

THE DISABILITY SERVICES OFFICE: A BRIEF OVERVIEW FOR NEW PRACTITIONERS

1

Presenters

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OUTLINE

- Disability Services Office
 - Role
 - Function
 - Organization
- Disability Laws
 - ADA and 504 Compliance
 - Confidentiality and FERPA
 - OCR
- Accommodation Request / Intake Process
 - Application
 - Documentation
 - Intake Meeting
 - Review and Determination
- Student Diversity
 - DE
 - Minority
 - Residential
 - Veteran

THE DISABILITY SERVICES OFFICE

Three programing standards:

1. Provide individual services and facilitate accommodations to students with disabilities
2. Provide institution-wide advisement, consultation, and training on disability-related topics, including compliance and scholarship
3. Collaborate with partners to identify and remove barriers to foster an all-inclusive campus, including universal design

DSO COMPONENTS

Five program components:

1. office policies, procedures, and practices
2. individual consultation, accommodation, and service
3. proactive dissemination of information
4. institution-wide education, consultation, and advocacy
5. program administration, evaluation and professional development

THE ROLE OF THE DSO

- **Role**

- Provide services and resources to students with a disability
 - Requests for Services / Intakes
 - Case Management
 - Education Training / Outreach
 - Program Evaluation / Unit Planning

- **Collaborations**

- Faculty / Deans
- Facilities / Plant Operations
- Community Orgs

DSO FUNCTION & ORGANIZATION

Function

- Student Services
 - HR Collaborations
- Multiple Hats
 - Advising
 - Counseling
 - Technology
 - Testing

Organization

- Leading
 - Office of 1 or more
 - District or multi-campus
 - Technology, testing, interpreters
- Staffing
 - PT turnover
 - Student workers
- Planning / Evaluating
 - Institution vs DSO success measures
 - Time tells the tale (account for all activity)
- Funding
 - Separate Budget
 - Reserve Funds

- What is the biggest challenge related to your DSO

(1) Role

- Direct provision of services or collaboration (Faculty / Admin)

(2) Function

- Competing responsibilities (other duties as assigned)

(3) Organization

- Staffing, Planning, Funding...

**DISABILITY
SERVICES
OFFICE**

Think

Pair

Share

DISABILITY LAWS & COMPLIANCE

- DSO Governing Laws
 - ADA & Section 504
 - Handout
- Bad **IDEA** (K-12)
 - Disservice to college students
 - Why?
- ADA / 504 Compliance
 - What is it actually?

Serves as a clearinghouse for disability issues and coordinates the institutions efforts to ensure that all institutional policies, programs, and services comply with ADA / Section 504

- All areas across the college
- Any committee tasked with reviewing products for students, facilities, safety and security, etc.

CONFIDENTIALITY & FERPA

- **Family Educational Rights and Privacy Act (FERPA)**
 - Not HIPPA (Health Insurance Portability and Accountability Act)
- **Disability status, accommodations requests, relationship with DSO, etc.**
 - Protected and may not be disclosed to third parties without consent
 - Kept separate from a student's academic record
 - Is not available to anyone outside the DSO or need to know basis
 - Safety planning, Medical emergencies, Conduct / Title IX

THE OFFICE FOR CIVIL RIGHTS (DOE – DOJ)

- **NEW - 2022 Case Processing Manual (CPM)**

- Title II (ADA) Section 504
- Title VI (Civil Rights) Age Discrimination Act
- Title IX Boy Scouts of America

- **Complaint**

- written explanation of what happened
- identification of the person(s) or group injured by the alleged discrimination
- identification of the institution alleged to have discriminated

OCR CASE PROCESSING

Immediate Resolutions

1. Case Planning
 - Determination / Dismissal
 2. Resolution
 - Mediation
 - Rapid Resolution
- Investigation Staples
 - Records Request
 - Interviews

Investigative Resolutions

- Investigative Determinations
 - Insufficient Evidence
 - Non-Compliance
 - Mixed Determination
- Statement of the Case
- Letter of Finding
- Timeframe and Procedures
 - **Negotiation Impasse**
- **Compliance Review**
 - **Enforcement / Referral to DOJ**

DISABILITY LAWS

What questions do you have relative to:

- documenting accommodation(s)?
- appropriate documentation?
- discussing student records / accommodation(s)?
- the Office for Civil Rights?

Question
and
Answer
Session

ACCOMMODATION REQUEST / INTAKE PROCESS

- Application
 - Formal request (voluntary)
 - Need to know
- Documentation
 - Guidelines
 - Minimum Standard
- Intake Meeting (reviewing the request)
 - student, disability history/documentation, current situation / functioning
- Review and Determination
 - Individual / group
 - Documenting / rationale
 - The importance of communicating the decision – never say “Denied”

- What is your biggest challenge related to Requests for Services

- (1) Documentation

- Guidelines, Minimum Standard...

- (2) Accommodation Review

- Approval, Rationale...

- (3) Intake Meetings

- Parents, Kitchen Sink requests...

ACCOMMODATION REQUESTS

Think

Pair

Share

CAMPUS DIVERSITY = DSO DIVERSITY

- DE
 - Dual Enrolled
 - High School students
 - Distance Ed
 - Remote, Hybrid, Online
- Minority Students
- Residential
 - ESA
- Veteran
 - Service Animals
 - Chapter 31 (VRE)

QUESTIONS, COMMENTS, CONCERNS

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