

# Frequently Asked Questions for Families: Learning Dollars Initiative



## **Who is eligible to apply?**

- **All Colorado families with children age 5 - 17 are eligible for the program.**
- **Eligibility will be prioritized based on family income:**
  - Tier 1 is the highest priority and is for families with an annual household income of \$35,000 or less.
  - Tier 2 is the next highest priority and is for families with an annual household income of \$35,001 - \$65,000.
  - Tier 3 is the next highest priority and is for families with an annual household income of \$65,001 - \$95,000.
  - The final priority will go to Tier 4, which is for families with an annual household income of more than \$95,000.

## **What information do I need to provide in order to apply?**

- The goal is for the application to be as easy as possible for families. We will need to know a bit about the family that is applying - where you live, how many children you have, how you heard about the Initiative and your annual household income.
- You can upload documents to verify your income.
- You can find the application here ([English Version](#)) ([Spanish Version](#))

## **Who will have access to my information?**

- Your information will not be shared publicly. RESCHOOL will accept all the applications and share all applications with ClassWallet so that learning accounts can be set up. We are also working with a team of researchers to study the Initiative and will share information with them.

## **What communication can I expect after applying?**

- Immediately after completing your application, you'll get an email from RESCHOOL telling you your application was received. Within 1-2 weeks you'll get another email from RESCHOOL telling you whether your application was approved or not. If your application is approved, you will receive an email 5-10 business days after that with an invitation to set up an account on ClassWallet. Once your account is set up, the learning dollars will be available in your account and you can start spending on ClassWallet!

## **What can I spend the money on?**

Through this program, you can spend your learning dollars with any organization that is on ClassWallet. The majority of options are under the "start shopping" button which can only be accessed on a computer with internet. You can look at a full list of organizations under "start shopping" [here](#). Note: When you go into the "start shopping" button there is a filter toolbar on the left that might be helpful as you're browsing. You can also click the "vendors" button to see which local and national learning providers or experiences are listed.

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- We are working hard to have many local and national providers listed on the ClassWallet website, but if you have an organization whose programming or materials you would like to use learning dollars to pay for your child and you can't find them on Classwallet, email us and let us know about them: [info@reschoolcolorado.org](mailto:info@reschoolcolorado.org).
- For some ideas, go to the [RESCHOOL website](#).

## Why are you working with ClassWallet?

- We selected ClassWallet as a partner because we wanted parents to be able to have learning accounts that were easy to use. ClassWallet is working on similar initiatives across the country and has relationships with many providers. They also provide customer support in English and Spanish.
- Part of the goal of this project is to learn along the way - if you have a good or bad experience working with ClassWallet please don't hesitate to let us know ([info@reschoolcolorado.org](mailto:info@reschoolcolorado.org))

## Can I get support in languages other than English?

- ClassWallet provides customer support in English and Spanish
- If you need support in a different language or are not getting the support you need, please reach out to the partner organization you heard about the program from:

Organization	Contact for Families
<a href="#">RESCHOOL</a>	<a href="mailto:info@reschoolcolorado.org">info@reschoolcolorado.org</a>
<a href="#">Cultivando</a>	Reyna Sorio: <a href="mailto:reyna@cultivando.org">reyna@cultivando.org</a> 303-288-4783 x 108 Guadalupe Villalobos- <a href="mailto:guadalupe@cultivando.org">guadalupe@cultivando.org</a> 303-288-4783 x 105 Maria Zubiate- <a href="mailto:maria@cultivando.org">maria@cultivando.org</a> 303-288-4783 x 106
<a href="#">Harrison School District-2</a>	Jennica Mabe- <a href="mailto:jmabe@hsd2.org">jmabe@hsd2.org</a> Randy Rocha- <a href="mailto:rrocha@hsd2.org">rrocha@hsd2.org</a>
<a href="#">Mesa County Valley School District 51</a>	Cathy Ebel- <a href="mailto:cathy.ebel@d51schools.org">cathy.ebel@d51schools.org</a> 970-254-5488 x 12121
<a href="#">Roaring Fork School District</a>	<a href="mailto:familyservices@rfschools.com">familyservices@rfschools.com</a> or call 970-384-9500
<a href="#">Transform Education Now</a>	<a href="#">Use the chat box on the website</a>
<a href="#">Vilas School District Re-5</a>	Abby Pettinger- <a href="mailto:abby@vilask12.org">abby@vilask12.org</a> 719-523-6738 or 719-691-5433

## Frequently Asked Questions for Families:



### **What if I don't spend all the money by Aug. 31?**

- We will provide ongoing reminders about spending down your funds and hope that you do spend the money down.
- Money left in your account after August 31 will no longer be available to you.

### **What if I want to buy something that is more than \$500?**

- You are able to set up your own debit or credit card with your account and pay for more. There is no expectation that you do this, but if you would like to you can through ClassWallet.

### **Why are you doing research on the program?**

- A major goal of the Learning Dollars Initiative is to learn along the way. As partners supporting this project we believe that providing learning dollars that families can use to support their children's learning needs during the summer is critical. We want to hear from parents, students, and learning providers/vendors along the way to see what their experience is with the Initiative and how we can keep improving.

### **What communication materials are you collecting and why?**

- We want to make sure to capture your stories so that people can learn about this Initiative. If you purchased something that your child was very excited about or if your child was able to participate in a fun summer camp, those are the stories we're interested in.
- We will conduct outreach to families to see if they are interested in being interviewed, but if you would be interested in sharing your story please email [Shannon Nicholas](mailto:Shannon.Nicholas@coloradosucceeds.org) at [snicholas@coloradosucceeds.org](mailto:snicholas@coloradosucceeds.org)
- We are asking every family to agree to participate in one to two surveys throughout the summer. The feedback you provide will help us keep the program going and ensure we improve it along the way.

### **Can I use a partial scholarship or a discount coupon in combination with ClassWallet?**

- This depends on the provider. We hope that all the providers we work with make things as affordable as possible for families, but we recommend calling or emailing the provider directly with questions.

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**Can I get reimbursed for something I already paid for?**

No, not at this time.

**Can I spend my learning dollars on something that will be used this fall or winter 2021?**

Yes. Note: You do need to pay for that activity or learning resource by August 31, 2021.

**I just returned something I purchased through ClassWallet. Where will the refund show up?**

The refund will show up in your ClassWallet account. If you have questions about how long it will take once the refund has been processed by the organization you purchased from, contact Classwallet at 1-877-969-5536 or [help@classwallet.com](mailto:help@classwallet.com)

**Who can I contact if I still have questions?**

If you have any questions it is best to reach out to whoever you heard about the program from. They can help you navigate any questions you have:

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<a href="#">RESCHOOL</a>	<a href="mailto:info@reschoolcolorado.org">info@reschoolcolorado.org</a>
<a href="#">Cultivando</a>	Reyna Sorio: <a href="mailto:reyna@cultivando.org">reyna@cultivando.org</a> 303-288-4783 x 108 Guadalupe Villalobos- <a href="mailto:guadalupe@cultivando.org">guadalupe@cultivando.org</a> 303-288-4783 x 105 Maria Zubiate- <a href="mailto:maria@cultivando.org">maria@cultivando.org</a> 303-288-4783 x 106
<a href="#">Harrison School District-2</a>	Jennica Mabe- <a href="mailto:jmabe@hsd2.org">jmabe@hsd2.org</a> Randy Rocha- <a href="mailto:rrocha@hsd2.org">rrocha@hsd2.org</a>
<a href="#">Mesa County Valley School District 51</a>	Cathy Ebel- <a href="mailto:cathy.ebel@d51schools.org">cathy.ebel@d51schools.org</a> 970-254-5488 x 12121
<a href="#">Roaring Fork School District</a>	<a href="mailto:familyservices@rfschools.com">familyservices@rfschools.com</a> or call 970-384-9500
<a href="#">Transform Education Now</a>	<a href="#">Use the chat box on the website</a>
<a href="#">Vilas School District Re-5</a>	Abby Pettinger- <a href="mailto:abby@vilask12.org">abby@vilask12.org</a> 719-523-6738 or 719-691-5433

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Thank you to all of the community-based partners working with families on the Learning Dollars Initiative!

