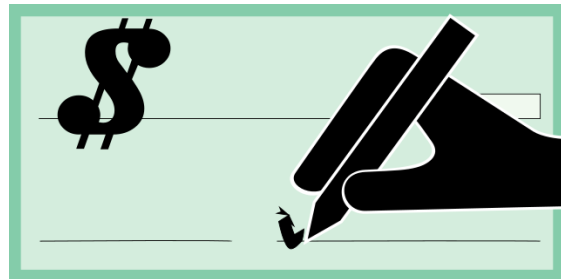




Updates to Reimbursement Policy

The Hope Scholarship Board met on Friday, September 20 and voted to temporarily expand the Board's Reimbursement Policy to help address issues related to delays in the fulfillment of TheoPay orders. Since the beginning of the 2024-2025 school year, the TheoPay platform has received over 9,000 submitted orders for students.



While Student First Technologies has processed over 6,000 of those orders, there is a backlog of orders awaiting fulfillment for various reasons. To better ensure that Hope Scholarship students can receive their qualified purchases in a timely manner while issues related to the TheoPay platform are resolved by Student First Technologies, the Board voted to expand the list of items eligible for reimbursement if purchased out of pocket through December 31, 2024.

Specifically, the Hope Scholarship Board has authorized the reimbursement of out-of-pocket purchases for qualifying program expenses made between August 15, 2024 and December 31, 2024 in the following item categories:

- Technology Equipment
- School Uniforms
- Basic Educational Supplies
- Assistive Technology
- Musical Instruments and Related Supplies
- Individual Online Curriculum Subscriptions
- Other Educational Supplies

Please review the updated Hope Scholarship Reimbursement Policy in its entirety by clicking [HERE](#).

Families may have outstanding TheoPay orders for the items listed above that they now wish to purchase out-of-pocket and submit for reimbursement so they can receive the items more quickly. As long as the TheoPay order is still pending in the system, you will be

able to cancel the TheoPay order to return reserved funds back to your student's Hope Scholarship available balance. **It is important to cancel any TheoPay orders for items that you no longer wish to purchase through that avenue.**

To cancel a pending TheoPay order, log into your Hope Scholarship online platform account and navigate to the "TheoPay Orders" tab at the top of the screen. Any pending orders will have a button labeled "Manage" beside them. Select the "Manage" button next to the order that you would like to cancel. Once you are sure that you have selected the correct order for cancellation, hit the "Click to Cancel Request" button.

Updates to Hope Scholarship Qualifying Expense List

The Hope Scholarship Board also approved the addition of the following items to the qualifying expense list:

- Building blocks and kits other than LEGOs
- LEGOs purchased from the official LEGO Education site
<https://education.lego.com/en-us/>

The official LEGO Education site has been added to the TheoPay platform for use by families. Please note that LEGOs purchased from other sites are not qualifying expenses and LEGOs are not eligible for reimbursement.

The Board also clarified that 3-D printers fall under the existing qualified expense category for technology equipment.

The full list of Qualified Expenses can be found in the updated [Parent Handbook](#).

Updates to Hope Scholarship Non-Qualifying Expense List

The Hope Scholarship Board also added the following items to the Non-Qualifying (unallowable) Expense List for the Hope Scholarship Program:

- Home internet service
- Trees
- Toys other than puzzles, molding clay/play-do, educational board games or specific toys recommended by a physician or therapist for students with disabilities
- Cookware, other household cooking equipment or cooking accessories, including but not limited to pots, pans, small kitchen appliances, utensils, and chicken pluckers
- Shoes and other footwear

To review the updated Hope Scholarship Non-Qualifying Expense list, click [HERE](#).

Technology Update

The Hope Scholarship Board adopted a motion adding all printers to the Board's previously



adopted two-year technology limits for other technology items.

Details about the two-year technology limits can be found in the [Parent Handbook](#).

TheoPay Update - Walmart

As Student First Technologies has worked through TheoPay fulfillment delays, they have determined that the whitelisted site for Walmart will change from www.walmart.com to business.walmart.com/ and the vendor name will be updated in the online marketplace to Walmart Business. This change is anticipated to be completed by Tuesday, September 24.

This change will better align the site where families are shopping to place TheoPay orders to the actual site where the fulfillment team must place the orders in accordance with the policies of the vendor. Additional vendors may have similar changes to the whitelisted websites in the system in the coming days to help prevent future TheoPay order delays. Please make sure you are using the new site listed above when placing orders for your Hope Scholarship students.

Upcoming Hope Family Forum

Hope Scholarship Board staff welcome current Hope Scholarship families to attend a virtual Hope Scholarship Family Forum on **Tuesday, October 1 from 2 p.m. to 4 p.m.** This forum will allow for Board staff to hear directly from parents about common trends, issues, and suggestions for how to strengthen and improve the program.

Due to time constraints, Board staff must limit the number of individuals who can speak at the forum. **Pre-registration will be required to ensure individuals wishing to speak have been identified and can be called upon to speak on a first come, first served basis based on the registration list.** A maximum of 60 individuals will be provided two minutes to speak, but the time allotment will be increased if fewer than 60 individuals register to speak at the event.

Please pre-register by clicking on the link below. Registrants will be emailed a link to join the forum on Friday, September 27 and be emailed a reminder shortly before the event is scheduled to begin.

[Family Forum Registration](#)





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