

Learner & Account Manager Guide

Introduction

Adult Literacy Ohio is a self-directed, literacy focused program designed to meet adult learners where they are to develop increased confidence and literacy skills to enhance community navigation, quality of life, and workforce development. Our mission is to elevate access for adults with developmental disabilities through literacy.

Welcome!

Program History

Our program was piloted in February 2022 with nine adult learners. For a year and a half, our work was solely supported by The Down Syndrome Association of Central Ohio and specific to the Down syndrome community. A year later, we received a grant to expand our services state-wide to any adult with a developmental disability who graduated in a qualifying year (2020, 2021 or 2022). As of Fall 2024, we are operating with support from county boards of developmental disabilities, private and corporate donors, and grants. To date, we have served over **75** learners.

We believe that this work is important because literacy is a gateway to so many other things. We are proud of how far we have come and look forward to empowering more Ohioans with developmental disabilities through literacy!

How it Works for Learners

New learners that meet the program requirements can create an account and apply on adulthoodliteracyohio.org during open enrollment dates. If approved, the applicant will receive a grant to spend on sessions with Adult Literacy Ohio tutors within ElevateDD Learner. Learners and account managers can browse the bios of potential tutors to find a tutor that fits the needs of the learner, schedule a free introductory interview, and start scheduling paid sessions once they have found the tutor they would like to work with. Funds are deducted from the learner's account while payment is made to the tutor by Adult Literacy Ohio. Grants for the semester must be used within the given semester dates and expire at the end of each semester. Grant funding does not roll over.

To qualify for the program, learners must:

- *Be served on an Individual Service Plan (ISP)
- Have a qualifying Developmental Disability
- Commit to meeting with a tutor of their choice consistently.

*In situations where an adult with a developmental disability does not have an ISP, we may accept a note verifying diagnosis from a medical professional.

Scheduling Requests

When you request a session with a tutor, you will get an email with a notification. Please check your spam folder if you do not see the email. **Your session is not confirmed until you hear from the tutor.** Tutors have up to 72 hours (up to 3 days) to confirm a session request.

- Introductory interviews are required when scheduling with a new tutor.
 - Most often, these happen by phone or video call.
 - Note: The tutor needs to confirm with you how you will connect (by phone, Zoom, Google Meet, etc.). Please check your email to see if they have sent you information.
- All interviews and paid sessions **must be scheduled in ElevateDD Learner** to use your grant funds.
 - Note: If a session is scheduled outside of ElevateDD Learner you will have to pay out-of-pocket for services.
- Tutors cannot schedule on your behalf. You cannot schedule verbally with a tutor.
- While ElevateDD Learner will allow you to schedule at any point prior to a desired session time, please remember that most of our tutors also work full time jobs. Scheduling with advance notice helps to set everyone up for success.
- Sessions are not confirmed until marked as “Accepted” by the tutor.

Cancellations & No-Shows

The account manager or the tutor must cancel the session ahead of time, so as not to charge the learner’s account.

- Sessions cancelled by the **account manager** less than 24 hours prior to the scheduled session time will remain on the scheduling account and funding will be deducted from the learner’s account.
- In the case of a learner *No-Show, the tutor will be paid, and funds deducted from the learner’s account.
- Sessions cancelled by a **tutor**, regardless of the timeline, should be cancelled online by the tutor and the learner’s account will not be charged.
 - In the case of a tutor “No-Show” or last-minute cancellation, account manager must notify info@adulthoodliteracyohio.org within 24 hours if they do not see that the tutor canceled the session within ElevateDD Learner, to ensure funds are not subtracted from the total funds available.

- **Two** last minute cancellations (less than 24 hours prior to the scheduled session) or no-shows within a grant period may result in removal from the program.

*No Shows are defined as the following:

- Last-Minute Cancellation (less than 24 hours' notice)
- Late Arrival (late arrival is defined as arriving 15 minutes or later from the scheduled meeting time).
- Failure to attend the session.

Program Expectations

As an account manager for the Adult Literacy Ohio learner, you are a critical part of the learner's success and expected to communicate with the Adult Literacy Ohio team. Account managers must **comply with regular audits**, be **responsive to requests** from the Adult Literacy Ohio Team, and support their learners in completing **program surveys**.

Program Policies

- These grant dollars are for **one-on-one** learning sessions only. They are NOT designed to cover travel time or transportation expenses. *Transportation is outside the scope of our program.*
- Tutors are asked to use the last **10 minutes** of the session to record notes for Adult Literacy Ohio. Please keep this in mind as you schedule.
- Please use **common guidelines for health and safety** to ensure you and your tutor remain healthy. Should you fall ill, please notify your tutor, and follow State protocols and guidelines.
- We do not permit "making up" or "floating" sessions through verbal agreements between tutors and learners. **ElevateDD Learner** is our system of record, and it must be true and accurate to the date and time of services provided.
- If an appointment is cancelled, this **must be reflected** in ElevateDD Learner. See above for additional information on cancellation policies.
- **Virtual paid sessions** are NOT allowed. We require that all paid sessions must be in person.
- Our program is most effective when learning is consistent. Grants are intended to be used **once a week for one hour**. *There may be exceptions to this based on funding source. Contact our team if you have questions.*
- If you are a No-Show" **for two or more sessions within a grant period**, we reserve the right to remove you from the program and allocate your funding elsewhere.

Goals

Tutors will be working with you to establish **two** goals for the session. Adult Literacy Ohio will be collecting progress monitoring on these mutually agreed-upon goals. All goals fall into three focus areas: Community Navigation, Workforce Development, and Quality of Life. Within these focus areas, learners can work on reading, writing or communication goals.

Below are some examples from previous learners in our program.

REASON	THEME	GOAL
Paige wants to read the music at church so she can sing along.	Quality of Life	Paige will work on basic reading skills including decoding of CVC words and recognition of high frequency words.
Erica wants to read trail maps at her favorite hiking spots.	Community Navigation	Using nature-based vocabulary lists, Erica will work on word recognition as well as identification of signs and symbols commonly found on hiking trails.
Jake wants to ask for less help at work. Along with fluency, his instruction includes work on word attack skills.	Workforce Development	Jake is working on reading passages with increased volume, accuracy, and speed. His tutor is also teaching him about root words and affixes to give him tools to read unknown multisyllabic words.

If you follow all program policies and show a good faith effort to meet consistently with your tutor, you may be eligible to apply for additional grants. Please keep in mind that a limited number of grants are available and are contingent on funding sources, so eligibility does not guarantee you will receive a grant.

If you have questions or need anything, please do not hesitate to reach out to our team. We are rooting for your success in the program and are here to support you!

Stay Connected

- Email: info@adulthoodliteracyohio.org
- Phone: 614-263-6020 ext. 1075
- Website: adulthoodliteracyohio.org
- Follow Us on Facebook: <https://www.facebook.com/adulthoodliteracyohio>