



# **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 Summer 2025, 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](http://adulthoodliteracyohio.org) during open enrollment dates. If approved, the applicant will receive a grant to spend on sessions with Adult Literacy Ohio Tutors within ElevatedDD 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 depending on the funding source.

## **Program Do's and Don'ts**

### **Do**

- Schedule and manage all tutoring sessions through the ElevateDD Learner platform for your Tutor to be paid for their services.
- Have tutoring sessions in a one-on-one setting.
- Connect with as many Tutors as needed to find the one that works well with your Learner.
- Spend funds consistently throughout the entire semester. The expectation for our program is that on average, Tutors and Learners will meet for one hour per week over the course of the semester.
- Understand that if you have a behavioral health condition, you must be accompanied by a natural support who is familiar with your needs (and behavior plan, if you have one) for the duration of your tutoring appointments.
  - \*Disclose relevant health and safety information that will help your tutor provide a safe and effective learning environment.
- Respond to requests made by the Adult Literacy Ohio Team.

\*Understand that due to HIPAA, our team cannot disclose any health-related information that may have been disclosed on your application (beyond a general flag that one or both behavioral health questions was marked as a yes which then triggers our tutors to ask prompting questions during interviews to help set everyone up for success). Learners and Account Managers should disclose relevant information deemed necessary for the health, safety, and well-being of all parties during the introductory interview process.

### **Don't**

- Do not schedule over two hours of paid services for a single learner within one week or consistently book over an hour (contracts with funding partners are for one hour of services one time per week).
- Do not schedule appointments for unapproved learners.
- Do not spend over the amount awarded for one learner if multiple learners have been approved for a grant.

- Do not attend sessions not scheduled in the ElevateDD Learner system. If you attend an appointment without it scheduled in the system, you will have to pay your tutor out of pocket.

## Expectations

As an Account Manager for Adult Literacy Ohio, you are a critical part of the Learner's success and expected to communicate with our team.

We understand that life happens, and there may be cancellations from either the Learner or the Tutor. We expect that the ElevateDD Learner account and calendar is up to date and accurate. In addition, please note the following:

- Cancellations made by the Learner must be coded in the system by the Account Manager. Likewise, cancellations initiated by the Tutor must be coded in the system by the Tutor. Please understand that funds may not be returned appropriately to the grant if these are not cancelled by the correct person.
- If there is a mutually agreed upon cancellation, the tutor should code it in the system so the funds return to the account and can be used to reschedule.
- Surveys must be completed by Learners AND Account Managers for each grant received. This is a vital part of our outcomes reporting.
- Comply with regular audits.
- Participate in progress monitoring to the best of your ability.
- Respond to all inquiries from the Adult Literacy Ohio Team.

## Grant Funds

- All funds must be used within the semester in which they are granted.
- Funds not spent by the end of each semester expire and cannot be used after the expiration date.
- Please note that not accessing your funds will impact eligibility for a grant in the future. Tip: If you are having trouble getting started, reach out to [info@adulthoodliteracyohio.org](mailto:info@adulthoodliteracyohio.org) for help.
- Account Managers have two weeks after the start of the semester to let the Adult Literacy Ohio team know that you would like to give up your awarded funds for it not be applied to your lifetime awarded grant threshold (typically 3 grants but variable based on funding sources).

## 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 and may not be monitoring their calendar or notifications daily. Scheduling with advance notice helps to set everyone up for success.
- Sessions are not confirmed until marked as “Accepted” by the tutor.
- Virtual paid sessions are NOT allowed. Adult Literacy Ohio requires that all paid sessions must be in person.

## Cancellations & No-Shows

The Account Manager must cancel the session ahead of time, so as not to charge the Learner’s account.

- Sessions cancelled by the **Account Manager** less than 6 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 Managers must notify [info@adulthoodliteracyohio.org](mailto: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 6 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 6 hours’ notice).

- Late Arrival (late arrival is defined as arriving 15 minutes or later from the scheduled meeting time).
- Failure to attend the session.

**Important note:** for the funds to be appropriately managed, cancellations made by the Account Manager must be cancelled in the system by the Account Manager. Likewise, cancellations initiated by the Tutor must be completed by the Tutor. If the Account Manager and Tutor mutually agree that funds should return to the account and be used for rescheduling, the Tutor must code the cancellation in the system.

## 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 and tutors may not provide transportation for learners under any circumstances.
- 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 or have last-minute cancellations **for two or more sessions within a grant period**, we reserve the right to remove you from the program and allocate your funding elsewhere.
- Learners understand that participation is contingent on disclosure of behavioral health information (if applicable) deemed necessary to keep Learners and Tutors safe.
- Learners with behavioral health conditions or history of risk of harm to self or others must be accompanied by a natural support who is familiar with their needs (and behavior plans, if applicable) for the duration of their tutoring sessions.

## Reasons Account May Be Placed in Inactive Status or Removed from the Program:

- Cancelling within 6 hours or not showing up for more than two sessions within a single grant period.
- Repeatedly arriving late for sessions.
- Not responding to the Adult Literacy Ohio Team's inquiries.
- Allowing a third party or a tutor to access or schedule sessions in your ElevateDD Learner Account.
- Tutoring sessions were not one-on-one.
- Scheduling sessions for an unapproved Learner.
- Spending over the amount awarded for one Learner if multiple learners have been approved for a grant.
- Date and time not accurate for paid sessions.
- Violation of attestation signed upon application.

## 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@adulteracyohio.org](mailto:info@adulteracyohio.org)
- Phone: 614-263-6020 ext. 1075
- Website: [adulteracyohio.org](http://adulteracyohio.org)
- Follow us on Facebook: <https://www.facebook.com/adulteracyohio>
- Follow us on Instagram: <https://www.instagram.com/adulteracyohio>