Core Rehabilitation Services

Provider Training
December 2013
Training Outline

• ACCES-VR Basics
• Required Contract Documents
• CRS Case Services Overview
• Quality Assurance – Evaluation of Services
• Billing and Payment Processes
• Electronic Reporting
• Q & A
Training Objectives

- Basics of SED and ACCES-VR

- Clarify **contract** documentation requirements – (to ensure timely start)

- Update providers about Core Rehabilitation Services

- Enhance awareness of responsibilities for ACCES-VR and Providers

- Improve understanding of how VR uses CRS

- Develop understanding of quality assurance and continuous improvement regarding CRS services

- Inform regarding the relationship between vendor performance and allocations

- Provide guidance on authorizing services, reporting, and billing
ACCES is part of the New York State Education Department (NYSED).

ACCES administers:
- The Vocational Rehabilitation program
  - (ACCES-VR) including Independent Living,
- Adult Education (includes GED testing) and
- The Bureau of Proprietary School Supervision (BPSS).
Introduction to ACCES-VR

- ACCES-VR's mission is to assist individuals with disabilities to achieve meaningful employment and independent living outcomes through education, rehabilitation and placement services.

- All individuals with disabilities who want to work will have the opportunity to achieve meaningful work.

- ACCES-VR has 15 district offices and 10 satellites located throughout New York State’s 62 counties.
Total Employment Outcomes: 12,025

Total Caseload (open 2-24): 52,361

Employment Rate: 62.4%

Average Hourly Wage at Closure: $10.91
Supported Employment Outcomes: 2,264

Youth Outcomes: 4,322

Individuals on SSI and SSDI Outcomes: 2,833

Individuals earning above 200% of Poverty ($418/week): 2,830 (25%)

- FFY 2013 not yet available.
ACCES-VR

- ACCES-VR offers access to a range of employment and independent living services that may be needed by persons with disabilities.

- ACCES-VR presumes that all persons with disabilities can benefit from vocational rehabilitation services.

- ACCES-VR services are only provided to individuals who intend to achieve an employment outcome.

- A determination of eligibility is not a guarantee of specific services or of ACCES-VR's financial support.
Goal Development and Individualized Plan for Employment

- The individual is involved in developing the goals and services in the IPE – VR has a high degree of commitment to consumer involvement

- Determining which services ACCES-VR will support is made by the ACCES-VR counselor

- Individuals have rights and responsibilities in the VR process and must actively engage in order to achieve an employment outcome
ACCES-VR and Selecting VR Services

- IPE services must lead directly to employment goals that are consistent with the person’s abilities, capabilities and informed choice.

- ACCES-VR will only support services that are the most cost-effective option that led to the employment goals and are required.

- Cost-effectiveness is not always the least expensive service but is determined by comparing: cost, level of integration, duration, quality, timeliness, proximity and appropriateness of service options required to meet the individual’s need.
Employment Outcome and Case Closure

- An employment outcome is achieved when the outcome is:
  - Consistent with an individual’s unique employment factors;
  - Consistent with the employment goals on the IPE; and,
  - The result of VR services provided

- At the time a case is closed in “Status 26 – Rehabilitation Achieved”, the individuals must be employed a minimum of 90 days

- Full or part time employment in an integrated setting and the individual has the opportunity for involvement in the decision to close the case
Why Core Rehabilitation Services?

- Strengthens ACCES-VR’s longstanding partnership with community rehabilitation providers and other resources in providing quality vocational rehabilitation services
- Combines former UCS and Supported Employment services into a common contract
- Builds in additional accountability and quality assurance provisions that are the focus of state and federal “investors” – stewardship of public funds

In the next 5 slides, we want to review some key information about contract set up.
Required Contract Documents

- Contract Document – print four copies of the agreement. Original notarized signatures are required on all four. (Signature date and notary date must be the same.)

- Required assurances – return the original and one copy.

- Charity Registration filing – confirm and document that you are exempt or are current in your filing with the NYS Attorney General’s Charities Bureau.
Required Contract Documents

- Prequalification – all not-for-profit contractors must register to use the Grants Gateway and submit documents in order to be a pre-qualified contractor. ([http://grantsreform.ny.gov/Grantees](http://grantsreform.ny.gov/Grantees))

- Vendor Responsibility Questionnaire (VRQ) required for all contracts of $100,000 or greater.
  
  [http://osc.state.ny.us/vendrep/documents/questionnaire/ac3290s.pdf#search=%20vendor%20responsibility%20questionnaire](http://osc.state.ny.us/vendrep/documents/questionnaire/ac3290s.pdf#search=%20vendor%20responsibility%20questionnaire)

  (BOCES, public colleges and universities, and Research Foundations of SUNY/CUNY are exempt.)
Required Contract Documents

- Workers’ Compensation Insurance and Disability Benefits Insurance certificates –

Entity requesting proof of coverage must be:

NYSED

89 Washington Avenue

Albany, NY 12234
Required Contract Documents

- Workers’ Compensation Forms:
  - Form C-105.2 – Certificate of private insurance
  - Form U-26.3 – Certificate of State Insurance Fund
  - SI-12 – Certificate of Self-Insurance
  - GSI-105.2 – Certificate of Group Self-Insurance
  - CE-200 – Exemption from coverage
Required Contract Documents

• Disability Benefits Forms:
  - DB-120.1 – Certificate of Insurance
  - DB-155 – Certificate of Self-Insurance
  - CE-200 – Exemption from Coverage

Now we will move to the Core Rehabilitation Services Overview
Core Rehabilitation Services Overview

Services

- Entry services
- Assessment
- Work Readiness services
- Job Placement services
- Supported Employment services
- Youth Employment services
- Assistive Technology/Rehabilitation
- Driver Rehabilitation services
- Adjunct services
Core Rehabilitation Services (CRS)

Combines:

- Supported Employment Services
- Former “UCS” Services
• **Youth Employment Services** – places focus on transition age youth.
• Added a new service –
  - Provider-Assisted Community Work Experience
• For Direct Placement Services (at job retention / closure) added quality outcome bonus for hourly wage
• 3% increase (for all services except Work Readiness, SE and Transportation);

• Increased rate for Work Readiness and Transportation Services.
Case Service Changes

- **Combined**
  - Diagnostic Vocational Evaluation- general (110X) and Diagnostic Vocational Evaluation- special (111X) - - one service, case service code (110X)
  - Specialized Assessment (100X) and Specialized Evaluation (109X) -- one service, case service code – 100X
  - Benefits Advisement- short term (175X) and Benefits Advisement- long term (176X) - - this is now simply Benefits Advisement – (175X)
Case Service Changes

- 958X Provider Assisted Community Work Experience
- 576X SE Job Retention (Hours/Week)
- 577X SE Job Retention (Hourly Wage)
- 933X Quality Wage Incentive for Provider
Case Service Changes

- Change in the definition of a unit of service:
  - 620X Work Readiness Service 1
    - “unit” changed from a 5 hour/day under UCS to 2.5 hour/day under CRS
  - 112X Community Based Work Place Assessment
    - “unit” changed from a 5 hour/day under UCS to hourly under CRS
Service Categories - *ENTRY*

- Entry Service I (Group Orientation) - - no case service code – billed on standard voucher

- Entry Service II  CSC  118X
Service Categories - ASSESSMENT

- 110X  DVE/Community Based Situational Assessment
- 112X  Community Based Workplace Assessment
- 100X  Standardized Testing/Specialized Evaluation
Service Categories - WORK READINESS

- Work Readiness 1- Soft Skills Training CSC 620X
- Work Readiness 2- Skill Development CSC 625X
- Work Readiness 3- Skill Development with Work Experience 630X
- Work Experience Development CSC 559X
Youth Employment Services – (YES)

- Youth Employment Services encourages vendors to provide an array of services to help young adults transition to post secondary training and employment;

- No service provided under YES is meant exclusively for youth;

- Provision of Youth Employment Services **DOES NOT** shift the responsibility for transition planning and services from the school district to ACCES-VR.
Service Categories - *JOB PLACEMENT*

- Provider-Assisted Community Work Experience CSC 958X
- Coaching Supports (for employment) CSC 959X
- Direct Placement Intake CSC 921X
- Job Seeking and Development CSC 929X
- Job Placement CSC 931X
- Job Retention Services CSC 932X
- Enhancement for Job Retention CSC 933X
Supported Employment
Change Highlights

- The 90 day clock for rehabilitation will begin on the first day of employment.

- 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.

- Payment is a milestone system.
Supported Employment Change Highlights

- ACCES-VR will no longer use one CSC (569X) for SE. Seven codes will be used to better identify components of the SE process.

- Consumer progress will no longer be reported on the VR-416. New forms and reports have been designed for each milestone to better reflect the type of information needed to review progress and identify on going support needs.
Supported Employment – Case Service Codes

- Supported Employment Intake - 571X
- SE Pre-Employment Assessment/Job Development - 572X
- SE Job Placement Day 5 - 573X
- SE Job Placement Day 45 - 574X
- SE Retention/rehabilitation - 575X
- SE Quality Bonus (Hours per Week) - 576X
- SE Quality Bonus (Hourly Wage) - 577X
Supported Employment and Converting to CRS

- VRC assesses the need for continued Supported Employment service through a careful review of individuals currently receiving supported employment.

- NO authorizations for Intake 571X are allowed on any of the individuals converting to the new SE milestone system.

- Consumers who have received less than 25 hours of service will receive a new plan with all milestones:

  (572X-Pre-employment Assessment / Job Development; 573X – Job Placement Day 5; 574X Job Retention Day 45; 575X – Job Retention and both Quality Bonus areas included: 576X-Hours and 577X-Wages).
Supported Employment and Converting to CRS

- Consumers with **25 or over hours** of service will receive all milestones except **572X** Pre-employment Assessment / Job Development.

- **NO** billing will be allowed for job development (**572X**) or job placement (**573X**), regardless of the authorization, **IF** an individual is placed into a job **PRIOR** to the start of the new contract for the SE milestone system.

- Any consumer, who is working in an approved position, but not in Status 22 as of the conversion date, must be placed (by the VRC) immediately into status 22 at the start of the new contract.
Supported Employment and Converting to CRS

- Any consumer already in employment (but **NOT** in extended services) at the time of the conversion may be eligible to receive an authorization for Job Retention Day 45 (**574X**), Job Retention (**575X**) and the Quality Bonuses (**576X/577X**). Payment is based on achieving the actual milestones during the new contract period. Days on the job will be counted from the original date of hire.

  **NOTE:** Only CRS SE Quality bonuses (**576X/577X**) are authorized for individuals already in extended services at the start of the new contract (January 1, 2014).

- Any consumer who was placed into a job and reached a successful rehabilitation **no more than 6 months prior to the start of the CRS contract** may qualify for either Quality Bonus (**576X/577x**) based upon our 6 month achievement guideline.
Deaf Services

- Rates have been established for services for consumers who are deaf/hard of hearing. These deaf service rates will not be combined with any other interpreter fees.
- Interpreter services may be purchased for services with no established deaf service rate.
Assistive Technology

- Assistive Technology/Rehabilitation Technology Evaluation CSC 165X
- Assistive Technology/Rehabilitation Technology Training CSC 167X
Driver Rehabilitation Services

- Vendor Travel for Driver/Vehicle Eval or Training CSC 142X
- Adaptive Driver Evaluation- Low Tech CSC 133X
- Adaptive Driver Evaluation- High Tech CSC 134X
- Adaptive Driver Training- Low Tech CSC 880X
- Adaptive Driver Training- High Tech CSC 881X
Adjunct Services

- Benefit Advisement CSC 175X
- Coaching Supports (not job related) CSC 790X
- Mobility Services CSSC “M”
- Transportation 1 CSSC “V”
- Transportation 2 CSSC “T”
Adjunct Services

- Adjunct services --- supplement the delivery of vocational rehabilitation services by providing additional services/supports which the consumer requires for successful goal achievement.
  - They are purchased by ACCES-VR only in conjunction with other services on an IPE.

- 790X Coaching Supports (For Postsecondary Education, Internship or Other Activities in Pursuit of Employment Goals) may be provided with Supported Employment if the Coaching is for non-employment related activities the SE provider is directly responsible for.
Combining Services

CRS with Another CRS Service and/or Another Non-CRS Service

- A WTO or OJT may be combined with Supported Employment and other CRS services when it is determined necessary for the individual to achieve the employment outcome.

- Work Try Out (as an employer incentive) and On the Job Training (OJT) may be offered with supported employment to facilitate an employment outcome.

- When a WTO or OJT is authorized in conjunction with supported employment or other CRS service, it must be clearly documented in the record of service to be necessary to meet the rehabilitation needs of the individual. It cannot be a duplication of services.

- Approval by the ACCES-VR Regional Coordinator, District Office Manager or designated supervisor, is required.
Duration of Services

- The standard time frames for service delivery for each service category is described in the CRS Service Guide.

- If meeting the unique needs of a consumer requires different service duration, it must be discussed and may be modified for that consumer by ACCES-VR.

- Providers developing service proposals must adhere to the standard time frames in outlining their service delivery plan.
Staffing

- Vendors must have appropriate staffing in place to meet the standards outlined for each CRS service they provide.

- Staff turnover is inevitable. The provider is required to notify the ACCES-VR District Office involved and provide a staffing plan proposal for continuance of services.

- Each vendor must have a qualified individual overseeing the operation of ACCES-VR vocational services.
Use of District Office Space

- Contracts will not provide any vendors with exclusive use of district office space or any guaranteed use of district office space.

- Where available, and at the convenience of a district office, shared space may be made available for vendors’ use.

- No technology (computers, phones, faxes, or copiers, etc.) will be made available for vendor use at any ACCES-VR District Office.
Before moving to Contract Evaluating...

Are there questions for this section?
CRS – VR Commitments:

- Comprehensive referrals
- Thorough and on-going communication
- Timely responses
Quality Expectations-Performance

Performance will be assessed on key indicators:

- Percentage of consumers successfully employed
- Amount of time it takes a consumer to become successfully employed
- Amount of hours a consumer is working per week
- Hourly wages earned by the consumer
CRS Accountability Methods and Tools

- Submitted Reports
- Electronic Data
- Supported Employment Information Directory (SEID)
- Meetings with District Office Leadership
- Provider agency self-evaluation
Methods and Tools

Performance Rubric

• Reports are evaluated / rated by the VRC.
• There are three rankings:
  - Superior
  - Satisfactory
  - Needs Improvement
**Methods and Tools**

**Supported Employment Information Directory (SEID)**

The SEID has two components:

1. *Agency Profile*
2. *Data*
Methods and Tools

Changes in Monitoring

- Focus is on importance of quality service but quality documentation and recordkeeping is still important.
- Communication with district office and provider will be collaborative and much more interactive.
A Role for Everyone

- **VRCs** evaluate submitted reports
- **Provider agencies** will self-evaluate
- **Monitors** will conduct visits
- **Managers** will analyze data
- **Consumers** must engage and take responsibility
When we return, we will start with the CRS Billing Process then move to CRS Electronic Reporting.
CRS
BILLING PROCESS
Individual Consumer Services From Authorization to Payment

1. **Authorization** written by counselor and sent to vendor

2. **Vendor provides services and submits consumer reports electronically**

3. Vendor records units of service used and units to cancel on VR370

4. **Completed VR370 sent to District Office(s)**

5. **VR370 Report Mailed to Vendor**

6. VR370 & Consumer Reports Reviewed

7. **Units Approved for Payment?**
   - **Yes**
   - **No**

8. Vendor notified, Data not vouchered

9. **Units entered on computer system (vouchered)**

10. Vouchers “scooped” and transmitted to Fiscal Management for processing

11. Scooped vouchers batched and sent to OSC

12. Vendor maintains up to date information in SFS

13. Payment Direct Deposited or Check mailed
Billing for Individually Authorized Services

1. Complete the VR-370 report & mail to each appropriate district office every month for individual consumer services.
2. District Office reviews and enters approved units onto centralized data system.
3. Data is “scooped” and transferred to Fiscal Management for payment.
4. Batched payment request sent to OSC for processing.
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1 Start Date: First day of the billing month that service was provided.
2 End Date: Last day of the billing month that service was provided.
3 Units: Enter the number of service units provided during the billing month.
4 Can Bal: Place a \( \checkmark \) on this line if the balance of the units should be cancelled.
5 Rpt Rec: District Office will place a \( \checkmark \) on this line if the supporting service deliverable (report) was received.
6 Proc: District Office will place a \( \checkmark \) on this line if the units have been approved and processed.
### REHABILITATION FACILITY MONTHLY SERVICE REPORT

**VR370**

**Report Month:** January 2014

**Facility:** Mid-Hudson A.O.

**Type** | **Client ID** | **Name Check** | **Authorization Number** | **Line #** | **Case Code** | **Start/DTE** | **End/DTE** | **Price** | **Units**
---|---|---|---|---|---|---|---|---|---

**Data Entry - - -**

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I HEREBY CERTIFY THAT THE DATA SUBMITTED ON THIS DOCUMENT IS TRUE AND CORRECT AND SUPPORTED BY THE SERVICE PROVIDERS INTERNAL RECORDS.

**Signature**

**Date**

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1. Consumer ID #
2. Name Check – First 3 letters of the consumer’s last name
3. Authorization number – Always begins with a 2
4. Line number from the authorization that you are billing units on
5. Case Service Code – Identifies the service being billed
6. Start date – First day of the month being billed that service was provided
7. End Date – Last day of the month being billed that service was provided
8. Number of service units provided/billed for the period listed

---

Be sure to sign report
VR-370 Report

- VR-370 should be sent to each appropriate district office by the 15th or 22nd of the month, as noted in Attachment D of the contract. For example, the March 2014 report should be sent by April 15, 2014 if Attachment D includes a 15th of the month reporting deadline.

- Do not send in copies of the VR-370 to the Central Office in Albany. Questions on the VR-370 should be directed to your district office liaison.
A Utilization Report is a cumulative report that lists all services to individuals you provide during the contract year. It provides detailed information on Authorization Vouchers issued to you including the dates that services were vouchered and/or cancelled. See sample that follows.

- The report is sent by e-mail to one vendor-designated recipient.

ACCES-VR makes a contractor’s authorization activity available electronically as an Access database extract. It includes data for non-CRS services as well, if applicable. Firewall issues must be resolved first. Please send your request by email as follows:

- To: vrcontracts@mail.nysed.gov
- Subject: Send database ######
  (where ###### your 6 digit ACCES-VR vendor code)
  - Do not write any messages. A program scans this subject line & generates an electronic response automatically.
## Utilization Detail Report

**File Date:** 07/31/2014  
**CRS Detail Report**  
1/1/2014 through 12/31/2014  

**C000000 008XXX Voc Rehab, Inc**  
***T Transportation***

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Authorization #7480700 Line #2  
Office: Mid-Hudson  
Counselor: Lisa XXXXX

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Office: Mid-Hudson  
Counselor: Maria XXXXX

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Office: Mid-Hudson  
Counselor: Deborah XXXX

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Cancellation Date 06/14/2014  
Office: Mid-Hudson  
Counselor: Deborah XXXX

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<th>Units</th>
<th>Rate</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/07/2014</td>
<td>05/31/2014</td>
<td>65.00</td>
<td>40.00</td>
<td>2600.00</td>
</tr>
</tbody>
</table>

**Consumer:** Smith, EXXXX  
Authorization #7481300 Line #3  
Office: Mid-Hudson  
Counselor: Erica XXXXX

<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
<th>Units</th>
<th>Rate</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/02/2014</td>
<td>03/31/2014</td>
<td>15.00</td>
<td>40.00</td>
<td>600.00</td>
</tr>
</tbody>
</table>

**Voucher Date**  
- 05/24/2014: 8.00 320.00  
- 06/29/2014: 7.00 280.00  
- 06/14/2014: 65.00 2600.00  
- 02/20/2014: 9.00 360.00  
- 03/07/2014: 6.00 240.00
No-Show/Drop-Out Billing

- Applies to some, but not all, CRS services
  - See Attachment B-1 of the contract, or

- After discussion with counselor:
  - Hourly-rate services –
    - Bill for ½ hr. for no-show on VR-370, cancel balance of authorization
    - For drop-outs, bill for actual hours provided
  - Non-hourly rate – Cancel original authorization in full. New authorization with primary code (i.e., 110) with support code “D” (i.e., 110D). This authorization will appear on next VR-370 report to be billed against.
    - Fee is $30 for non-hourly applicable services.
Billing for Services to Groups

- Entry Services 1 Only

- One quarterly AC3253-S “Claim for Payment” with all sessions held during the quarter reported.

- Roster(s) of attendees attached to claim.

- AC3253-S “Claim for Payment”
  - Can be downloaded at:
    - http://www.osc.state.ny.us/agencies/forms/ac3253s_f.pdf
• Entry Services 1 and Supported Employment Extended must be reported on separate claim forms.

• Do not include consumer-specific information on the form.
The Claim for Payment and Roster of Participants should be sent to the local district office which requested the service.

DO will review and forward approved claims and rosters to Fiscal Management for processing.

- DO staff
  - Include DO cost center on claim form
  - Keep copy in office contract file
Supported Employment Extended Services

- Two report forms for Extended Services
  - ACCES-VR Funded
  - OPwDD 2003 Transfers
- Forms calculates allowable reimbursement based on consumers receiving two visits per month recorded on the forms.
- Transfer amounts to Claim for Payment and send with Extended Service Report forms to Central Office.
NEW YORK STATE EDUCATION DEPARTMENT
SUPPORTED EMPLOYMENT - EXTENDED SUPPORT SERVICES
MONTHLY REPORT OF SERVICES PROVIDED
ACCES-VR-SPONSORED CONSUMERS ONLY
($2,500 Annual Rate)

Agency: XYZ Career Center
Month/Year: October 2014

Sent to ACCES-VR District Offices (initial and date): ____________________________

<table>
<thead>
<tr>
<th>CAMS ID Number</th>
<th>ACCESS-VR District Office</th>
<th>Consumer Name</th>
<th>Primary Disability Type</th>
<th>Date of Entry</th>
<th>Date of First Monthly Contact</th>
<th>Date of Second Monthly Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 123456789</td>
<td>Manhattan</td>
<td>Mary Lamb</td>
<td>X</td>
<td>1/1/2009</td>
<td>10/1/2014</td>
<td>10/15/2014</td>
</tr>
<tr>
<td>3 987654321</td>
<td>Queens</td>
<td>Rick Hart</td>
<td>X</td>
<td>3/16/2006</td>
<td>10/13/2014</td>
<td>10/16/2014</td>
</tr>
<tr>
<td>4 888888888</td>
<td>Mid-Hudson</td>
<td>Barry Johnson</td>
<td>X</td>
<td>4/20/2008</td>
<td>10/16/2014</td>
<td>10/18/2014</td>
</tr>
<tr>
<td>254</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total Individuals Served per Disability Type

Total Cost for Blind Consumers This Month (ACCES-VR Use Only) $208.33

TOTAL ACCES-VR SERVICES PROVIDED:

ACCES-VR Monthly Rate $208.33

ACCES-VR Payment Total (Monthly Consumer Count x Rate) $833.32

Statement of Certification: I hereby certify that the information contained herein is valid and accurate to the best of my knowledge. Services have been provided in compliance with 3 CFR 30.60(c)(3).

Signature of Executive Director or person of comparable authority: ____________________________

Date: ____________________________
## Supported Employment Extended Services

### NEW YORK STATE EDUCATION DEPARTMENT
SUPPORTED EMPLOYMENT - EXTENDED SUPPORT SERVICES
MONTHLY REPORT OF SERVICES PROVIDED

**OPwDD TRANSFER CONSUMERS ONLY**
($3,200 Annual Rate)

<table>
<thead>
<tr>
<th>CMS ID Number</th>
<th>ACCES-VR District Office</th>
<th>Consumer Name</th>
<th>Date of Entry Into Extended Svc.</th>
<th>Date of First Monthly Contact By Vendor This Month</th>
<th>Date of Second Monthly Contact By Vendor This Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Manhattan</td>
<td>David Green</td>
<td>1/1/2002</td>
<td>10/1/2014</td>
<td>10/15/2014</td>
</tr>
<tr>
<td>3</td>
<td>Queens</td>
<td>Mark Davidson</td>
<td>3/16/2000</td>
<td>10/8/2014</td>
<td>10/15/2014</td>
</tr>
</tbody>
</table>

**Total**...

**TOTAL OPwDD TRANSFER EXTENDED SERVICES PROVIDED:**

- OPwDD Transfer Monthly Rate: $266.67
- OPwDD Transfer Payment Total (Monthly Contact Count * Rate): $1,666.68

**TOTAL PAYMENT FOR OPwDD TRANSFER EXTENDED SERVICES:**

- $1,666.68

**Statement of Certification:** I hereby certify that the information contained herein is valid and accurate to the best of my knowledge. Services have been provided in compliance with 34 CFR 365.56(c)(5).:

Signature of Executive Director or person of comparable authority:

Date:
Contact Information

- For questions regarding the VR370s and the billing process, please contact your district office liaison. See site below for contact information:
  - [http://www.acces.nysed.gov/vr/vr370-liaisons](http://www.acces.nysed.gov/vr/vr370-liaisons)

- The Central Office contact information for VR-370 Mailing address changes and Utilization Report email contact changes:
  - Timothy Hodder (518) 486-4706
timothy.hodder@nysed.gov

  Also, Tina Seda at (518) 486-4706 or Jack LaFrank (518) 486-6585.

- CRS Information Online:
  - General: [http://www.acces.nysed.gov/vr/core-rehabilitation-services](http://www.acces.nysed.gov/vr/core-rehabilitation-services)
CRS Electronic Reporting

- Technology Requirements
- Confidentiality
- Conceptual Overview
- Electronic Reporting
- Win-Zip
- Sending Reports
- Confirmation of Reports Received
- Organizing Files and Containers
- Additional Resources
Technology Requirement

- Technology Requirement refers to the capacity to provide electronic reports.

- Using encryption software that must be compatible with ACCES-VR.

- Technology requirements are subject to change during the five-year contract term.
Confidentiality

- All devices (e.g., laptops, flash drives or any other electronic storage devices) that store SED information/data MUST be encrypted.
CRS Electronic Reporting
Conceptual Overview
CRS Electronic Reporting Guidelines

- Are located at:
CRS Electronic Reporting

- Electronic reports must be submitted for CRS services provided.
- Except: Electronic reports are not required for:
  - Services to groups *
  - Entry services (delivery is the packet)*
    * To bill see “Billing and Payment Process”
- Must use our report forms except for Work Readiness, DVE or Assistive Tech. (A Word document or PDF file can be used for these).
CRS Report Forms

- Are located at:
  http://www.acces.nysed.gov/vr/crs-services-report-forms
The Format MUST be: 
Authorization# CSCX MMM YY.docx

Ex. 2100021 931X Jan 14.docx

→ The CRS Report file names are used to identify the consumer, authorizing office, service and counselor.

→ Any variations in the format will cause delivery to fail.
   → there must be 3 spaces as indicated
   → 4 character case service code
   → 3 character month
   → 2 digit year
One more time!

CRS Service Delivery Report Names **Must** be:

2594671 929X Jan 14.docx

- Seven Digit Authorization #
- Case Service Code
- MMM <space> YY the Service was Delivered
Report Names - Examples

- 2867549 110X May 14.docx
- 2875320 790X Apr 14.docx
- 2867453 929X Jan 14.docx
- 2867453 RESU Jan 14.docx
- 2867453 MPAR Feb 14.docx
- 2671202 165X Jun 14.pdf
Job Placement - 929X, 935X and 572X

- Provider must maintain a signed hard copy in case of a program review – district offices do not need the electronic copy to be signed
- Month 1 - Submit VR-929X/VR-935X – Job Placement Services report form
- Month 2, 3, 4 - Submit VR-MPAR – Placement Activity Monthly Report form
- A resume must also be submitted for payment of either 929X or 935X.
- **WinZip** (Windows PC)
  - can be purchased via the website [www.winzip.com](http://www.winzip.com)

or

- **STUFFIT** (Macintosh PC)
Using WinZip

1. Run WinZip
2. Click "File" then
3. "New Archive" (or click the "Zip My Files" button)
Creating a Location and Container to Hold the Zipped Files

- Select a location for the zipped container
- Enter a Container (file) name and click “OK”. (ex.20140105.sed)
- →Note: The container name must end with “.sed” and must not end with “.zip”
Selecting the Report Files to Zip

Check the “Encrypt added files” box
Select the CRS service delivery files you want included and click “Add”
Note → You must check “Encrypt added files” before you select and “Add” files
Click “OK” on the caution box that appears.
Password Protecting the Zipped Container

Enter the password twice and click “OK”. Go with default encryption method. If you forget password: Send email to: VRcontracts@mail.nysed.gov
Finishing up

Click “File” then “Close Archive”. 
E-Mail the Zipped Container (.sed) to SED

Only send one container per Email.
Sending Reports

E-Mail zipped container (.sed) to: vrcontracts@mail.nysed.gov

Subject line must read: send reports <Vendor ID>

- Ex. send reports 123456
- Vendor ID is six digit # printed on the authorization
- leading zeros are required in the Vendor ID
- must be two spaces in the subject line (one between ‘send’ and ‘reports’ and one between ‘reports’ and ‘<vendor id>’
The Provider will receive a confirming e-mail containing a list of the CRS Service Delivery Report Files that were sent. Following each report name will be a status.

- “Delivered” means the report was processed successfully.
- “Failure” means the report was not processed successfully.
Example Receipt Confirmation

- >>> VRCONTRACTS 11/5/2014 9:19 AM >>>

- Reports received:
  - 2591310 932X Jan 14.doc Failed Incorrect authorization number
  - 2596036 110X Jan 14.doc Delivered
  - 2615770 931X Jan 14.doc Failed --- No match on case service code
Reasons for Failure

***No Match on Authorization Number
- Authorization # does not exist in our database – verify the correct AV# was used in the report file title.

***Incorrect Authorization Number
- Vendor ID on the Authorization does not match your Vendor ID - verify the correct AV# was used in the UCS Service Delivery Report file title.

***No Match on the Case Service Code
- The CSC in the CRS Service Delivery Report file title does not match any of the case service codes on the authorization – Verify the report file title contains the correct Authorization # and CSC
## Organizing Files and Containers

Below is one suggested way to keep the files and containers organized.

<table>
<thead>
<tr>
<th>Individual Files Ready to Send</th>
<th>Individual Files Sent</th>
</tr>
</thead>
<tbody>
<tr>
<td>2595634 563X Aug 14.doc</td>
<td>2594634 175X Jul 14.doc</td>
</tr>
<tr>
<td>2596671 929X Aug 14.doc</td>
<td>2595371 790X Jul 14.doc</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Containers Zipped</th>
<th>Containers Sent</th>
</tr>
</thead>
<tbody>
<tr>
<td>20141001.sed</td>
<td>20140815.sed</td>
</tr>
<tr>
<td>20141008.sed</td>
<td>20140822.sed</td>
</tr>
<tr>
<td></td>
<td>20140829.sed</td>
</tr>
</tbody>
</table>
## Benefits of Electronic Processing

**To CRS Providers:**
- Large reduction in photocopying
- Cost efficient (less postage, staff, etc. required)
- Automatic confirmation of reports received
- Provides proof that reports were sent.

**To District Office:**
- Ability to review report almost immediately
- Faster response time to move to “next” step
- Provides proof that reports were sent.
Additional Resources

- Any updates will be listed on the website:

- Frequently asked questions are located here

- If all else fails then contact the district office Business Manager.
The Core Rehabilitation Services Guide and related information are posted on ACCES-VR’s website at: [http://www.acces.nysed.gov/vr/core-rehabilitation-services](http://www.acces.nysed.gov/vr/core-rehabilitation-services).

The vendor training session scheduled for December 18, 2013 will be video taped and available for viewing on ACCES-VR’s website [http://www.acces.nysed.gov/vr/core-rehabilitation-services](http://www.acces.nysed.gov/vr/core-rehabilitation-services). We anticipate the video will be available by December 20 and will remain posted for 60 days.

Not-for-Profit Agencies who must pre-qualify through the Grants Gateway system can access documents and instructions at: [http://grantsreform.ny.gov/Grantees](http://grantsreform.ny.gov/Grantees)

Vendor Responsibility Questionnaire documents and instructions can be found at: [https://esupplier.sfs.ny.gov/psp/fscm/SUPPLIER/](https://esupplier.sfs.ny.gov/psp/fscm/SUPPLIER/). (BOCES, public colleges, and universities, and Research Foundations of SUNY/CUNY are exempt.)

Workers’ Compensation and Disability Benefits forms and instructions can be found at: [http://www.wcb.ny.gov/content/main/forms/AllForms.jsp](http://www.wcb.ny.gov/content/main/forms/AllForms.jsp)

Questions can be sent to: CRS@mail.nysed.gov
For All CRS Related – Always Check Here:
http://www.acces.nysed.gov/vr/core-rehabilitation-services

- Core Rehabilitation Services Guide
- Cross Walk
- CRS Questions & Answers
- Supported Employment 2014 Guidelines (to be posted shortly)
Q & A

• Questions should be sent to: CRS@mail.nysed.gov

• Questions and answers will be compiled and posted on ACCES-VR’s website