THE DISABILITY SERVICES OFFICE: A BRIEF OVERVIEW FOR NEW PRACTITIONERS

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 studentsWhy?

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)
- Title VI (Civil Rights)
- Title IX

- Section 504
- Age Discrimination Act
- **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

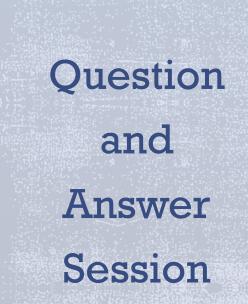
Investigative Resolutions

- 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



<u>What questions do you have relative to:</u>

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



DISABILITY

LAWS

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

ResidentialESA

Veteran
Service Animals
Chapter 31 (VRE)



QUESTIONS, COMMENTS, CONCERNS

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