

# FREQUENTLY ASKED QUESTIONS

# **DSACO ADULT LITERACY PROGRAM**

The ability to read is instrumental in health outcomes, housing access, workforce advancement and quality of life. This program aims to provide meaningful educational experiences for adults with Down syndrome who are no longer served on an IEP and are motivated to improve their reading skills.

# WHAT IS THE MISSION OF THE PROGRAM?

The mission of the program is to promote improved literacy outcomes, enhance self-confidence, and increase quality of life for adults with Down syndrome. We aim to do this by facilitating connections with highly qualified reading tutors who are committed to providing 1:1, in person instruction 2x per week.

# **HOW DOES IT WORK?**

- Browse our website and select a tutor.
- \*Book a free interview to make sure they are a good fit.
- Using your DSACO granted funds, \*book paid sessions. Meet 2x weekly to work towards established goals. Funding will be deducted from your account with each booking.

\*We use a scheduling platform called DaySmart Appointments which houses tutor availability and funding packages. All interviews and paid appointments must be booked through this platform to ensure payment for the tutor. Please reference your "How to Access DaySmart Appointments" and "How to Book an Interview or Session" documents for step-by-step instructions on how to use the scheduling platform. Reach out to Rachel at rheiber@dsaco.net if you would like assistance with this piece!

### DO MY FUNDS EXPIRE?

Each participant will receive a funding package sufficient to accommodate twice weekly appointments (1-hour sessions) over the course of the designated session. We understand that life happens and there may be cancellations on the part of either the adult learner or tutor. DSACO reserves the right to remove participants from the program who are not demonstrating a good faith effort to main consistent and ongoing appointments through the duration of the session. Funds expire at the end of the session and do not roll over into future sessions.

#### WHO CAN BE A TUTOR?

Licensed teachers with a strong background in reading knowledge and structured reading instruction, preferably those with a Reading Endorsement, are encouraged to apply and join our network. Tutors must commit to administering and sharing the results of a pre-assessment, meeting with their learner 2x weekly, and conducting and sharing the results of periodic progress monitoring. Tutors must use an approved evidence or research-based curriculum and be committed to adapting materials to be respectful of their learners and responsive to their interests and needs.

Immediate family members, or anyone living in the same household of 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 DSACO's Adult Literacy Pilot Project. The site is built for individual contractors only. The person advertised on the platform must be the person who provides services.

#### **HOW DO TUTORS GET PAID?**

Tutors will be paid directly by the site administrator, only when adult learners book using their DaySmart Appointments account. If it is not on the calendar, the adult learner is responsible to pay for services out of pocket. We cannot back pay tutors for any appointments not on the calendar.

#### WHAT DO I DO IF I NEED TO CANCEL AN APPOINTMENT?

If an appointment is cancelled by an <u>adult learner</u> less than 24 hours of the scheduled session time, the tutor will be paid for the appointment and funds will be deducted from the adult learner's account. The adult learner or the tutor must cancel the appointment ahead of time, as to not charge the adult learner's account.

If an appointment is cancelled by a <u>Tutor</u>, regardless of the timeline, the appointment should be cancelled online by the tutor and the adult learner's account should not be charged.

In the case of a Tutor "No-Show", adult learners will need to notify Rachel (rheiber@dsaco.net) within 24 hours to ensure funds are not subtracted from your total funds available.

If a tutoring session was held but not scheduled through the DSACO Adult Literacy Program online platform, the Tutor will not be paid. All services must be scheduled through the DSACO Adult Literacy Program platform.

#### DOES DSACO RECOMMEND A CERTAIN CURRICULUM?

DSACO acknowledges that each learner has unique strengths and areas of growth. What may work well for one adult learner may not be effective for another. The goal with this program is to provide a variety of options so that each adult learner has access to different choices. Access to and experience implementing an evidence or research-based reading curriculum and willingness to adapt and / or create age-neutral materials that are high-interest for individual learners are criteria we include in our recruiting and onboarding process for tutors.

# **HOW WILL I KNOW IF I AM MAKING PROGRESS?**

After you participate in a pre-assessment with your tutor, you will work together to decide on 1-2 goals you would like to address during the session. Monthly, tutors are asked to conduct a brief progress monitoring measure connected to these goals. These metrics will give us data about progress towards your specific goals. You are welcome and encouraged to ask questions with your tutor about progress at any time.

It is important to remember, though, that your participation in this program and commitment to regular meetings with your tutor is worth celebrating on its own. The MOST important factor in reading success is **motivation** – and we are confident that by enrolling in this program, you have it!

Questions? Please reach out to Rachel Heiber, DSACO's Adult Literacy Specialist!

rheiber@dsaco.net

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