



Tutor 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.

We believe that literacy is a gateway to the world. With your help, we are transforming lives and elevating access for adults with developmental disabilities through literacy.

Welcome!

Program History

Our program was piloted in February 2022 with nine 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. During that first year, we ultimately served 17 Learners. 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). We are currently operating with support from county boards of developmental disabilities, grants, and private and corporate donors to serve adults of any age with a qualifying developmental disability who want to improve their reading, writing, or communication skills.

To date, we have expanded our reach to include thirteen Ohio counties and just over 100 unique program participants. We are proud of how far we have come and look forward to empowering more Ohioans with developmental disabilities through literacy!

Who Can Be a Tutor

Adult Literacy Ohio is looking for *educators and speech-language therapists who are passionate about literacy and want to help adults improve their reading, writing, and communication skills.

Tutors are independent contractors who must be committed to using and adapting their own materials to ensure that they are responsive to the interests and needs of adults in our program.

To qualify for the program, tutors must:

- Supply an *active teaching license and a BCI Background Check.
- Have at least 2 years of literacy-focused teaching or tutoring experience.
- Agree to plan and provide one-on-one instruction.
- Understand that they will create 2 SMART goals per grant and track progress in a Goal Attainment Scale format.
- Commit to providing communication and feedback to Learners, their Account Manager, and Adult Literacy Ohio staff.
- Commit to meeting with their Learners consistently over the duration of a grant period.

*Candidates who are retired or who demonstrate a history of at least two years of teaching or tutoring experience may be considered with provision of a current background check.

Immediate family members, or anyone living in the same household as an approved Learner, cannot apply to be Tutors. Immediate family members include the Learner's siblings, parents, or grandparents by blood, marriage, or adoption. Businesses cannot be Tutors with Adult Literacy Ohio. The site is built for individual contractors only. The person advertised on the platform must be the person who provides services. Tutors must commit to providing in-person services. Tutors are independent contractors and not employees of Adult Literacy Ohio.

Once approved to join the platform:

- Create a Bio for review by Learners and Account Managers in ElevateDD Learner
- *Interview with Learners (and sometimes a parent or support staff person) to determine if the match is compatible on both sides.
- Provide paid, one-on-one literacy tutoring.
 - Note: You are not guaranteed to be matched with any Learners. The number of Learners in our program at any given time is contingent on funding sources. The interview is an opportunity for both the Learner and the Tutor to determine if the match is compatible. *Learners or Tutors can elect to stop services at any time, for any reason.*
- Write session notes and code sessions in ElevateDD Learner.
- Submit midpoint and final reports based on your 2 SMART goals.
 - *Tutors are compensated for a half hour of reporting writing for final reports.*

*Introductory interviews are unpaid. If both parties choose to move forward, Tutors will be paid out for sessions booked and coded in the ElevateDD Learner platform.

How Do Tutors Get Paid?

Tutors are paid directly by the site administrator only when adult learners book paid sessions using their ElevateDD Learner account. We cannot back-pay tutors for any Sessions not on the calendar. Please do not accept Sessions not documented on the ElevateDD Learner platform.

We understand that life happens, and there may be cancellations from either the Learner or Tutor. Funds expire at the end of the session and do not roll over into future sessions. See below for information about cancellations:

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 **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 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 **6** hours prior to the scheduled session) or no-shows within a grant period may result in removal from the program.

*Learner 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.

Adult Literacy Ohio cannot guarantee that a Learner will maximize their grant package. Adult Literacy Ohio reserves the right to remove participants from the program who are not demonstrating a good faith effort to maintain consistent and ongoing Sessions throughout the grant period. *A learner or a tutor can elect to stop services anytime for any reason.*

How are the Pay Rates Structured?

- Rates are inclusive of travel time, lesson planning, lesson delivery, and recording of notes.
- Tutors are encouraged to use the last 10 minutes of a booked session to record notes. Once goals are established, tutors should record both a session note and one goal-specific progress note each session.
- Final reports are paid out at a half hour of the Tutor's rate when completed reports with supporting documentation for both goals (assessments, work samples, etc.) are uploaded into ElevateDD Learner by the due date.
- Please see below for a breakdown of our pay scale.

Rate	Qualifications
Up to \$50/hour	• Current ODEW Teaching License • Bachelor's degree • Minimum of 2 years of literacy-focused teaching or tutoring experience
Up to \$75/hour	• Current ODEW Teaching License • *Master's degree or higher • Minimum of 2 years of literacy-focused teaching or tutoring experience. *Candidates with an ODEW teaching license, a bachelor's degree, AND 21+ years of teaching or tutoring experience are eligible for rates up to \$75/hour.
Speech-language therapists and Retired Educators	• Speech-language therapists are welcome with submission of current credentials through their licensing entity. • Retired educators or speech-language therapists are welcome with a current BCI background check. • Candidates who have retired or left the field must provide verification of previous licensing and documentation to support any trainings or certifications listed on their bios. Candidates must have a minimum of 2 years of licensed teaching experience. Expired certifications or trainings cannot be listed on tutor bios. If corrective actions were issued towards your license, these must be disclosed within 14 days to info@adulthoodliteracyohio.org.
Additional Considerations	• Candidates who meet the following criteria will be considered on a case-by-case basis: Master's degree, provision of a current BCI background check, and documentation to verify literacy-focused certifications (including but not limited to Dyslexia Specialists, Orton Gillingham Certification, or Wilson Reading System Certification).
Important Note	• Adult Literacy Ohio is funded through a variety of mechanisms, some of which are bound by geography. We reserve the right to deny your application if we do not currently have any funding sources to support learners in your approximate area. • Contractors will not charge a lower hourly rate to any client outside of the program

Does Adult Literacy Ohio provide resources, materials, or curriculum?

At this point, we do not provide materials. Instead, we invest in recruiting Tutors with access to their own tools and resources. We acknowledge that each Learner has unique strengths and areas of growth. What may work well for one Learner may be ineffective for another. The goal of this program is to provide a variety of options so that each Learner has access to different choices.

Note: Some learners are piloting a specific set of data collection recommendations from Stanford University. These “pilot” learners will receive DIBELS benchmark assessments periodically through their participation. If your Learner is impacted, we will contact you directly to see how or if these assessments can help guide your instruction.

Where do tutoring sessions take place?

This is decided upon in the intro interview. Most of our learners meet either in-home or in a mutually agreed upon location such as the public library.

Goals & Data Collection

Goals should be developed in partnership with the adult learner and their family or support staff and related to reading, writing, or communication skills. Goals should fit into three overarching themes: Quality of Life, Community Navigation, and Workforce Development.

- **Session notes** must be on file for each paid session. These can be entered directly into *ElevateDD Learner. *Due within 48 hours of the session.*
- **Goal Proposals** with 2 SMART Goals are entered into *ElevateDD Learner. *Due within 4 paid sessions with a Learner.*
- **Reports** are submitted to track progress on your established SMART Goals. Some learners will have 1 and others will have 2 per grant, depending on the length of their participation. *Due dates released per semester near middle and end of tutoring.*
- Whenever possible, we love to see **photos** and **video clips** to help illustrate the impact of our program to stakeholders! These can be emailed to info@adulthoodliteracyohio.org.

Tutors have access to our Adult Literacy Ohio **Tutor Google Drive** where they can access the following:

- Goal Examples
- Payroll Calendar
- Pictures and Testimonials from former Learners and Tutors.

Behavioral Health Considerations

Learners in our program have a variety of needs and goals with participation. To provide the best learning experience for Learners and Tutors, effective May 2025, we have added 2 questions about behavioral health to our application.

- 1) Have you ever exhibited a risk of harm to yourself or others?
- 2) Do you have a Behavior Support Plan or a known Behavioral Intervention Plan in place?

If one or both items is marked yes on an application, Tutors must use the prompting questions provided on the Tutor Introductory Interview Guide to 1) help determine if the match is compatible and 2) if everyone does choose to move forward, have a plan in place for scenarios where behavioral health situations may arise. You will receive a system-generated notification via email to alert you that a Learner has answered yes to one or both questions if they book an interview with you. Effective Fall 2025 (tech build still in progress) this information will also be viewable on Learner Profiles.

Important notes:

- Learners who mark yes for one or both questions 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.
- Learners and Account Managers understand that their participation is contingent on disclosure of information deemed necessary to keep Learners and Tutors safe during the introductory interview.
- The prompting questions in your Introductory Interview Guide should help to facilitate these conversations. It is the responsibility of the Tutor to make sure that you feel safe and informed.
- If you do not have a background in behavioral health and do not wish to proceed with an interview, please contact the Account Manager using the details provided in ElevateDD Learner to let them know that you are not open to working with them at this time. You do not need to provide details, but we do expect that you follow up with all interview requests so they know if they should continue browsing the marketplace or not. We encourage Tutors to consider their backgrounds and skillsets when considering a match to set everyone up for a safe and successful experience.
- Our team cannot disclose any details about the nature of any behavioral or medical conditions due to HIPAA. You will receive a system generated notification if the Learner requesting a session answered yes to one or both questions, but beyond that, we cannot provide additional details about health-related information. Please reference your Tutor Introductory Interview Guide for guidance and prompting questions.

Program Policies

- 1) Your Ohio Department of Education credentials or BCI Background Check must be current throughout the program. Should they expire, you must submit an updated copy to remain active within Adult Literacy Ohio.
- 2) Violation of the Attestation signed upon application: if you are charged with one of the offenses listed on the attestation you signed during the application, you must alert Adult Literacy Ohio by contacting info@adulthoodliteracyohio.org within 14 calendar days.
- 3) The Adult Literacy Ohio platform is only available for individual tutors to offer students one-on-one tutoring services. Tutors can only apply to Adult Literacy Ohio as an individual and not as part of an agency, organization, or company. The person who applies must be the same person who is providing services.
- 4) Immediate family members, and those living in the same household as an adult learner, cannot apply to tutor their loved one (immediate family is defined as approved parent, grandparent, or sibling by blood, marriage, or adoption).
- 5) All tutoring sessions must be scheduled through the Learner's ElevateDD Learner account. Do not schedule or hold sessions outside of the ElevateDD Learner Platform. There is zero tolerance for "make-up" or "floating" sessions. You will not be paid for services scheduled outside of the ElevateDD Learner platform.
- 6) Tutors cannot schedule sessions on behalf of their Learners. If it is suspected that a Tutor has access to an Account Manager's account, Adult Literacy Ohio has the right to remove the Tutor and the Learner from the program.
- 7) Tutors are expected to manage their profile, schedule, and services offered through the ElevateDD Learner platform. Failure to update and respond to learners through the ElevateDD Learner platform can result in not being paid for services and/or removal from the program.
 - a. Scheduling requests must be responded to within 72 hours.
 - b. The session status and notes must be updated within 48 hours of the completed session.

- 8) Please remember that these grant dollars are intended for one-on-one learning sessions only. They are NOT designed to cover travel time or transportation expenses. We encourage you to use the last ten minutes of your session to mark your session "Complete" and log session notes.
- 9) Tutors participating in the Adult Literacy Ohio tutoring program are not permitted to transport learners as part of their tutoring services. Tutors may not transport a learner in their vehicle or any other vehicle or transport a learner as an informal or separate service outside of scheduled tutoring sessions. Tutors may not change the agreed-upon tutoring location without the family's agreement. Tutors are expected to honor the tutoring location agreed upon with the learner and account manager. If a tutor needs to request a change in location and the account manager is unable to agree or accommodate the new location, this will be considered a tutor cancellation, and no funds will be deducted from the learner's grant allocation for the cancelled session. Violations of this policy may result in removal from the tutoring platform and / or termination of the tutor's participation in the program.
- 10) Tutors must adhere to the approved tutor rate displayed on your profile in the ElevateDD marketplace for the services they provide through the platform. The marketplace rate is the established rate for the tutor's services and represents the maximum amount a tutor may charge a participating family for tutoring services arranged through the ElevateDD platform. Tutors may not:
 - Charge a family a rate higher than the rate listed on the ElevateDD marketplace.
 - Negotiate a higher rate directly with a family for tutoring services arranged through the platform.
 - Request or accept additional payment, tips, fees, or other compensation from a family in connection with tutoring services provided through the program.
 - Require a family to purchase additional products or services as a condition of receiving tutoring.
 - Charge families separately for services such as educational evaluations, assessments, consultations, subscriptions, memberships, curriculum/materials packages, or other services that are not included in the tutoring service provided through the platform.
 - Use a tutoring relationship established through ElevateDD to solicit or sell additional paid services to the learner or family.

Tutors may have independent businesses or provide other professional services outside of the ElevateDD platform. However, services provided to an ElevateDD learner or family in connection with the learner's participation in the ElevateDD tutoring program must comply with this policy. Violations of this policy may result in

removal from the tutoring platform and/or termination of the tutor's participation in the program.

- 11) Tutors are not to charge a lower hourly rate to any client outside of the program.
- 12) Tutors must provide services in-person and in a one-on-one setting.
- 13) Tutors must *consult with Adult Literacy Ohio staff to ensure a mutually agreed upon plan is in place for effective progress monitoring and reporting. Tutors must submit assessments, session notes, and progress monitoring materials and data to Adult Literacy Ohio. If materials are not submitted on time, Adult Literacy Ohio reserves the right to put your account on hold. If your account is put on hold 2 or more times, we reserve the right to remove you from the program.

If you are a "No-Show" for two or more sessions, we reserve the right to remove you as a tutor from the platform. A "No-Show" is defined as cancellation with less than 24 hours' notice, arrival more than 15 minutes past the scheduled start time, or failure to show up to the scheduled session.

- a. Please note that some learners may use transportation services to be dropped off and picked up from sessions. Our cancellation policy is that if a learner "no shows" or cancels with less than **6** hours' notice, the tutor is still paid for the session as a courtesy for the short notice cancellation. That said, please remain on-site at your scheduled location for the duration of the scheduled session and complete the following steps in the event of a No-Show:
 - i. Contact the Learner and the Account Manager using the contact details provided in the introductory interview.
 - ii. Code the Session as a "No Show" in ElevateDD Learner. You should also record a note in the system. This will let our team know that you should be paid for the session and that Adult Literacy Ohio should follow up with the Learner. *Historically, transportation services can run behind. Following these steps will ensure that if the learner arrives near the end of a session, there is a familiar face at the meeting location.
 - iii. Contact Adult Literacy Ohio so that we can do a follow-up on our end.
- 14) Contractor understands grants received by learners are funded by a variety of sources which could include but are not limited to foundations, private donors, or federal or state funding.

- 15) Tutor understands that events which could be classified as Unusual Incidents (UIs) or Major Unusual Incidents (MUIs) must be documented on our Incident Report Form and submitted to Adult Literacy Ohio staff no later than 2 hours after the incident. Additionally, Tutors must notify Account Managers and understand that a signed copy of the Incident Report will be shared with Account Managers and County Board officials as deemed necessary and appropriate. Tutors can click here to view the definitions and examples of UIs and MUIs: <https://dodd.ohio.gov/health-and-welfare/ui-mui/>.

Here is a link to the serious incident report form:

https://drive.google.com/file/d/124SjuvCF34vqIt2U0AiDd9pNnLROq0PG/view?usp=drive_link

Please note: The above incident report is intended for situations involving serious incidents involving safety, serious misconduct, or other situations requiring immediate attention.

For incidents related to policy violations (for example, potential conflicts of interest, misuse of funds, etc.) please fill out a policy incident report:

https://learningaidohio.formstack.com/forms/incident_report

- 16) Failure to comply with program policies and contractor agreement could result in Adult Literacy Ohio notifying the Ohio Department of Education and Workforce, Attorney General, Office of Professional Conduct, State Auditor, or local law enforcement.
- 17) Tutors must understand that this program presents unique challenges, and that progress will take time. We ask that you commit to celebrating the milestones along the way, keep an open mind in your approach, and are adaptable in your instruction to ensure that adult learner(s) feels encouraged, supported, and engaged in the program.

Mandated Reporting Responsibilities

As a Tutor in our program, you are considered a mandated reporter under Ohio law. This means that if you suspect that a Learner with a developmental disability is being abused, neglected, or exploited, you are legally required to report it. Your role is to report what you've seen, heard, or observed so that trained professionals can investigate and respond appropriately.

What to Watch For:

- Unexplained injuries
- Changes in behavior or mood
- Signs of poor hygiene or malnutrition

- Learners expressing fear, confusion, or distress related to a caregiver or setting.

In urgent situations, you may need to contact the appropriate authorities directly, such as:

- Ohio Department of Developmental Disabilities (DODD) Abuse/Neglect Hotline: 1-866-313-6733.
- Call the [MUI Reporting Hotline](#) for your county board of developmental disabilities.
- Adult Protective Services (APS): Call your County Department of Job and Family Services.
- 911 if someone is in immediate danger.

The people we serve may face unique vulnerabilities, and your role as a tutor puts you in a position of trust. Mandated reporting is not only a legal obligation—it's a key part of creating a safe, respectful, and empowering learning environment. If you're ever unsure about a situation, please reach out. We are here to support you and ensure the safety and well-being of all our learners.

Get In Touch

- Email: info@adulthoodliteracyohio.org
- Phone: 614-263-6020 ext. 1075
- Website: www.adulthoodliteracyohio.org
- Follow us on Facebook: <https://www.facebook.com/adulthoodliteracyohio>
- Join our closed Tutor Facebook Group where tutors can share resources, talk through challenges, and celebrate successes:
<https://www.facebook.com/groups/1027068711354872>