# Schools	# Invoices Paid	Invoice Paid Amount
1,862	43,693	\$106,105,466

\$520,415,787 to schools for Tuition & Fees

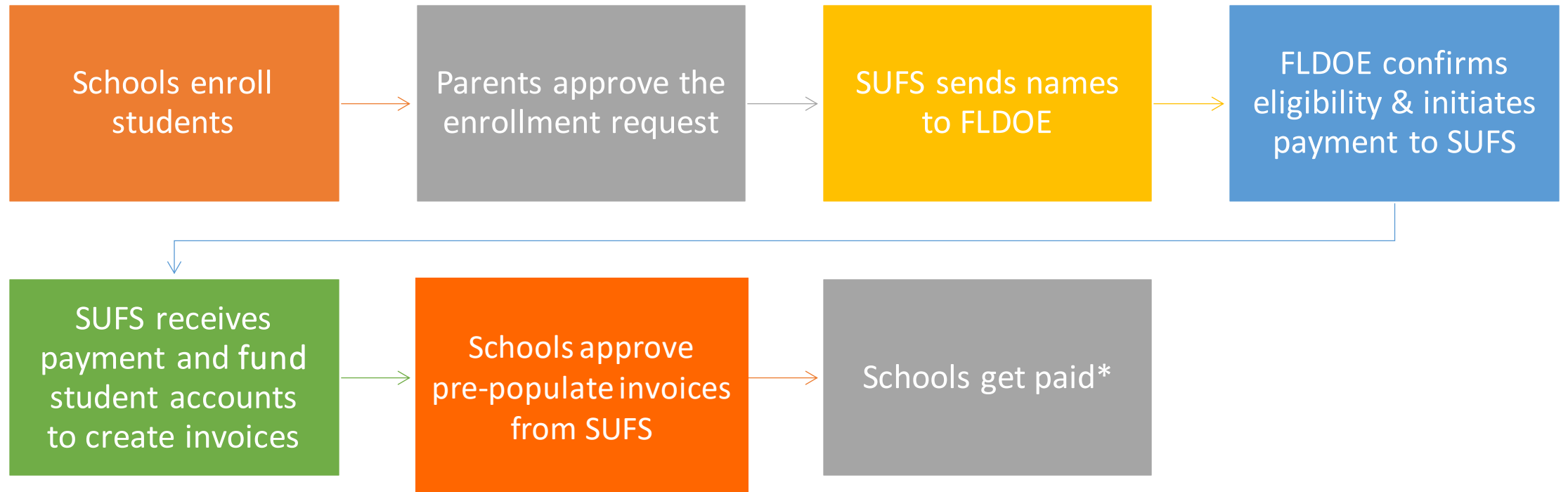




Funding Updates

23-24 School Year

Payment Process for SUFS FES-EO and FTC Providers



Funding Timelines – Q1

- Student Enrollment Deadline: **August 1, 2023*** This list is sent to the **FLDOE by the SFO.**
- FLDOE send funds to SFO: **September 1, 2023.** **there was a delay this year due to new legislative language.*
- SFO reconciles and sends funds to individual student accounts within 14 business days of receipt of funds.
 - Survey of EO parents to be sure they are still in the private school.
- Once student is funded, an Invoice is created and shows as “In Process” for the school in EMA for approval.
- Q1 Payments should be made to schools on or around September 21st.
 - SUFS pays weekly. Approved Invoices by Friday will receive funds by following Friday.
 - Payment takes 3-5 days for ACH transfer once initiated.

**Additional enrollment deadlines and funding were in place for supplemental payments for Q1*

Funding Timelines – Q2

- Student Enrollment Deadline: **October 1, 2023**. This list is sent to the FLDOE by the SFO.
- FLDOE send funds to SFO: **November 1, 2023**.
- SFO reconciles and sends funds to individual student accounts within 14 business days of receipt of funds.
 - Survey of EO parents to be sure they are still in the private school.
- Once student is Funded, an Invoice is created and shows for the school in EMA for approval.
- Q2 Payments should be made to schools between **November 15-December 1st**.
- SUFS pays weekly. Approved Invoices by Friday will receive funds by following Friday.
 - Payment takes 3-5 days for ACH transfer once initiated.
 - NOTE: Students not funded in Q1 should be included in your Q2 payment. This should also result in two separate Invoices to approve.

Funding Timelines – Q3

- Student Enrollment Deadline: **January 1, 2024.** This list is sent to the FLDOE by the SFO.
- FLDOE send funds to SFO: **February 1, 2024.**
- SFO reconciles and sends funds to individual student accounts within 14 business days of receipt of funds.
 - Survey of EO parents to be sure they are still in the private school.
- Once student is Funded, an Invoice is created and shows for the school in EMA for approval.
- Q3 Payments should be made to schools between **February 21st - March 6th.**
 - SUFS pays weekly. Approved Invoices by Friday will receive funds by following Friday.
 - Payment takes 3-5 days for ACH transfer once initiated.

Funding Timelines – Q4

- Student Enrollment Deadline: **March 1, 2024**. This list is sent to the FLDOE by the SFO.
- FLDOE send funds to SFO: **April 1, 2024**.
- SFO reconciles and sends funds to individual student accounts within 14 business days of receipt of funds.
 - Survey of EO parents to be sure they are still in the private school.
- Once student is Funded, an Invoice is created and shows for the school in EMA for approval.
- Q4 Payments should be made to schools between **April 22nd - May 6th**.
- SUFS pays weekly. Approved Invoices by Friday will receive funds by following Friday.
 - Payment takes 3-5 days for ACH transfer once initiated.
 - Payment deposited to schools and providers on a weekly basis.



Registration Questions



If we are missing invoices, what actions should we take to rectify the issue?

If you are missing invoices, it's most likely because the student has not yet been funded. Once the student is funded, you will receive an invoice to approve. If you feel this is an error, please have the parent reach out to Step Up via chat or call (877) 735-7837.

I haven't received my remittance reports yet? When will we receive them? The issue with Remittance advice has been resolved. Several schools have reported receiving them recently. *Please note: Tipalti remittances are sent to the email address entered on the banking screens, not EMA. Epicor remittances are sent to the main email on your business profile in EMA!*

If you have not received remittances by Nov. 10th, please email enrollment@sufs.org.

I have duplicate invoices in EMA. What's the best way to fix it? An EMA function should allow an admin to delete duplicate invoices by clicking a red "X". However, invoices cannot currently be deleted, and the issue is being addressed.

We received an overpayment for scholarship students. How can we return the excess funds, and should they be sent to Step Up for Students or the FLDOE? Currently, we ask that you remain with excess funds. It will show up as a receivable in a future invoice.



Registration Questions



Quarter 2 is here, and I still have not received payments from Quarter 1. When will I receive the payments? How will this affect my Quarter 2 payments? You should see those Q1 payments at the same time as Q2. They should also be a separate invoice.

Will there be supplemental payments for Q2? If so, when can they be expected? The DOE and SUFS provided several supplemental payments during Q1. We continue to partner with the DOE and will let schools know if supplemental funding will occur during Q2.

What if we receive a new student tomorrow? What do we enter for their tuition and fees? Do we enter the annual tuition? If you have a new student joining your school during the academic year, please ensure that you follow the enrollment process in EMA. When entering the tuition and fees for the student(s), please enter what the annual tuition rate for that student. For example, if your annual tuition is \$10,000 but a student enrolls in January and owes the school \$5,000, enroll them in EMA for a rate of \$10,000. Do not try to calculate the tuition & fees based on the number of days the student has been present at your school.



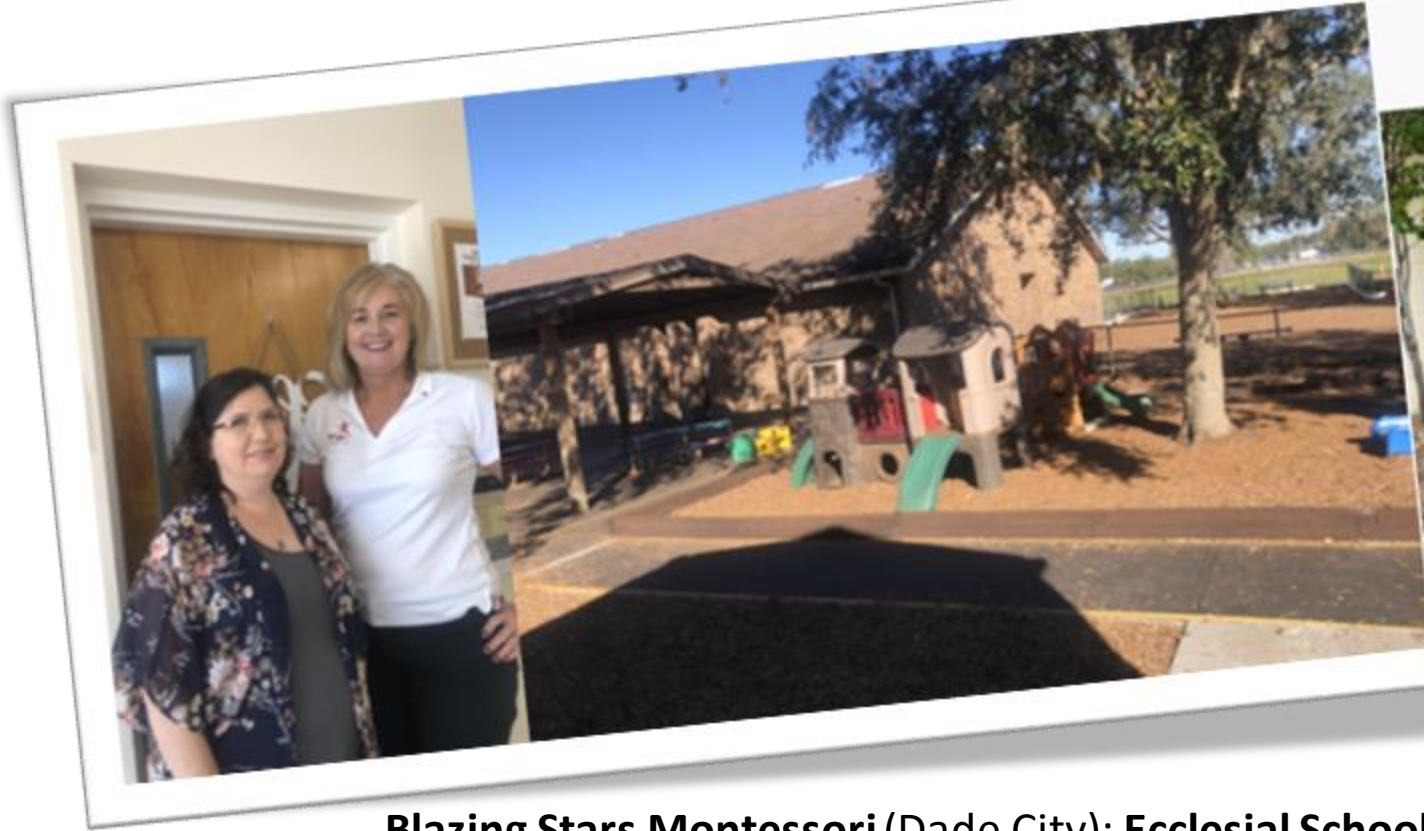
LINKS & RESOURCES

The Drexel Fund™

Dear Friends,

The Drexel Fund had its busiest summer ever. Fourteen schools opened their doors in August and September with Drexel startup funding: 12 new schools and two expansions. They are a diverse group, ranging from a few dozen students in one school to another that will eventually exceed 2,000 students. As a group, these schools reached 90% of their first-year enrollment goal—that's over 1,100 newly filled seats—and several have added students since August. Clearly families are excited about the academic opportunities now available to them.

The Drexel Fund™



**Blazing Stars Montessori (Dade City); Ecclesial Schools Initiative (Longwood);
Shorashim Academy (Plantation) and ICON Prep (Cleveland, Ohio).**

We support **your** vision.

2023-24 Schedule

Oct. 26	Memphis, Tenn.
Nov. 14	Virtual (Zoom)
Dec. 12	Virtual (Zoom)
Jan. 23	Virtual (Zoom)
Feb. 20	Virtual (Zoom)

Information Sessions
for
**Aspiring Private
School Founders**

LEARN MORE & REGISTER ONLINE at
www.DrexelFund.org/info-session

The Drexel Fund

**REGISTER
NOW**



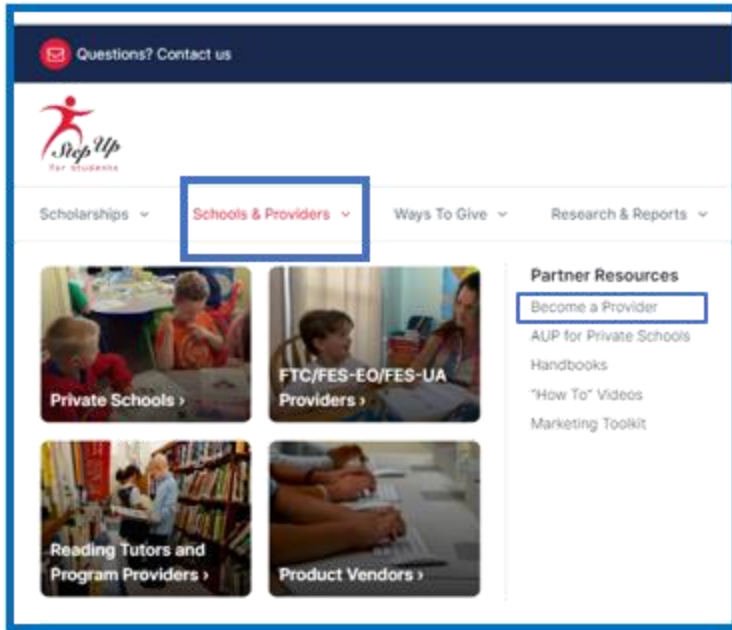
Drexel Info Sessions

Provider Website: Non-School/School Providers

1

Navigate to
www.sufs.org

2



3

A screenshot of the Step Up for Students website showing the 'Providers' section. The page title is 'Providers' and the breadcrumb trail is 'Home / Schools and Providers / Provider Logins'. The main content area features a large blue arrow pointing down from the word 'Providers' to a toggle switch labeled 'Providers' (which is currently turned on) and 'Schools'. Below this, there are sections for 'Service Providers' (with a sub-link 'Become An Approved Provider') and 'Helpful Resources' (with a sub-link 'Onboarding'). On the right side, there is a vertical blue box labeled 'School Providers' with an arrow pointing left towards the 'Providers' toggle.

Provider Website: Resources Available

Providers Schools



You can slide the Radio Button here to access the information you require!

Private Schools

Note: School leaders and users from eligible private schools should NOT create an EMA account. You will receive a unique invitation link by email.

1. Monitor emails for your **unique invitation link**.
2. Through EMA, submit documentation to become an approved provider.
3. Once approved, start managing how new scholarship families find your business and pay for your services.
4. You're all set! Monitor your email for any further communications.

Log in

Legacy Accounts

Did you provide services to scholarship students in 2022 or before and need to access your account?

[2022-23 FTC/FES-EO Account](#)

[2022-23 FES-UA Account](#)

Helpful Resources

For all programs

- FTC/FES-EO Handbook
- FES-UA Handbook
- FTC/FES-EO Purchasing Guide
- FES-UA Purchasing Guide
- Service Provider Account Types and Document Checklist
- 2023-24 Full-Time Tutor Participation Agreement
- 2023-24 Home Education Provider Participation Agreement



Provider Website

Handbooks, Guides & Resources, oh my!

•New Handbook Links

- FES-UA [Schools & Providers](#)
- FES-UA [Parent/Guardian](#)
- FTC (including PEP) / FES-EO [Schools & Providers](#)
- FTC (including PEP / FES-EO [Parent/Guardian](#)

•[Provider website](#) updated with new information:

- Purchasing Guides
- Service Provider Account Types and Document Checklist
- Full-Time Tutor 2023-24 Provider Participation Agreement
- Home Education Instructional Program 2023-24 Provider Participation Agreement

•[PEP website](#) updated with new information:

- Purchasing Guide and Feedback Form
- Home Education Termination Letter
- Enhanced “Frequently Asked Questions”
 - Dual Enrollment
 - FHSAA & Extracurriculars
 - Bright Futures
 - Diplomas



FLORIDA CHOICE SCHOLARSHIPS

FAMILY EMPOWERMENT SCHOLARSHIP FOR EDUCATIONAL OPTIONS
FLORIDA TAX CREDIT SCHOLARSHIP PROGRAM
PERSONALIZED EDUCATION PROGRAM
SCHOOL & PROVIDER HANDBOOK

Purchasing Guides per Scholarship Program



**Florida Tax Credit Scholarship/Family
Empowerment Scholarship for
Educational Options (PEP) Purchasing
Guide 2023-24**



**Family Empowerment Scholarship
for Students with Unique Abilities
(FES-UA) Purchasing Guide 2023-24**

YouTube Links for School Providers

[*Navigating the Service Marketplace as a School Provider-*](#)

Description: This informational webinar reviews the steps and process for schools to serve as a provider of services in EMA

[*FES-UA Pre-K Tuition and Fees*](#)

Description: This video is specifically created for schools catering to FES-UA preschoolers who need to pay for tuition and fees to ensure their readiness for school. This applies only to those approved as a Voluntary Prekindergarten Education (VPK) provider or county school readiness provider. ***Please note that FTC and FES-EO program scholarships are only available for kindergarten through 12th grade.***

[*Invoicing Tuition and Fees \(Revised\)-*](#)

Description: Schools: Invoicing Tuition and Fees

[*EMA Providers: Orders and Invoicing*](#)

Description: EMA businesses/providers can view orders, complete invoicing and review transaction history through the Education Market Assistant platform.

YouTube Links for School Providers

[Parents: Finding Providers and Services in the Marketplace](#)

Description: This video provides guidance for parents/guardians to find providers and services in the Education Market Assistant (EMA).

[Families: Submitting Reimbursements in EMA](#)

Description: This video outlines the EMA reimbursement process for new 2023-2024 scholarship families.

[Navigating MyScholarShop in EMA](#)

Description: This video provides guidance for new families using the MyScholarShop platform in EMA. *Please note, that renewal FES-UA families should continue to access MyScholarShop through the legacy site.

****Please note that you may use the links provided in the PDF of the Office Hours slides to access the videos by hovering over the titles.***

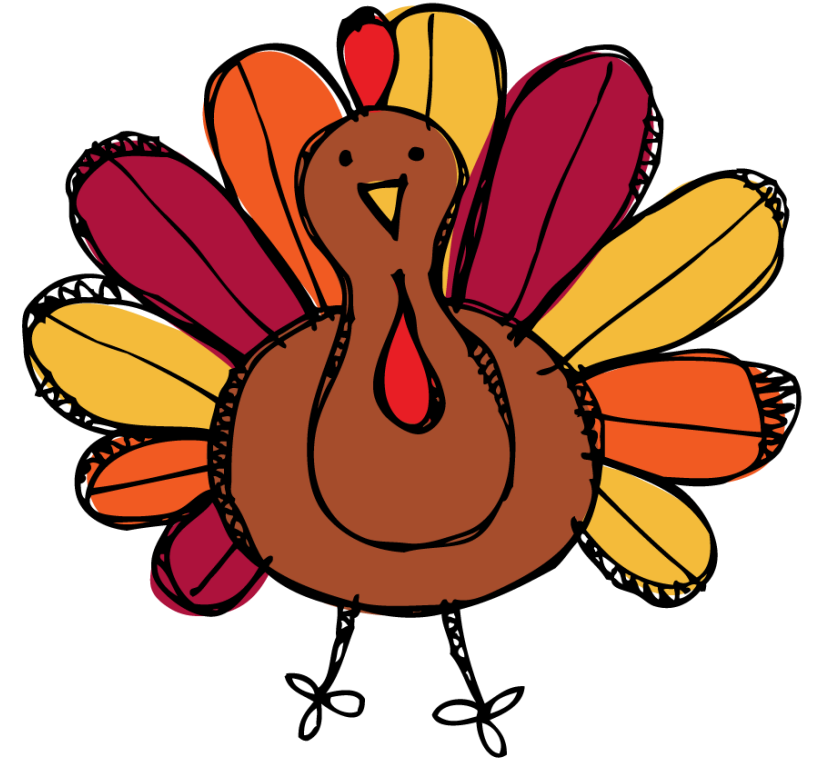
JOIN US FOR THE UPCOMING OPEN HOUSES



FTC / FES-EO
EVERY 2ND THURSDAY
November 9th



FES-UA
EVERY 3RD THURSDAY
November 16th



PEP
EVERY 4TH THURSDAY
(Will be pre-recorded)

About reimaginED

reimaginED is a project of Step Up For Students, a state-approved nonprofit scholarship funding organization that helps administer four scholarship programs for Florida K-12 students. Our mission is to examine and report on how the K-12 education landscape is shifting in Florida and beyond.



A school in the woods where the sky's the limit

SEBRING, Fla. – See that sweet building built around that cluster of moss- and fern-draped oaks? In Florida, we call that a school cafeteria. On the day I visited The Academy At The PARC, a private school/hybrid homeschool in one of the most remote places in Florida, the students were [\[Read More...\]](#)

Subscribe to reimagiNATION

Email address*

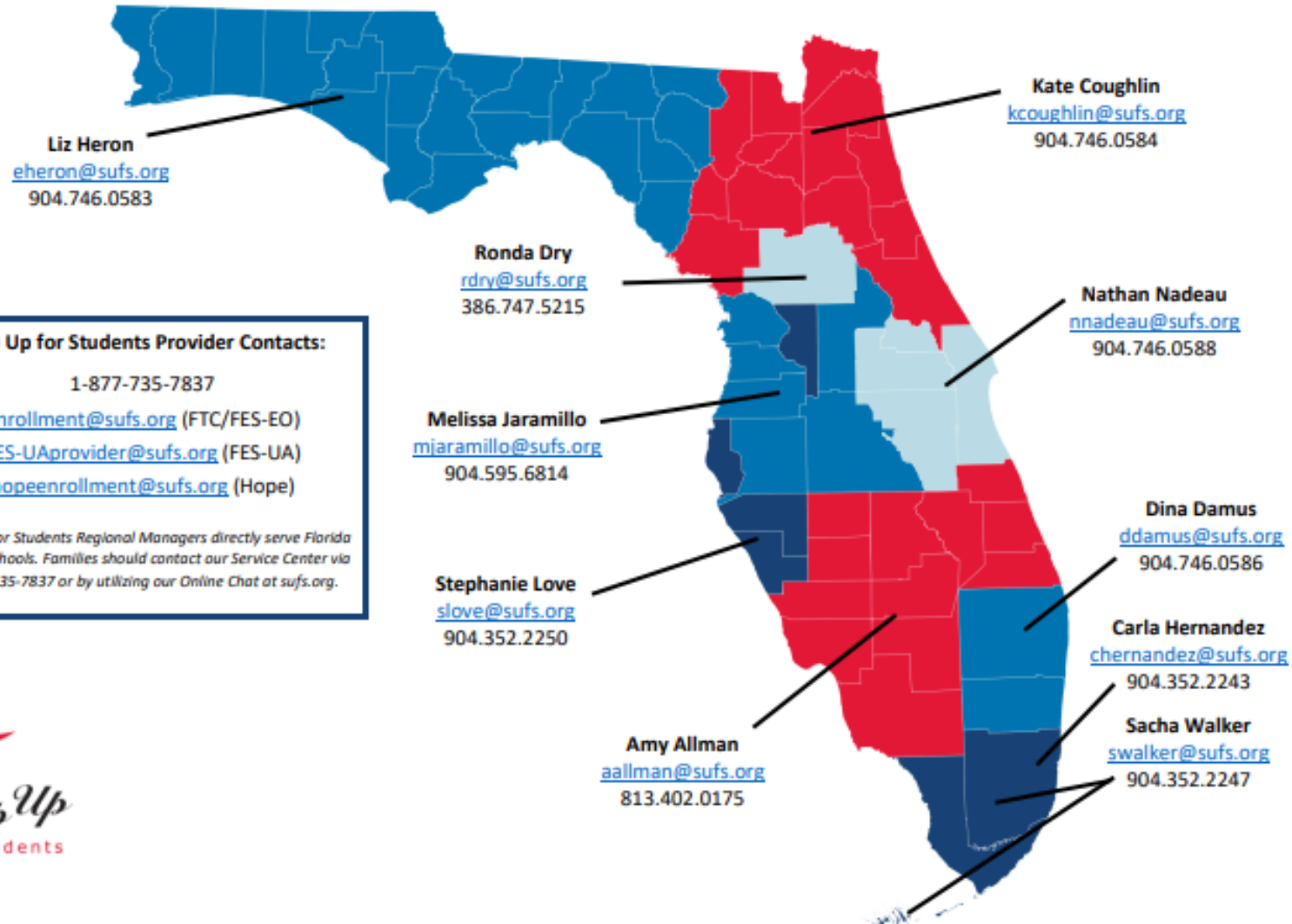
SUBSCRIBE

Still have questions?



CUSTOMER EXPERIENCE

CREATING AMAZING EXPERIENCES WITH EVERY INTERACTION



Step Up for Students Provider Contacts:
1-877-735-7837
enrollment@sufs.org (FTC/FES-EO)
FES-UAprovider@sufs.org (FES-UA)
hopeenrollment@sufs.org (Hope)

Step Up for Students Regional Managers directly serve Florida private schools. Families should contact our Service Center via 1-877-735-7837 or by utilizing our Online Chat at sufs.org.



Contact Us
Step Up For Students

☎ 877.735.7837
Monday – Friday

8:00 AM – 5:00 PM





COMMUNITY RELATIONS

May your

Thanksgiving

be full of peace, love, and joy.