



Disability Support Services  
6200 Frank Ave. NW  
North Canton, Ohio 44720-7299  
(330) 494-6170 Ext. 4935  
Fax (330) 305-6629  
[disabilityservices@starkstate.edu](mailto:disabilityservices@starkstate.edu)

# Disability Support Services Student Handbook

## Welcome

Welcome to Disability Support Services! The purpose of this handbook is to provide students, faculty and others with information regarding the services available to those attending college who have a disability (permanent or temporary) that substantially limits one or more of their major life activities.

The mission of the Disability Support Services (DSS) is to provide equal access to educational opportunities for all qualified students with disabilities and to ensure that all students can freely and actively participate in all facets of the college.

If you have any questions regarding SSC policies and procedures regarding persons with disabilities, please contact DSS.

## Office Hours

### Main Campus – B104

<b>Monday</b>	<b>8:00am – 4:30pm*</b>
<b>Tuesday</b>	<b>8:00am – 4:30pm</b>
<b>Wednesday</b>	<b>8:00am – 4:30pm</b>
<b>Thursday</b>	<b>8:00am – 4:30pm</b>
<b>Friday</b>	<b>8:00am – 4:30pm</b>
<b>Saturday</b>	<b>closed</b>
<b>Sunday</b>	<b>closed</b>

### Akron Perkins – A102

<b>Monday</b>	<b>8:00am – 4:30pm</b>
<b>Tuesday</b>	<b>8:00am – 4:30pm</b>
<b>Wednesday</b>	<b>8:00am – 4:30pm</b>
<b>Thursday</b>	<b>8:00am – 4:30pm</b>
<b>Friday</b>	<b>8:00am – 4:30pm</b>
<b>Saturday</b>	<b>closed</b>
<b>Sunday</b>	<b>closed</b>

\*Evening hours by appointment only.

\*\* Contact DSS for appointments at other satellite campuses.

Stark State College is committed to equal opportunity for all and does not discriminate on the basis of race, color, religion, sex, gender, national origin, military status, pregnancy, disability, age, genetic information, or sexual orientation.

DSS and Stark State College can provide material in alternate format upon request.

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## Office Staff

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**Director, Disability Support Services & Military Services**  
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**Pam Cash**  
**Administrative Assistant**  
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[pcash@starkstate.edu](mailto:pcash@starkstate.edu)

## Stark State College Mission & Vision

### Mission

Stark State College positively impacts the life of each student and our communities by providing access to high-quality, relevant, and affordable education.

### Vision

Stark State College aspires to be Ohio's leading community college in fostering student success and community prosperity through innovation, responsiveness, and partnerships.

### Open Door Policy

Access to Ohio's state-assisted colleges must be assured for every person who wants and can benefit from higher education. Stark State College maintains an "open door" policy and cordially welcomes anyone who wishes to receive a higher education. Section 3345.06 of the Ohio Revised Code states, "A graduate of the twelfth grade should be entitled to admission without examination to any college or university which is supported wholly or in part by the state." Open admission carries with it the full weight of equal opportunity for all, which means the College must make every effort to be sensitive and responsive to the needs of prospective students. The open admission policy allows a student to enroll in the College, but not necessarily in a specific degree-granting program. Normal admission to the College is open to anyone who is a high school graduate or the equivalent, completes the enrollment procedures and pays the fees for admission. This is exclusive of academic record or placement testing results. This open door policy does not deny specific technology departments the right to require preliminary training or talent. Students, who do not meet specific program requirements upon admission to the College, may be required to satisfactorily complete such requirements before admission into a specific technology.

## **Standards Concerning Students with Disabilities**

### **Stark State College will:**

1. Conform to the applicable federal, state, and college policies, regulations, and definitions regarding students with disabilities.
2. Provide services that comply with internal and external policies and laws to qualified students, through the coordination of college services and the consultation of the counselors in Disability Support Services.
3. Uphold academic standards in the context of these policies and services.
4. Encourage students to provide documentation to determine most appropriate accommodations.
5. Assist qualified students with disabilities in obtaining reasonable accommodations.
6. Maintain confidentiality of students with disabilities.
7. Provide an environment that assists in a smooth transition into a higher education program.
8. Provide consultation to faculty and staff regarding the Americans with Disabilities Act Amendments Act of 2008, and Section 504 of the Rehabilitation Act of 1973 regarding requirements for students with disabilities.

## **Confidentiality**

DSS ensures that all student information pertaining to a disability is confidential as required by law. Any disability documentation obtained by DSS is used to verify that a student has a qualified disability and may require accommodations. The following are the guidelines used by DSS regarding disability documentation:

1. All disability documentation for students at Stark State College is kept in the DSS office in a secure file room, and/or in a separate, secure electronic file.
2. Only DSS personnel have access to these files. Instructors will not need to see student documentation or know specifics about a student's disability; however, DSS staff encourages students to discuss academic needs with instructors.
3. Documentation may be released only when the student has signed a written release form.
4. DSS will not forward or release documentation which originated with another institution or professional.
5. A student has the right to review the contents of his/her own file upon request.

## Determining Eligibility for Accommodations and Services

Individuals with disabilities are eligible to receive services from DSS to access programs and services at Stark State College.

To receive academic accommodations, students should complete the Stark State College admissions process. DSS staff can help students with this process if necessary.

1. Complete the Admissions Application for Stark State College
2. Contact the Admissions office at 330-494-6170, ext. 4228, to schedule an appointment to take the college entrance exam, the Accuplacer test. If accommodations are needed for this test, please contact DSS at 330-494-6170, ext. 4935.
3. Complete the free application for federal student aid (FAFSA) if you intend to use federal student aid.
4. Complete the DSS Student Application.
5. Provide verification of disability from high school, an agency, physician, psychologist, or other licensed professional to the DSS office. If you do not have documentation of your disability, you may download the Disability Verification form ([https://www.starkstate.edu/wp-content/uploads/2016/02/DSS\\_DisabilityVerification.pdf](https://www.starkstate.edu/wp-content/uploads/2016/02/DSS_DisabilityVerification.pdf)) or obtain it from DSS staff. If you need assistance in requesting documentation from previous colleges, high schools or another agency, DSS can assist you.
6. Schedule an appointment with a DSS counselor in Room B104 (main campus) or A102 (Akron campus) or call 330-494-6170, ext. 4935. Please bring your DSS application and documentation verifying your disability to your appointment. The documentation will be reviewed and appropriate accommodations discussed.

## Accommodations and Services

An accommodation is a support that is put in place for a course, program, service, job, activity, or facility that is designed to eliminate or minimize disability-related barriers. There are many ways to accommodate a situation or activity. Accommodations vary based on individual circumstances and disability-related documentation.

### Accommodation Letters

Accommodation letters inform instructors of accommodations students are eligible to receive. Students are responsible for requesting, picking up, and delivering accommodation letters to instructors **each semester**. It is recommended that students discuss these accommodations with instructors early in the semester. Accommodations are not retroactive, and apply only from the point in which a student delivers the accommodation letter.

***\*\*Instructors are not required to provide accommodations without an accommodation letter.***

### Requesting Accommodation Letters

1. Students must request accommodation letters each semester. This can be done in the following ways:
  - In person at the DSS office, B104 (main campus) or A102 (Akron).
  - Through mySSC → Tutoring and Student Support Services page → Disability Support Services → Accommodation letter
2. Accommodation letters will be emailed to instructors (the student will be copied on the email)
  - Students who wish to hand deliver letters may request a paper copy of their letters
  - Instructors will sign and return the accommodation letter to the DSS office.

## Exam Accommodations

### Types of exam accommodations

- Extended test time – Additional time for in-class exams and quizzes.
- Testing in distraction reduced space – quiet space for taking exams; DSS cannot guarantee a private testing space.
- Reader for exams – Use of Kurzweil software for reading exams.
- Scribe for exams – Use of a writer or speech to text software for exams. Scribes write down answers to test questions verbatim as dictated by student.

### Testing Locations

- **Testing Center**
  - Main Campus – C107
  - Akron Perkins – A012
  - Students should coordinate testing times with their instructors.
- **Main campus DSS office – B104**
  - Students approved to take exams in the DSS office **must** reserve a space in advance due to limited space.
  - Exams that need to be taken after closing time will be taken in the Testing Center, C107.
  - Space can be reserved three different ways:
    - In person at the DSS office, B104
    - By calling the DSS office, (330) 494-6170, ext. 4935
    - Through mySSC:  
mySSC → Tutoring and Student Support Services page → Disability Support Services → Test Accommodations
- **With the instructor** – some instructors will proctor their own exams. Times for exams should be coordinated between the student and the instructor.

## Alternative Formats for Textbooks Accommodations

DSS can provide electronic formats of textbooks for students who receive this accommodation. In order to receive the textbooks, students should follow the steps below:

1. Purchase textbooks (except College Credit Plus students) and provide receipt to DSS.
2. Download electronic textbooks provided by DSS.
3. DSS can assist with adaptive equipment, if necessary, or instructions on how to access the text electronically.

## **Notetaking Accommodations**

Notetakers are generally students who are enrolled in the same class as the student. Students requesting notetakers must select the course(s) in which they need a notetaker each semester. Students are encouraged to request a notetaker as soon as they have made their final course selection.

For questions or concerns regarding notetaking accommodations, please contact:

### **Notetaker Coordinator:**

Ashley Poulos, M.Ed.  
Counselor, Disability Support Services  
Akron Perkins A102  
(330) 494-6170 ext. 5722  
apoulos@starkstate.edu

## **Steps to Receive Notetaking Services**

1. Students receive the notetaker accommodation approved by DSS.
2. Students complete the accommodation letter request and the notetaking accommodation request.  
mySSC → Tutoring and Student Support Services page → Disability Support Services → Notetaking Accommodation
3. If the student already knows someone who they want to be their notetaker, the student should contact the notetaker coordinator as soon as possible.
4. DSS will work with the class and instructor to secure a notetaker in the classroom. DSS will provide the instructor with a memo to read aloud in class. This memo will NOT identify the student with accommodations.
5. Once a notetaker is assigned, students and notetakers should work together to ensure that notes are provided in a timely manner. DSS will provide carbonless paper, or assistance with copying if necessary.
6. Students must attend class in order to receive notes for that day.
7. Students must contact DSS as soon as possible if there is an issue with notes or a notetaker.

## **Recording of Lectures**

Students with this accommodation are permitted to record lectures, even if the class has a no-recording policy. Students will be asked to sign an agreement based on the Stark State College policy for recording lectures.

Recorders are available to borrow on a first come, first serve basis. The recorder is checked out and must be returned by the end of each semester. Students will be asked to sign a Borrower's Form if checking out Stark State College equipment.

## **Adaptive Equipment and Software**

Students may be eligible to use specialized equipment or software to assist in classes. Requests should be made in advance of the start of the semester. Equipment is checked out and must be returned by the end of each semester. Students will be asked to sign a Borrower's Form if checking out Stark State College equipment.

## **Sign Language Interpreter Accommodations**

### ***Contact Information***

Interpreter Coordinator: Lisa Gilliland, M.Ed.  
Director, Disability Support Services & Military Services  
(330) 494-6170 ext. 4730  
[lgilliland@starkstate.edu](mailto:lgilliland@starkstate.edu)

### ***Deadlines for Service Requests***

All requests are to be made to the Interpreter Coordinator by the following deadlines, which vary depending on the type of request:

<b>Type of Request</b>	<b>Deadline</b>
Semester long classes	1 month before the start of the semester
Field trips/art or theater performances	10 days before the date needed
Single meeting/appointment	5 business days before the date needed

A good faith effort will be made to fill requests after the deadline, but the availability of interpreters at that point may be limited. Alternative accommodations may need to be arranged.

### ***Priority of Services***

Requests from students will be filled according to the following priorities:

1. Classroom lectures
2. Classroom labs
3. Class required activities (e.g. required field trips)
4. Student/instructor meetings

### ***Schedule Changes***

Any change in student's schedule must be reported to the Interpreter Coordinator immediately. Disability Support Services (DSS) will make a good faith effort to fulfill all requests, but please be aware that requests made after a semester has started may result in a delay of services. Please see DSS about other accommodations to assist you during this time.

### ***Student No Shows***

If a student does not attend a class, the interpreter will wait 20 minutes, then contact DSS as soon as possible. Interpreters are not required to stay if the student is absent/no shows. Students must notify DSS at least 24 hours in advance, whenever possible, if they will not be able to attend class.

### ***Cancellation of Service***

If a student is absent from three class sessions without notifying DSS, services may be interrupted. The student will need to meet with the Interpreter Coordinator in order to determine whether the accommodation will be continued. If absences without notification continue, interpreter services may be cancelled.



## **Service Dog Guidelines**

A service dog is any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability. Only dogs are defined as service animals under the ADA. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition.

Individuals with disabilities accompanied by their trained service dogs shall be permitted in all areas of Stark State College where members of the public, participants in services, programs or activities, or invitees, as relevant, are allowed to go.

College staff will not ask about the nature or extent of a person's disability, but may make two inquiries to determine whether a dog qualifies as a service dog if it is not readily apparent. Staff may ask if the dog is required because of the handler's disability, and what work or task the dog has been trained to perform for that disability. Students are required to follow all applicable laws of dog ownership.

A service dog shall be under the control of its handler. A service dog shall have a harness, leash, or other tether, unless either the handler is unable because of a disability to use a harness, leash, or other tether, or the use of a harness, leash, or other tether would interfere with the service dog's safe, effective performance of work or tasks, in which case the service dog must be otherwise under the handler's control (e.g., voice control, signals, or other effective means).

Students and staff should not pet or distract a dog on campus performing as a service dog. To assist with this, it is recommended that individuals using a service dog have the dog wear a recognizable symbol that it is a service dog, and register with the DSS office so security and instructors can be notified of a working dog on campus.

In general, a dog should not sniff people, food tables, or personal belongings, jump on people, display behaviors or noises that are disruptive to the learning environment, or block aisles or passageways for emergency egress. College staff are not responsible for any aspects of caring for a service dog. If a service dog is out of control, and the handler does not take immediate action to control it, or if there is repeated disruptive behavior, if the dog is not housebroken, or if the dog is determined a substantial threat to the health and safety of others, campus security can remove the dog from campus.

## **Additional Services**

DSS also provides additional services to students with disabilities. These include, but are not limited to:

- Admissions and financial aid assistance
- Assistance with scheduling classes
- First year academic advising
- Career planning
- Consultation with faculty
- Referral for diagnostic testing
- Coordination of community services

## **Rights and Responsibilities**

### **Student Rights**

Students with disabilities have, by law, certain rights as summarized below:

1. Appropriate accommodations in order to receive equal access to education, based on documented disability.
2. Confidentiality.
3. Equal and fair treatment.

### **Student Responsibilities**

In order to receive services from DSS, the **student** has the following responsibilities:

1. Request accommodations and services in a timely manner.
2. Provide DSS with appropriate documentation of disability.
3. Discuss academic needs with a DSS counselor.
4. Provide Accommodation Letters to instructors each semester.
5. Provide updated documentation, if applicable, or as requested by DSS.
6. Practice self-advocacy skills.
7. Contact DSS immediately if there are questions or concerns about an accommodation.

### **DSS Rights**

In order to provide equal and fair accommodations to qualifying students, DSS has the right to the following:

1. Request appropriate or updated documentation of disability in order to determine appropriate accommodations.
2. Require reasonable notice for coordinating accommodations.
3. Suspend services pending investigation of abuse of services.

### **DSS Responsibilities**

DSS maintains the following responsibilities in the accommodation process:

1. Maintain student confidentiality.
2. Coordinate reasonable and appropriate accommodations for students, as verified by documentation and student need.
3. Act as a mediator and/or advocate for students when appropriate.
4. Promote student self-advocacy skills.
5. Coordinate access to available equipment.
6. Report any academic misconduct violations by students using DSS testing space.
7. Ensure students are not discriminated against on the basis of disability.

### **Faculty Rights**

Faculty has the right to:

1. Ask that DSS has verified student eligibility for accommodations.
2. Consult with DSS staff as appropriate to assist in implementing accommodations.
3. Expect students with disabilities to meet the same academic and behavioral standards as their peers.
4. Expect DSS to use appropriate test security to protect integrity of exams.
5. Expect students to request accommodations in a timely manner.

### **Faculty Responsibilities**

Faculty maintain the following responsibilities in the accommodation process:

1. Meet with students confidentially to discuss disability-related needs.
2. Provide classroom materials in alternate format when requested. This may require consultation with DSS.
3. Work collaboratively with DSS to provide appropriate academic accommodations.
4. Maintain student confidentiality as it relates to disability and accommodations.
5. Provide accessible times for a student to meet to discuss academic needs and accommodations.
6. Ensure students are not discriminated against on the basis of disability in their classroom.

## Emergency Procedures

For students with disabilities, special considerations must be made for emergency situations such as fire or tornadoes. Ultimately, the person with a disability is responsible for his/her own safety in emergency situations. It is wise for the student to plan ahead for emergencies, which would include developing an evacuation plan and then discussing the specifics of such a plan with an instructor or staff member. Instructors and staff should also develop a plan of action and review the evacuation route and plan when they have a student with a mobility, visual, or hearing impairment in their classroom.

Please program Stark State Security's phone number in your phone so you can reach them in case of emergency.

**Stark State Security – Main Campus:** (330) 704-2582

**Stark State Security – Akron campus:** (330) 312-2526

## Dispute Resolution Procedure

It is the intent of the College and DSS to resolve all discriminatory conflicts of students with disabilities who believe their rights have been violated. In this effort, DSS will work cooperatively with students, staff, faculty, and administration to resolve issues and promote the rights of students with disabilities.

Stark State College supports students in their right to file a grievance in situations involving violations of Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act Amendments Act in 2008. If you feel you have been discriminated against on the basis of your disability, please refer to the Student Discrimination Complaint Procedure and Complaint Form available and obtained on mySSC at [Student Civil Rights Discrimination Complaint Procedures](#).

### **Title VI – Dean of Learning & Engagement**

Danette Bosh Alexander  
330-494-6170 ext. 4501

### **ADA/ Section 504 – Dean of Learning & Engagement**

Danette Bosh Alexander  
330-494-6170 ext. 4501

At any point, a student has a right to contact the Office of Civil Rights:

Office for Civil Rights  
Cleveland Office  
U.S. Department of Education  
1350 Euclid Ave Suite 325  
Cleveland, OH 44115  
Telephone: (216) 522-4970  
FAX: (216) 522-2573  
TDD: 1 (800) 877-8339  
E-mail: [OCR.Cleveland@ed.gov](mailto:OCR.Cleveland@ed.gov)

The dignity of all parties involved will be held in highest regard at all times. All parties involved will receive prompt and considerate action, consistent with the best interest of all parties involved and the college.

## **Ohio College2Careers**

Opportunities for Ohioans with Disabilities (OOD) is the state agency that empowers Ohioans with disabilities through employment, disability determinations, and independence. It is accomplished through its Bureau of Vocational Rehabilitation (BVR), Bureau of Services for the Visually Impaired (BSVI), and Division of Disability Determination (DDD). A fourth area is the Division of Employer and Innovation Services (EIS), which is responsible for establishing and maintaining partnerships with employers.

## **Ohio College2Careers**

OOD offers Ohio College2Careers at 15 public colleges and universities in Ohio to ensure students with disabilities have the support they need to complete their degree and/or credential, earn higher wages, and meet the demands of tomorrow's labor market.

### **Dedicated Career Counselors**

A full-time, dedicated OOD counselor is immersed within the disability services office at partnering colleges to assist students with disabilities. The counselor is able to provide career counseling and purchase additional services and supports that assist students with disabilities to stay in school, successfully complete their degree, and obtain employment post-graduation.

### **Services may include the following:**

- \* Career exploration and counseling
- \* Assistive technology
- \* Resume and interview preparation
- \* Placement in paid internships
- \* Placement services for permanent employment after graduation
- \* Supports and accommodations necessary for internships and permanent employment
- \* Tools and licenses for employment

### **Connection to Expansive Employer Partner Network**

OOD's Division of Employer and Innovation Services has an established Business Relations Team to meet the needs of employers who are committed to building and maintaining a diverse and inclusive workforce that includes individuals with disabilities. The team has two dedicated Career Development Specialists who work directly with the disability and career services staff at these partnering colleges to promote hiring of students with disabilities for internships and permanent placement opportunities.

### **\*Locations:**

Bowling Green State University; Central Ohio Technical College; Columbus State Comm. College; Cuyahoga Community College; Kent State University; Lorain County Comm. College; Miami University; The Ohio State University; The Ohio University; Stark State College; The University of Akron; University of Cincinnati; University of Toledo; Wright State University; Youngstown State University

## Applying for Services

A student with a disability who is interested in applying for VR services can begin the process by visiting the dedicated OOD vocational rehabilitation counselor in the disability services office. \*Any student with a disability, at a participating OhioCollege2Careers campus or any Ohio college, can visit [www.OODWorks.com](http://www.OODWorks.com). This website provides information about OOD's services and includes a self-assessment designed to assist the individual to decide if vocational rehabilitation services are the right fit.

Additional information about Ohio College2Careers is available at [www.OOD.Ohio.Gov/OhioCollege2Careers](http://www.OOD.Ohio.Gov/OhioCollege2Careers)

### Opportunities for Ohioans with Disabilities

150 East Campus View Blvd., Columbus, OH 43235

Mailing Address: 400 East Campus View Blvd.

Columbus, OH 43235

800-282-4536 toll-free

[ood.ohio.gov](http://ood.ohio.gov); [OODWorks.com](http://OODWorks.com)

Follow OOD @OhioOOD; Follow Ohio College2Careers@OhioC2C

Programs provided by Opportunities for Ohioans with Disabilities (OOD) are funded, in whole or in part, with federal grants awarded by the U.S. Department of Education (DOE) or the U.S. Department of Health and Human Services (HHS). For purposes of the Vocational Rehabilitation (VR) Program, including Pre-Employment Transition Services (Pre-ETS), OOD received 78.7% of its funding through the DOE VR grant. In Federal fiscal year (FFY) 2020, OOD received \$103,332,949 in federal funds. Funds appropriated by the State covered 21.3 % of the total costs, or \$27,966,859. Of these federal funds, \$15,499,942 is set aside for Pre-E

For purposes of the Supported Employment (SE) Program, the DOE SE grant funded 90% of the costs for the Supported Employment for Youth with a Disability Program up to the grant amount and 100% of the costs of regular Supported Employment program costs up to the grant amount. In FFY 2020, OOD received \$369,584 for SE Youth with a Disability, and State appropriated funds paid the remaining 10%, or \$41,065 of the total costs. In FFY 2020, OOD received \$369,584 in regular SE grant funds.

For purposes of the Independent Living Services for Older Individuals Who are Blind (OIB) Program, the federal grant received from DOE in FFY 2020 paid 90% of the total costs incurred under the program. In FFY 2020, OOD received \$1,148,413 in federal grant funds. Funds appropriated by the State paid over the 10% required match, or \$127,601 of the total costs incurred under the OIB program. For purposes of the Independent Living (IL) Program, the federal grant received from HHS paid 90% of the total costs incurred in FFY 2020. In FFY 2020, OOD received \$641,721 in federal grant funds. Funds appropriated by the State paid over the 10% of the match required or \$71,302 of the total costs incurred under the IL Program.