



THE SCHOOL DISTRICT OF PHILADELPHIA

OFFICE OF SPECIALIZED INSTRUCTIONAL SERVICES EDUCATION CENTER

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Frequently Asked Questions (FAQ)

Category	Questions	Answers
Vendor Payment Questions	How are vendors notified about available balances?	Vendors will not be notified about the student available balances from the School district. You must contact parent for all balance inquiries.
	How long does it take to receive approval?	Approval will take up to 2 weeks.
	If a student's settlement states a max per hour rate, are they able to purchase a more expensive program (i.e. summer camp/program) that charges per week/month?	Yes, the parent is able to purchase programs, however according to the settlement agreement.
	Is there any improvement in the system that vendors and parents use for requesting information about how much money is left in a student's compensatory education settlement fund? Is a Private school certification acceptable	Vendor must contact parent for available balance. Private school teacher's certifications are not acceptable.
	Is there any way we can be compensated for services rendered within 30-45 days as opposed to 60 days?	No, the payment processing time will remain 60 days.
	What is the process for ensuring that students have sufficient hours available for continued services/goods?	Please contact the parent.
Clearance Questions	Do you need clearances for all employees in organization or just those who interact with Philadelphia SD kids? How far in advance?	We only require clearances for any employee who interacts with CompEd student's student.
	For a camp service where a student does not have a 1:1, who would need the clearance? Would one senior counselor who oversees the program be sufficient?	Everyone, who interacts with CompEd students is required to submit clearances.
	If it is a camp with 50 employees, do they all need clearances submitted or just the ones that are directly working with the student?	Everyone, who interact with CompEd students is required to submit clearances.
	My staff are required to have these through ODP/DHS. Are we required to obtain new checks specific to SDP using the 1KG6XN code?	You can use your DHS clearances. Clearances are good for 5 years.
	Only tutors working with compensatory education students must be certified.	Yes, all teachers must have a valid teacher certification.
	What certifications are needed for socialization enrichment services?	The vendor must have a degree/certification in the field they are providing services. They should also have more than two years of providing services in that field.
	Which fingerprinting is required? Is DPW acceptable?	FBI Federal criminal history is required. Apply online through the Identigo website. Yes, DPW is acceptable.
Safe Kids Questions	Do we need to notify website if someone leaves?	No. If you would prefer, you can contact us and we will change them to inactive.
	Is the site protected since its housing personal employee information?	Yes the data is encrypted
	Safe kids site: How do we remove employee information from site?	You must contact OSS with staff name to do so.

	Safe Schools-is there a dashboard or overview list who has been uploaded/entered so far?	Not exactly, the dashboard only shows complete (sealed) and incomplete (saved).
	Will providers be able to see students balance on portal?	No student information is housed in the portal.
	Will students be linked to providers on portal?	No, portal only shows provider information.
	With an employer account who is demographic, do I enter? Each tutor?	Whoever is designated to enter will enter for all tutors/ staff
SDP employees as providers	Do we need to notify the district if tutors working for us are employees of the district? (These tutors do not own the business)	Yes, you must notify SDP if the employee is a current school district employee.
	Foundations hires tutors some are SDP employees do they need to notify you?	Yes, all SDP employees must adhere to the employee code of ethics.
	I represent a company who has tutors who are SDP employees; yet, independent contractors through us. Why is disclosure still required if they are tutoring and compensated under our vendor name?	The disclosure is still required due to the SDP ethics policy.
	Our employees current SDP employees how to handle?	All SDP employees will need to sign the disclosure that was mailed out to all vendors. They can contact our office for the form, if needed.
Signature & acceptable documentation	Can guardian home at the time of service sign? Grandparent etc.?	The legal guardian signature is required.
	Can our parent signed logs replace the SDP CSR for (as the tutors cannot see our invoices with rates billed)?	No, Only CSR will be acceptable.
	Can parents sign a log each session vs. certified form?	No, parent must sign the CSR.
	Can someone from Math or Science field but not certified continue to work for business but just not with compensatory education students?	Yes, as long as they do not work directly with Compensatory education students.
	Documents CSR-reconsider this process as we have all employees to sign sign in sheets already. This would delay invoicing overall	No, the CSR is required when submitting invoices for payment.
	For ESY programs, does this mean invoice must be signed at the end of each day? What to do if parent does not pick up child?	No, parent signatures are only required when submitting invoices for payment. It is the responsibility of the vendor to put policies and procedures in place in the event the parent is hard to reach.
	How do I get a signature if I do not see the parent ever? (special needs day camp)	It is the responsibility of the vendor to put policies and procedures in place in the event the parent is hard to reach.
	How do we get the signature of parent on settlement if they are the working active/unavailable parent?	Digital signatures are accepted. It is the responsibility of the vendor to put policies and procedures in place in the event the parent is hard to reach.
	How do we upload the agreements signed by parents? Is this for all new clients starting January 1st or all existing clients?	We do not require the contract made between the parent and the vendor.
	Is there a provision that can be added to address how vendors can be reimbursed for services rendered when parents are no longer available to sign invoices (unresponsive, moved, DHS custody, combative, memory/medical condition, etc.?)	In the event the student is removed from parent custody. The foster parent or case manager's signatures are accepted. If the parent has a medical reason on why they can't physically sign the CSR please contact the Compensatory Education team.
	Online tutoring how will you handle sign in sheets? Our online system has reporting functionality that has session information with time start /ended etc.	Digital signatures are accepted.
	Parent signing is not always the parent who signed CE or our agreement-how to handle? –Parents are not always around so other adults signed-grandparent etc.	No, parent or legal guardian signatures will only be accepted.
Other	CE vendor registration form -i s this to be completed for every employee providing CE services?	The CompEd vendor registration form is to be completed for the vendor only. Each employee should have their certification and clearances uploaded in Safe Kids Gateway.
	If our current invoices contain all information required on the new SDP invoices, can we continue to use our current invoice form?	No, The school district standard invoice is the only invoice that will be accepted.
	What is the process for parents to be reimbursed?	N/A
	Will a new vendor list go out?	Yes, upon request.