



"Building Leaders through Education, Health, Wellness, Family and Community"

May 6, 2019

FRN #1999077373 – Category 1 Nap Ford

To Whom It May Concern,

Nap Ford Community School Inc. / Legends Academy – both Title 1 schools that operate as CEP sites under NSLP were delayed in filing our Form 470 in EPC, this in turn delayed our Form 471 filings as it took a great deal of time to unpack a mess created by our previous E-rate consultant.

In 2017, the prior consultant filed our two schools as one even though each of our schools have their own DOE# (Nap Ford Community School Inc – 0062) and (Legends Academy – 0082) but share the same EIN ID number as Legends Academy is a dba under Nap Ford.

We did not learn of this error until January 2019 and were denied E-rate funding. The consultant was not forthcoming with information resulting in the termination of his contract. In February 2019, we hired a new consultant – Fundraise411 (F411) – who reviewed our E-rate status. After adding them to our Nap Ford profile – BEN # 231521 - F411 contacted USAC to inquire on the best process for filing of our schools and was advised to register Legends separately with the FCC.

This filing was completed on 2/6/2019 and we were assigned the reg #0028264398. We then contacted USAC to create a profile for Legends but heard nothing and called for updates. On 3/1/19, we were advised by USAC that Legends Academy already had a profile BEN# 17008125 that had been created at some point by the former consultant, of which we were unaware. We then had to submit a request to remove the prior consultant in addition to updating the administrator so we could access the profile to complete the filings. We called USAC on multiple occasions where we were the wrong instructions on how to make these changes. It was finally told to us on 3/22 that we needed a new email address in order to make the admin change. - See the attached case notes for the full timeline of events -

Forms 470 were filed in EPC on 3/7 for Nap Ford and 3/24 for Legends pushing us out of the filing window that closed on 3/27 to remain in compliance with procurement requirements. We waited to submit these forms until we were given the all clear by USAC to do so. We were advised by USAC to file a waiver request considering the unique situation with our schools. Given the issues that resulted in the delay in our filings, we are requesting a waiver for the FY2019 filing year. We appreciate your time and review of our case.

#267200 - Legends Entity ID Creation

Summary News Related Actions

Case Details

Topic	Eligible Entities - Entity Creation	Created By	USAC
Status	Closed	Created On	2/25/2019 5:09 PM EST
Priority	Medium	Organization	Fundraise411, LLC
Inquiry Type	Phone		

Case Description

Description needs to setup a new BEN

Case Artifacts

Documents

Name	Uploaded By	Upload Date
Legends USAC Admin Change Letter March 2019	Vonni Guthrie	3/20/19 11:54 AM
Legends USAC Certification Letter March 2019	Vonni Guthrie	3/20/19 11:54 AM
Case 267600 - setup Entity ID#	Vonni Guthrie	2/25/19 5:42 PM

Attachments

Attachment	Attachment Type
No items available	

Case Thread

User	Note	Date
USAC	<p>Hi Vonni,</p> <p>I see that Susan has accepted her "Terms & Conditions", and she is now setup as the account administrator and general contact. Also you user permissions have been updated.</p> <p>If you have any questions or believe this case was closed incorrectly, please re-open this case or contact us at (888)-203-8100.</p> <p>Thank you, Derrick H. Universal Service Administrative Company (USAC) Client Service Bureau (888) 203-8100</p>	3/25/2019 10:48 AM EDT
USAC	<p>Vonni,</p> <p>I just finished creating the user account with correct email address. I had received an email saying that the first email address you provided was incorrect, and I'm glad I was able to catch it before I stepped out of the office.</p>	3/22/2019 7:16 PM EDT
Vonni Guthrie	<p>I do apologize the email is incorrect. I missed a letter. It should be susand.ehrhart@ocps.net. Thank you for all your help.</p>	3/22/2019 6:58 PM EDT
USAC	<p>Vonni,</p> <p>The new user account for Susan has been created with the email address susan.ehrhart@ocps.net , and I am sending her an email now with login instructions.</p>	3/22/2019 6:55 PM EDT
Vonni Guthrie	<p>susan.ehrhart@ocps.net</p>	3/22/2019 6:49 PM EDT
Vonni Guthrie	<p>Attached is the required LOA in response to the last case thread to make changes to the administrator, remove consultant/ add consultant to the profile for Legends Academy Entity # 17008125. Thank you.</p>	3/20/2019 11:53 AM EDT

User	Note	Date
USAC	<p>Thank you for contacting USAC's Client Service Bureau.</p> <p>A Letter of Agency (LOA) must be in place before a consultant or non EPC user undertakes activities on behalf of an applicant or service provider.</p> <p>The LOA must be on entity letterhead and must contain all of the following:</p> <ul style="list-style-type: none"> • The name of the person filing the application (i.e. the consultant, consortium leader) • The name of the person authorizing the filing of the application (the entity who will receive discounted services, such as a consortium member) • The specific timeframe the LOA or authorizing document covers (for example, the Schools and Libraries Funding Year FY2016). The timeframe cannot be open-ended, such as "until terminated by either party." • The signature, signature date, and title of an official who is an employee of the entity who is authorizing the filing of the application (the entity who will receive discounted services, such as a consortium member) • The type of services covered by the LOA or authorizing document (the description of services can be as general as "all E-rate Program eligible services" or it can be more restrictive) <p>For more information regarding letters of agency including a link to a sample letter, please refer to the following page on the Schools and Libraries website: http://www.usac.org/sl/applicants/step01/letter-of-agency.aspx</p> <p>If you have any questions or believe this case was closed incorrectly, please re-open this case or contact us at (888)-203-8100.</p> <p>Thank you, Sequoia Daniels Universal Service Administrative Company (USAC) Client Service Bureau (888) 203-8100</p>	3/20/2019 10:19 AM EDT
USAC	<p>Thank you for contacting USAC's Client Service Bureau.</p> <p>To set up a new account administrator for an applicant entity in EPC, we will need you to please submit a request written on your entity's letterhead signed by the new account administrator.</p> <p>If you have an EPC user account, you may attach this request to an EPC customer service case.</p> <p>If you do not have an EPC user account, please send the request via email to (your USAC email). We can accept an email request if it comes from the new account administrator's email address (contains both the new account administrator's name and your entity's email domain); otherwise, we must receive the request on letterhead as described above. In the subject line, please include Attn: (your name) and Case# (case#).</p> <p>The request must include:</p> <ol style="list-style-type: none"> 1. Billed entity number 2. Account administrator's name 3. Account administrator's job title 4. Address 5. Account administrator's Phone number 6. Account administrator's email address. This email address cannot contain a consultant's name or consultant's email domain. 7. If there is already an Account Administrator established for this entity, please also include a brief statement that the current Account Administrator is absent or no longer with the entity. <p>Upon receipt of the request, we will create a new user account, if necessary, and notify you of your next steps.</p> <p>Thank you, Aaron Henton Universal Service Administrative Company (USAC) Client Service Bureau</p>	3/15/2019 7:51 PM EDT
USAC	<p>Thank you for contacting USAC Client Service Bureau regarding Account Administrator..</p> <p>For us to respond to your question in a timely manner, we need the following information:</p> <p>Vonnie, Susan already has a user account set-up. She needs to log in to EPC @portal.usac.org , create a password and accept the terms and conditions.</p> <p>Please provide this information within 10 calendar days. If we have not heard from you by {03/18/2019}, your case will be closed.</p> <p>If you have additional questions or need assistance, please contact us at (888)-203-8100.</p> <p>Thank you, Avila W. Universal Service Administrative Company (USAC) Client Service Bureau (888) 203-8100</p>	3/8/2019 9:41 AM EST

User	Note	Date
USAC	<p>Vonni,</p> <p>I apologize for the length of time for this case. While I was creating your new entity, we found a BEN already in the system for Legends Academy. That BEN is 17008125. There is also an account administrator associated with that account. The AA is Jennifer Porter-Smith.</p> <p>If you have any questions or believe this case was closed incorrectly, please re-open this case or contact us at (888)-203-8100.</p> <p>Thank you, Derrick H. Universal Service Administrative Company (USAC) Client Service Bureau (888) 203-8100</p>	3/1/2019 11:32 AM EST
USAC	<p>We need to receive the following information in order to create an entity number for a new school. All items are required unless specified as optional.</p> <ul style="list-style-type: none"> • Entity name • Physical address: Street address, City, State, Zip Code. • Optional: County, Zip Code Extension (Zip +4) • Mailing address or PO Box, if different than physical address • Urban/Rural status • Telephone number • Optional: Email address, Website URL • School Sub-Type: Public or Private • Is this school part of a school district? If yes, entity number of the school district. • Additional sub-type(s) (all that apply): Pre-K, Head Start, Adult Education, Juvenile Justice, Dormitory, Charter School, Tribal School, New Construction School, ESA School, BIE, ESA School District with no Schools • Total Full Time Students • Total Part Time Students • Peak Part Time Students • Total Students eligible for NSLP • Alternative Discount Method: None, Survey, Sibling Match, Combination (not CEP) • Community Eligibility Program (CEP)? Yes or No. If yes, what is the CEP Percentage? • Does the organization have an endowment? Yes or No. If yes, what is the current value of the endowment? • Optional: State School Code, State LEA Code, NCES Public State Code, NCES Public District Code, NCES Public Building Code • FCC Registration Number (only required for independent schools) • For independent schools: First and Last Name and Email address for the EPC account administrator. Must be an employee of the entity organization 	2/25/2019 5:11 PM EST
11 items		

Case Contact

Case Contact Vonni Guthrie