

# Educator Incentive Programs






## Frequently Asked Questions

### LEA Approvers

Review the following questions designed for LEA Administrators and Approvers of the Teacher Salary Supplement Program (TSSP) or National Board for Professional Teacher Standards (NBPTS) Program. If your question is not answered, please contact the Program Specialist by email at [tssp@schools.utah.gov](mailto:tssp@schools.utah.gov).

1. **I am our LEA's designated approver for TSSP, and I have a CACTUS number. How do I obtain access to our educator applications?** You will first need to create your profile in the new TSSP program, then contact the TSSP Specialist to have your administrative access granted.
2. **I am our LEA's designated approver for TSSP, but I do not have a CACTUS number. How do I create an approver account?** Contact the Program Specialist to manually set up your account.
3. **How often should I be reviewing applications submitted for TSSP?** It is recommended to review new applications monthly, and all applications at least 3 weeks prior to the end of each approval window. This timeline will allow you to identify any data correction necessary prior to the processing deadline and allow educators to complete the appeal submission recommendations or corrections, if applicable.
4. **What do I need to enter to DENY an application?** This entry will depend upon the reason for the denial. Elect the most appropriate reason from the list, then enter an explanation in the box. All information entered in the reason box **will be automatically sent via email to the educator once submitted**. You are encouraged to provide enough information to the participant to either explain the reason for the denial and/or how to resolve the denial, if applicable.
5. **I approved an application in error. How do I correct the entry?** Immediately notify the Program Specialist by email indicating the CACTUS#, Full name, and type of error.
6. **I can see a number of applications, but I am unable to approve them.** LEA approvals are not available until *after* each cycle has closed and only applications for that window can be approved (Trimester, Semester). The approval access is traditionally an 8-day window to review and approve each cycle's application. During the approval window, *every application for that cycle type* must be either PASSED or DENIED. Denied applications require a reason for the decision.
7. **How do I correct a CACTUS data error in the TSSP Service Site?** All CACTUS data that appears in the TSSP Service Site is pulled directly from CACTUS. Correcting the information in CACTUS will automatically correct it in the TSSP system within a few minutes. You need only to refresh the TSSP screen for the update.
8. **How do I correct applications that do not qualify due to "degree"?** If the degree major posted shows as "Other – See Transcript", you should DENY the application so that the educator is notified and they can then review the list of acceptable degree majors and determine if it should be considered as a "substantially-equivalent" degree. The educator should then submit an appeal if appropriate. LEAs can DENY an application at any time.
9. **How do I correct applications that do not meet the 10-year experience requirement?** If the history is incorrect or missing, the educator will need to submit an appeal and provide supporting documentation to verify the correction/update. This verification could include a copy of the employment record, educator contract, or other employment history.
10. **I have missed the deadline for TSSP application approvals. Can I still review and approve pending applications?** If the deadline has passed and the TSSP application access is closed, contact the TSSP Specialist immediately. If the window has closed, all unapproved applications may be "skipped" until the next payment cycle. Any missed payments will be caught up at the end of the program year. Approval windows cannot be "reopened" as they will delay funding for the entire payment term.
11. **I have missed the final deadline for TSSP application approvals at the end of the year. Can I still review and approve the applications?** There may be an option to approve the applications for payment to be issued in the

“Correction” payment cycle in October. However, if all of the funds have been exhausted, there may not be the option to qualify for the corrective payment term. Contact the TSSP Specialist for options.

12. **An educator worked the first portion of the school year, and has terminated their employment (retired/transferred/relocated out of the area), can they still receive TSSP funding for the portion of the year they completed?** This payment will depend upon the reason they have left your employment AND when they terminated. If the educator left on good terms (not fired for cause or other types of reprimand) and they **finished** the semester/trimester, they may qualify for the bonus for the portion of the year they worked. Contact the TSSP Specialist for clarification prior to processing the termination in CACTUS.
13. **An educator has left my LEA but qualified for the TSSP for the time that they worked. Can the funding be transferred to another LEA?** Funding should be distributed to the LEA who approved the TSSP application. This distribution may require an additional payroll check being issued to the educator after they have left your employment. If the educator is now working in another LEA, the next payment would fall under the new LEA’s responsibility for review, approval, and funding. Contact the TSSP Specialist to coordinate the funding approval.
14. **When will the approved funding be sent to my LEA?** We anticipate 4-5 weeks from the close of the approval window following the USBE approvals. The payment is sent via the Monthly Allotment Memo at the end of the month and should be distributed in the next available payroll cycle.
15. **How long do I have to process the funds?** It is recommended that the TSSP funds be distributed to the educator during the next available payment cycle.
16. **I have an educator who qualifies for the National Board Certification reimbursement. What do I need to do to approve it?** There is no application that you approve. The NBPTS Reimbursement Program ended July 2020. They may apply to the [NBPTS Pre-Payment Program](#) before **January 31<sup>st</sup> of the program year**. Once their application is approved and the funds are allocated to National Board at the end of February, an overpayment will show on their National Board account, which will allow National Board to automatically “refund” the educator the money paid.
17. **If an educator has an assignment in a Title 1 school, aren’t they qualified for additional funds?** Yes, however, the Title 1 bonus is linked to the National Board for Professional Teaching Standard (NBPTS) Certification. Qualified Title 1 educators must hold a current NBPTS Certification and be in a classroom assignment to be eligible.
18. **How do I find out how much money has been sent to my LEA?** Funding reports are available in the TSSP Service Site. Select **Payments\$** from the menu, (to view other years, filter  and enter the program year) and then click the “eye” icon  in the corresponding payment cycle that shows as “Allocated” for funding details. This report will give you the total funds distributed under the Applications by LEA section.
19. **I have the total funds sent to my LEA; how do I determine the amount for each TSSP participant?** You must have been granted access to the “reports” found in the TSSP Service Site. This report will allow you to determine the payroll amount for each educator. Log into the TSSP Service Site, select “\$Payments”, then click on the “eye” icon  for the most recent payment to access the report for your LEA. The LEA Distributions report can be downloaded to an excel format using the arrow icon . The total distribution amount will also be posted on the Monthly Allotment Memo for the line item “USFR TEACHER SALARY SUPPLEMENT”. If you are unable to access these reports, contact the TSSP Specialist.
20. **What portion of the funds goes to the educator, and what portion is for the taxes?** The funding that is awarded to the educator as salary includes: TSSP Award, NBCT Award, and Other. Funds listed under “Benefit” should be listed under the “Employer-paid Benefits” portion of the payroll as these funds cover Retirement, Workers Compensation, Social Security, and Medicare. All TSSP Award monies are subject to deductions such as health care, or state and local taxes.
21. **Am I authorized to enter notes in the applicant’s “Audit History” area?** Yes. To enter information in this section, click on the  icon and select the type of notation, verify the date and time of the action and then

enter the information in the Comment section and then click “Add”. It is possible to cut/paste text or emails into this area. *Please remember that this field is visible to the educator.*