

CRS Question and Answer Summary

5/2/2019

Q	1	<b>What trainings are required for an Independent Job Developer?</b>
A	1	Minimally, Tier 1, 2 and 3. Please see page 42 of the CRS Program Guide for more details.
Q	2	<b>With these new training requirements, is there going to be a method that agencies can be reimbursed to send staff to them similarly to how OPWDD does for Innovations?</b>
A	2	No. This new training requirement was considered in the increased rates and ACCES-VR is funding NYS CASE to provide training at no charge to vendors.
Q	3	<b>It's not clear where I can find the guidelines of the CRS 2.</b>
A	3	The CRS Guidelines are located in the Vendor section of the ACCES-VR website. <a href="http://www.acces.nysed.gov/vr/core-rehabilitation-services">http://www.acces.nysed.gov/vr/core-rehabilitation-services</a>
Q	4	<b>Can we still submit questions to the CRS 2.0 mailbox?</b>
A	4	Yes, the CRS2@nysed.gov mailbox will remain open.
Q	5	<b>With the change in 575X to 90 days after stabilization and Youth Extended cases remaining open, when will the Ticket to Work ticket be transferred from ACCES?</b>
A	5	The ticket will be assigned to ACCES-VR until the case is closed.
Q	6	<b>Will ACCES allow participants that have OPWDD Eligibility pending to be enrolled in ACCES Extended Services?</b>
A	6	ACCES-VR cannot guarantee that ACCES-VR Extended Services will be available while participants are waiting for eligibility for another funding source for Extended Services. ACCES-VR Adult Extended Services would not be appropriate if another funding source is available. Please note that ACCES-VR Extended funds are limited and specifics should be discussed with the referring VRC or DO on a case by case basis.
Q	7	<b>Will participants placed in jobs involving NYSID or Source America need to be removed from ACCES-VR Extended Supported Employment because these placements may no longer be considered Competitive Integrated Employment (CIE)?</b>
A	7	Employment settings should be evaluated on an individual basis with the referring VRC or DO to determine if the setting meets Competitive Integrated Employment (CIE) and the requirements for an employment outcome. ACCES-VR has no current plan to individually re-evaluate work-settings of participants currently enrolled in ACCES-VR Extended Services.
Q	8	<b>Are additional ACCES-VR extended slots (Adult and Youth) available now that they are estimated contract values?</b>
A	8	There is flexibility for Youth Extended because it is funded with federal dollars as other CRS services. Adult Extended is funded with State dollars and at this time we are limited to the slots that have been allocated to each vendor.
Q	9	<b>With the new CRS will students be able to be entered into supported employment job placement services while still attending school.</b>

A	9	The VRCs will determine if supported employment could benefit students given their disabilities and academic schedule.
Q	10	<b>Does this service 792X? include helping individuals enroll into the educational program.</b>
A	10	792X would support person-centered coping strategies, problem solving skills, stress management, and individual social awareness and recognition for steps toward action. The Communication Skills Coach can help individuals with pre-semester campus orientations, registration, residential setting facilitation, understanding curriculum and agendas, instructor temperaments, department hierarchies and organizational structure of the post-secondary education setting. The key to this service is that it is addressing communication needs and may be authorized for someone who needs assistance with enrollment. If the assistance needed is not communication based, other services could be authorized to assist with post-secondary enrollment.
Q	11	<b>What type of experience or expertise would be necessary for a provider to deliver 792X?</b>
A	11	792X is a specialized service that is best delivered by a professional that has experience and is qualified to provide communication support expertise. (i.e. School Psychologist or Speech and Language Pathology)
Q	12	<b>If a participant stabilizes before day 45 and all parties agree on the stabilization, when can the provider bill for day 45? 45 days from day one of employment, 45 days from the stabilization date or not at all because they didn't reach day 45 while in intensive.</b>
A	12	If the participant is stabilized before day 45, the 45 day milestone (574X) can still be billed 45 days from the start of employment. Stabilization prior to 45 days on the job is expected to be a rare occurrence.
Q	13	<b>In the previous contract 964X was Work Based Coaching Supports for Students. In CRS2 964X is a WORKSITE BASED TRAINER and is to be used to provide non-disability related new employee orientation. Should then 959X – Coaching Supports for Employment be used for Students when more traditional job coaching is needed in an experience even though it isn't a PreETS service?"</b>
A	13	Yes. 964X- Work based Trainer would be for Non-disability related orientation to a Work-Based Learning Experience (557X) and should not be used for more traditional coaching supports. The 959X-Coaching Supports for Employment can be used if the student needs coaching supports during their Work-based Learning Experience.
Q	14	<b>Can this service (120x) be performed in a group like DVE?</b>
A	14	120X is an individualized service and is generally delivered 1:1.
Q	15	<b>It is my understanding that the 100X can only be authorized if accompanied by a 120X. Is this accurate? Also, can the 120X be authorized as a stand alone service?</b>
A	15	No. Both 100X and 120X can be authorized as stand-alone services.
Q	16	<b>For self-advocacy groups, is it 5 people minimum? Is there a maximum?</b>
A	16	Self-Advocacy can be delivered 1:1 or up to a maximum group of 5 participants.
Q	17	<b>If we have more than 5 clients show up, can we hold a group with more than 5 if there are 2 staff present?</b>
A	17	The vendor would have two separate groups/trainings.

Q	18	<b>In relation to the advocacy groups can they be a combination of adults and transitioning youth in the groups or do they need to be separate?</b>
A	18	Yes, adults and youth/students should be served in separate groups. In some instances, a participant would only benefit if it was 1:1.
Q	19	<b>If service is provided as a group, do we need to provide a reporting form per individual?</b>
A	19	Yes, one report per individual.
Q	20	<b>Under a 557x are they required to do an employee orientation?</b>
A	20	As a best practice, the vendor should provide an orientation to the placement site and duties if the employer does not provide one.
Q	21	<b>For the CBWA, is it allowed to have the participant do an observation in the HR department of the agency if it aligns with their interest?</b>
A	21	The sites for CBWA are actual employer sites or integrated community sites, not agency/facility based.
Q	22	<b>Does the job coach need a waiver to provide off site job coaching?</b>
A	22	Yes.
Q	23	<b>Can we use the coaching supports during the 90-day stabilization period?</b>
A	23	Once participants are stabilized, they would receive job coaching support through their extended provider, which could be OPWDD, OMH, or ACCES-VR. The ACCES-VR case would be open for 90 days after stabilization, but participants would receive their coaching supports via the extended funding stream.
Q	24	<b>Can the 959x be authorized for both supported employment as well as placement services?</b>
A	24	959X is authorized for placement services.
Q	25	<b>Which job coaching service can be coupled with 958X?</b>
A	25	959X. (790X depending on the work activity, the VRC will identify when appropriate)
Q	26	<b>Is a maximum of 320 hours correct in the Program Guide for the 963X and 958X or was it a typo and is this a lifetime limit?</b>
A	26	The 320-hour maximum for 963X and 958X service is correct. Typical authorizations will not be 320 hours, the actual number of hours authorized for these services will be determined by the VRC based on determined need, up to a maximum of 320 hours. There is no lifetime limit. The VRC will authorize hours on a case by case basis, based on the individual needs of the participant.
Q	27	<b>The CRS Program Guide indicates that the provider would be responsible for monitoring participant progress in the 557X, what does this mean?</b>
A	27	Even though payment can be processed once the student successfully begins the WBL experience there is the expectation that the providers monitor the students' progress throughout the WBL experience. The provider should be able to confirm that the experience is going on as planned and be able to determine if a student has additional support needs. Please note that the 557X can be paired with the 964X Worksite Based Trainer for orientation (Non-disability related orientation) and 959X-Coaching Supports for additional coaching supports.

Q	28	<b>Will ACCES authorize an Entry Service II (118X) so that a provider can assist with gathering something for the OPWDD Eligibility process such as an ABAS II.</b>
A	28	Entry Service II (118X) is specific to ACCES-VR eligibility, it cannot be used to obtain documents required for OPWDD Eligibility.
Q	29	<b>If someone participated in Self-Advocacy for Employment (123X) but needs it again in the future can it be reauthorized or is it a onetime auth for each participant?</b>
A	29	It is possible for Self-Advocacy for Employment (123X) to be authorized more than once. The decision to authorize the service again would be made by the VRC.
Q	30	<b>What is ACCES-VR going to provide agencies to document stabilization?</b>
A	30	Providers should maintain service documentation documenting stabilization agreement with all parties. Additionally, maintaining emails verifying agreement is suggested when available.
Q	31	<b>For Coaching and Communication Supports for Post-Secondary Education and Employment (792X) can we bill for communicating with the VRC?</b>
A	31	No.
Q	32	<b>Can Coaching and Communication Supports for Post-Secondary Education and Employment (792X) be delivered to a group or in group settings?</b>
A	32	No, the 792X can not be provided in a group setting.
Q	33	<b>Is 792X able to be used for coaching in paid internships?</b>
A	33	Yes.
Q	34	<b>Can 792X be used along with supported employment and extended services?</b>
A	34	Yes, VRC's are able to authorize 792X with Supported Employment. The participant would need to have an open case with ACCES-VR.
Q	35	<b>If a participant completed a CBWA or Work Experience and then moves into supported employment is a situational assessment still required for the Pre-Employment Assessment/Job Development Service (572X)?</b>
A	35	The referring VRC can evaluate on a case by case basis, other services that have been completed such as a CWBA or Work Experience to determine if the information obtained was sufficient as a substitute for the required situational assessment (572X).
Q	36	<b>Can a Work Try-Out be used with the 557X?</b>
A	36	When developing a Pre-ETS paid work-based learning experience with 557X, the student would be compensated using 963X. If the student was instead pursuing a long-term, permanent job placement, a WTO/OJT could be authorized to fund the student's wages.
Q	37	<b>If staff and the participant have the same employer, but are organized under different units, will the placement qualify as an SE Outcome, The SE Guide indicates that Staff providing support cannot be co-workers?</b>
A	37	Placements will be evaluated by the VRC on a case by case basis to determine if they qualify for an SE Outcome.
Q	38	<b>Is it the sole responsibility of the provider to determine the Extended Funding source for ongoing support services?</b>

A	38	The ACCES-VR VRCs will identify on the referral that an individual is anticipated to meet the criteria for extended service funding. The provider should ensure that the participant has or is in the process of obtaining extended service funding at the time of the referral.
Q	39	<b>Is it correct that stabilization can occur before, or after, the 90th day of employment?</b>
A	39	There is no specific timeframe established for stabilization. Stabilization occurs when the individual's work performance reaches a performance level acceptable to the employer, and the job coaching and related ongoing support services have diminished to the level necessary to maintain the individual in employment. At this point stabilization is agreed upon by the VR counselor, the supported employment provider/job coach and the participant. When stabilization occurs, the worker is ready to transition from ACCES-VR funded intensive supported employment services to the appropriate source of ongoing support services known as extended services. This transition must not occur until all aspects of the individual's placement indicate that the employment situation is secure and consistent with the individuals' IPE goal and employment factors. Stabilization on the job marks the end of intensive services and the transition to extended services. Please note that Job Retention (575X) is achieved 90 days after stabilization.
Q	40	<b>On the 575X report, it states the 575X milestone cannot be achieved until 90 days after the stabilization date. Is this correct?</b>
A	40	Yes. Job Retention (575X) is achieved 90 days after stabilization.
Q	41	<b>What does the term drop-out mean in relation to the 559X?</b>
A	41	For the 559X, to receive the 20% drop out rate, the vendor would have to verify that the site was developed prior to the participant dropping out. Drop-out rate would not be paid if the person dropped out prior to site development.
Q	42	<b>Can 510X (Customized Employment) be authorized in conjunction with 559X (Work Experience Development) and 958X (Community Based Work Experience)?</b>
A	42	No. 510X can only be paired with Supported Employment and Direct Placement
Q	43	<b>The report form does not have a space for electronic signatures?</b>
A	43	Starting June 1, 2019, providers are required to physically sign report forms and scan them so that they can be submitted through the Electronic Reporting System (ERS). ACCES-VR will not accept electronic signatures (typed) for the reports submitted through ERS. Original handwritten signatures are required for the reports and they need to be maintained in the provider records.
Q	44	<b>For services that require an additional form submission (Paystubs or assessment report) can the provider submit the report and then submit the additional requirement using the same report naming convention or will it be overwritten?</b>
A	44	Providers should make sure that they submit a complete record through ERS including attachments such as a paystub or detailed assessment report. Attachments should not be submitted separately unless it has a separate naming convention such as the resume that needs to be submitted with the 929X. If reports are amended the revised complete report with handwritten signature will need to be scanned and submitted through ERS again.

Q	45	<b>Which services have report forms that need to be completed?</b>
A	45	All CRS Services now have a deliverable report form except for Adult Extended Supported Employment which will still be reported via a monthly roster turned in quarterly to Central Office with a standard voucher. The report forms are all located at <a href="http://www.acces.nysed.gov/vr/crs-2-service-report-forms">http://www.acces.nysed.gov/vr/crs-2-service-report-forms</a>
Q	46	<b>The report form asks for an OSOS# but we are not always able to obtain one?</b>
A	46	If the OSOS# is not available please note the reason in the text field. If OSOS complete registration is not feasible the participant should create a Job Zone account, print the profile and submit the profile with the deliverable report form.
Q	47	<b>Has the naming convention changed?</b>
A	47	The naming convention for the Electronic Reporting System (ERS) has not changed, it was covered in the Billing training. This training was posted to the CRS page. <a href="http://www.acces.nysed.gov/vr/core-rehabilitation-services">http://www.acces.nysed.gov/vr/core-rehabilitation-services</a>
Q	48	<b>Are we still required to complete case notes (service documentation)?</b>
A	48	Yes, providers are required to complete and retain service documentation for services they complete.
Q	49	<b>Are monthly reports still required for supported employment and direct placement services?</b>
A	49	Yes, the Monthly Placement Activity report (MPAR) for Job Placement Services is required to be submitted monthly for participants in the Job Seeking and Development Phase and a Monthly Progress Report for Supported Employment (MPSE) is required to be submitted monthly for any participant in Supported Employment during the job preparation and job development phase. MPSE reporting is required to resume within two weeks if the Job Retention milestone (Case Service Code 575X) is not achieved 90 days after the stabilization date and should continue until the Job Retention milestone is achieved (Case Service Code 575X).
Q	50	<b>Do we need to submit annual wage verification for participants age 25 and under in youth extended services (582X)?</b>
A	50	Yes, Wage Verification (Paystub or letter from the employer) is required for 582X Extended Supported Employment for Youth quarterly for the first year of the service and then annually thereafter. Wage Verification should be scanned in with the 582X Deliverable Report form and be submitted through the Electronic Reporting System.
Q	51	<b>Does Extended Services (578X) need to submit annual wage verifications for participants?</b>
A	51	Wage Verification (Paystub or letter from the employer) is required to be submitted for Extended Supported Employment quarterly for the first year of the service and then annually thereafter. Wage Verification should be submitted with the Extended Supported Employment Roster to Central Office.
Q	52	<b>How is Youth Extended Supported Employment (582X) reported?</b>
A	52	582X Authorizations are listed on the VR-370 and monthly reports should be submitted for each participant via the Electronic Reporting System (ERS)
Q	53	<b>On the 112X report, under #3, it states "Detailed Vocational Assessment Report is required to be submitted with the VR-112X". Is there a form for this report?</b>

A	53	ACCES-VR does not have a template for the Detailed Vocational Assessment Profile Report. Vendors should develop the report based on the requirements outlined in the Deliverable and Payment Process section for the 112X in the CRS Guidelines. The Detailed Vocational Assessment Profile Report should be scanned and submitted with the 112X deliverable report form when submitted into the Electronic Reporting System (ERS).
Q	54	<b>When submitting the pay stubs with the reports for the 958x, the way pay statements are issued and the way we track monthly hours are not matching. Will we need to adjust the 958x form to reflect what is on the pay statements?</b>
A	54	The hours reported on the 958X report should match those on the paystubs submitted with the report.
Q	55	<b>The 574X form says wage verification is required with the submission of the 574X, can we submit the wage verification after the 574X report? We may need extra time to obtain the information.</b>
A	55	The 574X (45 day) requires wage verification as a deliverable. Wage verification should be submitted with the 574X Deliverable Report Form in order for the service to be billed. The wage verification should be added to VR-574X signed form and scanned in as one file so that they can be submitted as one electronic document.
Q	56	<b>Can the Reports Rubric be shared with us beforehand?</b>
A	56	Outcomes from the performance rubric will be shared and discussed with vendors at their semi-annual meetings with the District Office.
Q	57	<b>With regard to the new Service Report forms, what do we do if a service (say for example the 123X) occurs over more than one billing period? Would we only submit the form at the end of the service, or would we submit an uncompleted form midway through the service?</b>
A	57	Bill at the end of service delivery.
Q	58	<b>For the 175X, do we attach a separate document as the analysis of benefits counseling or do we just include it in the narrative portion of the service report form?</b>
A	58	Include it in the narrative portion of the report. If you run out of space in the report, you may submit a second page of narrative
Q	59	<b>Can you please clarify the 5 calendar days as the authorizations are not always received within 5 days of the authorization?</b>
A	59	ACCES-VR will monitor the timeliness measures throughout the life of the contract and take into consideration regional and statewide averages.
Q	60	<b>Can an Evaluator II provide a service that required an Evaluator I?</b>
A	60	Yes, an Evaluator II can provide a service that minimally requires and Evaluator I.
Q	61	<b>Can ACCES VR waive the educational/experience requirements for the Evaluator I?</b>
A	61	Individuals providing a services that requires an Evaluator I need to meet the qualifications for an Evaluator I, these qualifications can not be waived.
		Evaluator I minimum qualifications:
		· Master's degree in vocational rehabilitation counseling or related area such as personnel, counseling and guidance; OR

		<ul style="list-style-type: none"> <li>· Bachelor's degree and enrollment in a Master's degree program in vocational rehabilitation or related area such as personnel, counseling and guidance; OR</li> <li>· Bachelor's degree and two years' experience providing vocational assessment services.</li> </ul> <p>Additionally, individuals with this title shall be directly supervised by an Evaluator II who meets the qualifications described in the Level II services.</p>
Q	62	<b>One of the minimum qualifications listed for an Evaluator II is "Five years' experience as an evaluator in a community rehabilitation program and completion of specialized rehabilitation-related courses." Would NYSCASE or similar trainings meet this requirement?</b>
A	62	NYSCASE or similar trainings would not meet this requirement for specialized rehabilitation-related courses. If an individual is questioning whether other trainings they have completed meet the specialized rehabilitation-related courses requirement they should reach out to their District Office.
Q	63	<b>What district offices are in each region?</b>
A	63	<p><b>Region 1-</b> Bronx, Brooklyn, Garden City, Hauppauge, Manhattan, Mid-Hudson, Queens, White Plains</p> <p><b>Region 2-</b> Albany, Malone, Southern Tier, Syracuse, Utica</p> <p><b>Region 3-</b> Buffalo, Rochester</p>
Q	64	<b>What is meant by "Investment in communication technologies through social media, email and cellular phones."</b>
A	64	Providers should be able to communicate with youth using methods that are effective. They should also be able to provide vocational and employment related support and guidance to youth in regard to effective and appropriate communication. ACCES-VR has not outlined specific investment requirements, merely recognizes that investments may be required in order to effectively communicate with and support youth.
Q	65	<b>Would you please clarify who is eligible for Pre-ETS?</b>
A	65	Students with disabilities are eligible for Pre-ETS. Students with disabilities is defined as individuals with disabilities in secondary, postsecondary, or other recognized education programs who are age 14-21. The student should have an IEP or a disability that would make them eligible for a 504 plan.
Q	66	<b>Can services for students be provided during the school day?</b>
A	66	Yes. As long as they do not interfere or supplant normal parts of their secondary education program. Students should not skip their math, gym, science, or other scheduled classes to participate in CRS. For example, if a student attends classes for a half day and/or had free periods, Pre-ETS could be provided at those free times at the school district. Vendors would have to make arrangements with school officials to be on campus.
Q	67	<b>How will management differentiate between 22s that should be closed after 90 days and those youth who will remain in 22 for extended employment?</b>
A	67	We've modified the existing Rule 31 Tickler to exclude 582X to eliminate duplicate counts.
Q	68	<b>A Participant may not realize their case is with ACCES-VR is still open after he/she is stabilized and in youth extended employment.</b>

A	68	At stabilization the VRC will discuss the process with the participant so they know that the case will remain open until they transition to another funding source, turn 25 years old or have been in youth extended services for the 48 months.
Q	69	<b>Can IT create a status 21 for SE services that indicate a participant's employment is placed but not stabilized?</b>
A	69	A new status is not required. An individual who is not stable in the job would remain in status 18.
Q	70	<b>What are the consequences when a vendor does not adhere to the time requirements for submitting reports?</b>
A	70	Timeliness of service is a critical indicator in providing services to participants. Standards are set for individual services and data will be compiled to assist to measure compliance with those standards. This data too will be shared with individual providers at their semi-annual performance reviews.
Q	71	<b>How do we change the extended funding in CaMS without writing an IPE change?</b>
A	71	Changes are noted at the provider level. There is no need to amend a plan. Staff should record this change in a chronological case note.
Q	72	<b>Clarify whether short term basis results in 22, 26 or just 18 or 20.</b>
A	72	<ul style="list-style-type: none"> <li>• Status 18- Placement, 24 Months of Intensive Services</li> <li>• Status 22- Stabilized - 90 days, Outcome Remains in status 22 for Short-Term Basis Period (6-months)</li> <li>• Status 26- Once the individual is earning competitive wages - Closure</li> </ul>
Q	73	<b>Can a case be closed 26 after aging out of youth extended if the participant is earning less than minimum wage?</b>
A	73	No. To exit successfully an individual must be earning competitive wages. Depending on the participants age when they enter youth Extended they may be closed 28 before they would age out if they do not earn competitive wages within 6-12 months (short-term basis).
Q	74	<b>For short term basis do we 26 the moment they start earning a competitive wage?</b>
A	74	Yes. You can close the case in status 26 the moment the individual is earning competitive wages, if we have already received an outcome.
Q	75	<b>Can Short Term Basis be paired with WTO or OJT?</b>
A	75	No. WTO/OJT must be provided in a competitive integrated work setting
Q	76	<b>If intensive coaching lasts the maximum 24 months, how will providers be reimbursed?</b>
A	76	Payments are based on our milestone system.
Q	77	<b>Was the return to using Enclaves created in mind with the workshops closing.</b>
A	77	No. Enclaves may or may not meet the requirements for a supported employment outcome. Counselors must determine on a case-by-case basis considering the facts presented whether an employment setting meets the criteria for an integrated location. Staff may have to visit an employment site and gather the facts necessary for these determinations
Q	78	<b>Where will the extended services for youth go on our caseload?</b>
A	78	Extended Services for youth will remain in Status 22.
Q	79	<b>When do we authorize 582X and how do we know how many hours to authorize?</b>

A	79	Staff should authorize 582X with a start date equal to the stabilization date. 575X and 582X should be authorized at the time stabilization is agreed upon. See 1300.00 Supported Employment Policy and 1310.00P Supported Employment Procedure and POL 19-02.
Q	80	<b>Many participants are finding the competitive employment, but not the hours. There they remain. On SSI and other benefits. Is this still a 26 after 90 days under the new CRS?</b>
A	80	There is no minimum number of hours a participant must work. Therefore, it still is a 26. All individuals receiving SSI/or SSDI should be given the opportunity to participate in benefits advisement. If you believe an individual can work more hours, you may suggest they participate in benefits advisement.
Q	81	<b>Can Customized Employment (510X) be used WTO and OJT</b>
A	81	Yes. Work Try-Out and On-the-Job Training may be combined with supported employment.
Q	82	<b>Can reports be given a timeframe for when they need to be submitted?</b>
A	82	Yes. The CRS 2 Program Guide has timeliness measures.
Q	83	<b>Can a provider bill 572X at 50% if a participant loses their job?</b>
A	83	No. Only 572X can be authorized at the full milestone payment.
Q	84	<b>Do VRCs need to include documentation of disability with the SE referral letter?</b>
A	84	Yes. Referrals should include the most recent medical/psychological report, a copy of a Medicaid card (if available), and OPWDD eligibility letter (if available).
Q	85	<b>Can the 573X report contain an address field for the employer?</b>
A	85	Yes, the form was adjusted to include this field.
Q	86	<b>A provider brought to our attention that they are providing services in the NYC area however their billing rate is region 2, is this accurate?</b>
A	86	As per the FAST Unit, since they are headquartered in region 2, their billing rate is for region 2, regardless of where they actually perform the service.
Q	87	<b>For 557X – if a job site was already developed at a Walgreen and the provider contacts a different Walgreen location and developed a different job, can they bill for.</b>
A	87	Yes, however the participant must successfully begin the experience.
Q	88	<b>Can Students complete the self-guided learning in the WINTAC Explore-Work Pre-ETS training program and how would providers bill on this?</b>
A	88	The Pre-ETS vendors would have to work directly with the student to facilitate the modules. They could not send the student home to do it by themselves and then bill. Training consists of among other areas:
		<ul style="list-style-type: none"> <li>• Job exploration counseling</li> <li>• Work-based learning experiences, which may include in-school or after school opportunities, experiences outside of the traditional school setting, and/or internships</li> </ul>

		<ul style="list-style-type: none"> <li>• Counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs</li> <li>• Workplace readiness training to develop social skills and independent living</li> <li>• Instruction in self-advocacy</li> </ul> <p>Hourly billing under the CRS Pre-ETS services such as Work Readiness, Self-Advocacy, Job Exploration, or Post-Secondary for the time the staff are working with the students could be considered, depending on what areas of the training the students completed. They would also have to submit our standard reports.</p>
Q	89	<b>Is there any flexibility in increasing the group service # of 5 to 6 or 7. Example, if a provider has received 7 referrals for 122X and or 124X and all show up, providers wanted to know could there be flexibility where an additional one or two students be a part of this group.</b>
A	89	In order for participants to get the individualized attention required and the maximum number of hours that can be attained, the group needs to be kept to a maximum of 1:5 Teacher/Student ratio. The provider bills at an hourly rate per person and the rate covers the cost whether individual or in a small group. The maximum hours that can be billed per student is 10 hours for the 122X and 15 hours per student for the 124X.
Q	90	<b>A provider is adamant that they will hold referrals until the VRC tells them who the MSC is or provides some other verification if OPWDD is identified as the funder.</b>
A	90	Providers should not hold up the referral based on verification of extended funding source. The Supported Employment procedure indicates that the VRC will identify that an individual is anticipated to meet the criteria for Extended Service Funding. We would not be obligated to provide the MSC contact or verification that OPWDD eligibility is in place. If the provider insists on holding the referral the referral should be made to another vendor.
Q	91	<b>If a student receives a Pre-ETS Service during their initial participation recommended by an ACCES-VR Counselor can they receive the same or a similar service again later on?</b>
A	91	Yes. If the VRC determines that it will benefit the student.
Q	92	<b>What ACCES-VR services are based on financial need?</b>
A	92	CRS services are not based on financial need. VRCs should review 1125.00 Financial Need Review Policy.
Q	93	<b>What are examples of "adjunct services" offered through CRS 2.0? (slide 13 from part 1 webinar)</b>
A	93	792X is the only adjunct service listed on that specific slide. Please review the Adjunct section (p. 60) of CRS Program Guide to review all the services under that category.
Q	94	<b>Is 120x exclusive to youth?</b>
A	94	No. 120X can be used for participants of any age who are not students.
Q	95	<b>For employment customization, does the job title need to change?</b>

A	95	VRCs would have to evaluate this on a case by case basis with the vendor. At some businesses, the business owner or corporation may choose to keep the same title but would substantially modify the duties and job description to create a customized placement. If there is substantial customization of the job, then the counselor could authorize this milestone payment and the vendor would have to complete and submit the deliverable report for this service.
Q	96	<b>Can employment customization only be done pre-hire or can it be post-hire?</b>
A	96	It could be authorized at the beginning, with the other SE or JP service codes or it occur during the job development process. It may be apparent to the VRC after meeting with the participant that he or she would need employment customization and would therefore authorize it. In other situations, it may not be authorized from the start and the vendor would contact the VRC to discuss authorizing 510X because the person does not easily fit into position that is pre-defined.
Q	97	<b>For 121x, if you are providing services to a group, can you still bill for each individual?</b>
A	97	Yes, it's an hourly rate per person. Each person would require an individual report.
Q	98	<b>For 124x, is the curriculum general or individualized?</b>
A	98	The agency should develop an overall curriculum for ACCES-VR DO approval. It can be individualized for the person based on his or her ability level.
Q	99	<b>For 127x, can groups be mixed students and adults?</b>
A	99	127X is for students ages 14-21. If the service is provided in a group, the members should be in the 14-21 age range. The VRC will need to determine if their participant could benefit from a group session and they would make a recommendation to the vendor about how it should be delivered.
Q	100	<b>Is there overlap in the Work Readiness and Communication Supports services?</b>
A	100	No. 792X should be authorized for individuals that have disabilities that effect their communication ability and would therefore benefit from the services of a staff person with higher level education and experience than that of staff providing Work Readiness services.
Q	101	<b>Regarding WBL Trainer, can you use this if staff goes with an individual to the employer orientation because they need support?</b>
A	101	No. The VRC would authorize coaching supports for this person.
Q	102	<b>For 963x, does it have to be in an integrated environment?</b>
A	102	Yes.
Q	103	<b>Can you use a WTO if you don't have this service in your contract or your agency cannot put the individual on the payroll?</b>
A	103	WTO would not be listed in a provider contract, it is not a service for the provider. WTO are established with an employer. WTO can be used in lieu of 958X.
Q	104	<b>If you have multiple experiences, do they have to be 320 hours each?</b>
A	104	No. 320 is a maximum for the authorization.
Q	105	<b>What if an experience is unpaid?</b>

A	105	Vendors are able to set-up unpaid WBL experiences, though they should consider the standards set by the Fair Labor Standards Act (FLSA)
Q	106	<b>Can you bill for WBL Development if it has already been developed for a previous individual?</b>
A	106	Yes, as long as the placement is individualized to the person.
Q	107	<b>WIOA state agencies cannot replicate services a school is providing under IDEA. Who is responsible for monitoring this (community provider, VR office, or school)? Does this mean a school that has a Work-Based-Learning program cannot utilize Pre-ETS to supplement their program?</b>
A	107	The VRC would bring up any issues with their DO management to make a determination. The WBL program offered by the vendor could not duplicate what the school district is providing. If the vendor offers a specific WBL experience that is different from the school and the student would benefit, then it could be authorized. These types of situations should be evaluated on a case by case basis in conjunction with District Office Management.
Q	108	<b>Will students with an open case prior to CRS 2.0 have access to Pre-ETS services?</b>
A	108	Yes.
Q	109	<b>Is there flexibility in reauthorizing more hours to a student who has reached the maximum allotted hours for a service and would benefit from continuing to receive that service? (ex. Work readiness)</b>
A	109	This scenario would need to be discussed with the DOM or RC at that particular District Office before a determination could be made.
Q	110	<b>If a student, especially those in rural areas with limited transportation options, is provided a service after school, does ACCES-VR have the capability of providing support with transportation to or from the service location? (Uber, taxi, bus passes, etc.)</b>
A	110	ACCES-VR can fund transportation. Please discuss specifics with the counselor in the District Office.