

**New York State Education Department
Office of Adult Career and Continuing Education Services
Vocational Rehabilitation (ACCES-VR)
formerly VESID
Independent Living Services Administration**

**Data Management and Consumer Record Review Protocol
Updated July 2010**

Overview:

The Office of Adult Career and Continuing Education Services Vocational Rehabilitation (ACCES-VR) Independent Living Services Unit provides ongoing review and monitoring of Centers for Independent Living (CIL) through the review and analysis of mid year and end year statistical reports and the conduct of periodic onsite data management and case record reviews.

Purpose of the Onsite Review:

The purpose of the onsite data management and case record review is to verify data used in mid year and end of year reports, verify that Consumer Service Records (CSRs) are maintained according to New York State CIL standards, and to assure that CILs are reporting consumer demographic, disability, and service data in a consistent and accurate manner and in accordance with:

- contractual obligations;
- data collection requirements as defined in SED Office of Counsel approved Revised NYS ACCES-VR CIL Standards Performance Report and Data Collection Guide;
- performance requirements established in contract agreements.

Selection of Programs for Onsite Review:

ACCES-VR's authority allows for review based on any or all of the following criteria:

- detection of anomalies in data reporting;
- periodic and cyclical occurrences;
- turnover in management or line staff.

Procedures for Review and Monitoring:

A. Notification

- ACCES-VR expects to provide written notification 60 days prior to review for all regularly scheduled data management and case service record reviews.

- CILs are expected to submit written documentation for preview by ACCES-VR no later than 30 days prior to onsite review. See Attachment A - Preliminary Written Documentation for Onsite Review.
- ACCES-VR will provide an advance agenda 30 days prior to the review for all regularly scheduled data management and case service record reviews.
- CILs will submit a list of all ACCES-VR consumers served during the period to be reviewed for random selection of Consumer Service Records (CSRs) for review 20 days prior to the scheduled onsite review. From the CIL list provided, ACCES-VR will select 10 percent of the consumers at random. From the ACCES-VR list, the CIL will choose 50 percent of the selected CSRs for review. The final selection of no fewer than 25 CSRs in total from among ACCES-VR's random selection is left up to the CIL.

B. Time line for Report Preparation and CIL Response

- General findings are verbally presented during an exit meeting with CIL representatives.
- A written report of findings and recommendations for any relevant follow up action is sent to the CIL 30 days after completion of the onsite review.
- The CIL may provide written comment regarding the report and must provide a written plan of program improvement when necessary to address data management or case record management issues within 30 days after the written report is submitted to the CIL.

C. Recommendations and Program Improvement

- ACCES-VR provides recommendations based upon knowledge of statewide best practices in the area of independent living data management and case record management.
- Program improvement plans must be developed with involvement of the CIL Board of Directors and organizational management. Program improvement plans require the identification of specific action steps to remedy any deficits; must specify changes in data collection, reporting and case record management; must specify strategies to reach goals through conduct of community outreach when applicable; and must describe methodologies used to project service statistics and time frames for each action step to be taken.
- Program improvement plans are reviewed by ACCES-VR and either approved or retained for additional action from the CIL within 30 days of submission. ACCES-VR will provide upon request any technical assistance to assist the CIL in developing an acceptable plan.

Scope of the Review:

- A. Review of preliminary written documentation and prior reporting period mid year and end of the year statistical report information. See Attachment A - Preliminary Written Documentation for Onsite Review.

- B. Verification of compliance with data collection requirements of the SED Office of Counsel approved Revised NYS ACCES-VR CIL Standards Performance Report and Data Collection Guide. See Attachment D - Part 2: Instructions for Direct Services and Statistical Report and Attachment E - Part 2: Direct Services and Statistical Report.
- C. Review of CIL consumer tracking and data collection system to determine its capacity to capture unduplicated counts, it includes all required information, and the level of maintenance for all required data categories. See Attachment B - Consumer Tracking and Data Collection System Review Format.
- D. Review of 10 percent or no fewer than 25 Consumer Service Records (CSRs) to determine that CSRs contain all appropriate components, that complete demographic information is being maintained and updated appropriately, and that service data is being maintained in a timely and thorough manner and is being accurately and consistently recorded in the data management system. CSR review only involves a review of the case file and ACCES-VR does not contact consumers during the onsite review. See Attachment C - Consumer Service Record Review Format.
- E. ACCES-VR's review does not require access to personal health information records or other medical and/or treatment documentation. These records should be maintained separately in compliance with Health Insurance Portability and Accountability Act (HIPAA) and other applicable confidentiality requirements. Independent Living services are not to be misconstrued as "medical" in nature even if funded with Medicaid or Medicare, and therefore, documentation of Independent Living services must be maintained in accordance with New York State CIL standards for Consumer Service Record (CSR) maintenance.
- F. Discussion and assessment of the following measures of contract performance:
 - Total numbers of persons projected to be served during the year as a goal in comparison to actual numbers served;
 - Total numbers of persons served during the prior year meets the ACCES-VR contract baseline and is appropriate in consideration of the State funding level and the size and composition of consumer population that may be served.

Attachment A

Preliminary Written Documentation for Onsite Review

All materials noted below must be made available to the Office of Adult Career and Continuing Education Services Vocational Rehabilitation (ACCES-VR), Independent living Services Unit, no later than 30 days prior to the scheduled onsite review.

1. Job descriptions for each position funded under the ACCES-VR contract that is responsible for data management, which includes staff who report consumer data and/or oversee consumer tracking and data collection.
2. Internal CIL training manual and all forms used for Consumer Service Record maintenance and consumer data tracking and collection.
3. Data entry forms used for computerized consumer data management system and written overview of the system.
4. Written data management policies and procedures.
5. Written community outreach policies, procedures and strategies.

Please note: All documentation noted above must be made available in alternate formats upon request.

Attachment B

Consumer Tracking and Data Collection System

Review Format

Name of Reviewer: _____

Date of Review: _____

Complete this form to verify compliance with data collection requirements of the NYS ACCES-VR CIL Standards, Part 2: Instructions for Direct Services and Statistical Report and to determine that service data is being maintained in a timely and thorough manner and is being accurately and consistently recorded in the data management system.

Name of CIL: _____

Staff member(s) responsible for data management:

Name _____ Title _____

Name _____ Title _____

Name _____ Title _____

Check Yes or No for questions 1 to 11

1. The CIL has written data management policies and procedures:

_____ Yes _____ No

2. The CIL has internal forms for consumer tracking and data collection:

_____ Yes _____ No

3. The CIL uses a computerized consumer data management system:

_____ Yes _____ No

If yes, name of computer software _____

The CIL maintains information for the following data categories:

4. The CIL maintains a database or log that provides an unduplicated count of demographic data for all consumers with disabilities with a Consumer Service Record (CSR) and updates age, education status and employment status annually.

_____ Yes _____ No

5. The CIL maintains a database or log that provides for each disability category an unduplicated count of disability data for all consumers with disabilities with and without a CSR. The same consumer can select more than one disability category.

_____ Yes _____ No

6. The CIL maintains a database or log that provides an unduplicated count of total people with disabilities (PWD) served that contains new CSRs started since October 1 of the report year, consumers with a CSR served during prior reporting years who return for services in the report year, and Information and Referral (I&R) consumers who are PWD that includes name and type of disability.

_____ Yes _____ No

7. The CIL maintains a database or log that provides an unduplicated count of family members/significant others served that includes names, addresses, phone numbers, service data and other pertinent documentation.

_____ Yes _____ No

8. The CIL maintains a database or log that provides an unduplicated count of other non-disabled persons served including personnel from businesses/agencies that includes names, addresses, phone numbers, service data and other pertinent documentation.

_____ Yes _____ No

9. The CIL maintains a database or log that provides an unduplicated count of businesses/agencies served that includes names, addresses, phone numbers, service data and other pertinent documentation.

_____ Yes _____ No

10. The CIL maintains a database or log that provides an unduplicated count of consumers served in each individual service area. The same consumer can be counted in more than one service area.

_____ Yes _____ No

11. The CIL maintains a database or log that provides an unduplicated count of consumers receiving Information and Referral (I&R) service that includes for a person with a disability the name and type of disability and for a person without a disability only the name.

_____ Yes _____ No

12. To verify the CIL is able to produce accurate and reliable data, sample consumer lists are to be provided that are drawn from each section of the data report being reviewed for comparison to the data reported. The lists would be in the following data report areas:

- I. Demographic Data for People with CSRs - two categories to be determined
- II. Disability Data - one category to be determined
- III. Total People Served During Year - A. People With Disabilities (PWD)
- IV. Individual services - two categories to be determined

General Comments:

Attachment C
Consumer Service Record
Review Format

Name of Reviewer: _____

Date of Review: _____

Name of CIL: _____

Complete this form for each CSR reviewed to determine compliance with CIL Standard 3 - Consumer Service Record, IL End of Year Report, Part 3: Self-Evaluation with NYS Standards

Name of Consumer: _____

The CIL maintains the following information for each Consumer Service Record:

Check Yes or No

1. Annually updates age, education status and employment status data on consumer intakes/profiles.

_____ Yes _____ No _____ N/A active less than one year

2. There is a document describing rights and responsibilities as a consumer of the CIL.

_____ Yes _____ No

- A. Document is signed by the consumer.

_____ Yes _____ No

- B. Document is dated.

_____ Yes _____ No

- C. Document describes the right to confidentiality.

_____ Yes _____ No

- D. Document outlines the internal CIL appeals process.

_____ Yes _____ No

E. Document provides notification to the consumer of the availability of ACCES-VR to consider consumer complaints about CIL services.

_____ Yes _____ No

1. ACCES-VR Contact office/person is identified.

_____ Yes _____ No

2. ACCES-VR consumer complaint phone number is provided.

_____ Yes _____ No

3. ACCES-VR address is provided.

_____ Yes _____ No

3. Identifies specific services received.

_____ Yes _____ No

4. Identifies dates of service contact.

_____ Yes _____ No

5. Includes relevant referral information when appropriate, provided by the CIL on behalf of consumers.

_____ Yes _____ No _____ N/A referral information not appropriate

6. If a release of information is present in the CSR, then it contains:

A. Appropriate and legal information.

_____ Yes _____ No

B. The consumer signature and is dated within 120 days.

_____ Yes _____ No

C. _____ N/A release of information not required in the CSR

General Comments:

Attachment D

New York State **Office of Adult Career
and Continuing Education Services
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CIL Standards, Performance Report
and Data Collection Guide
Updated October 2010

Part 2: Instructions for Direct Services and Statistical Report

Count all statistical data from all funding sources.

When submitting the data report, it is not necessary to provide documentation. However, centers are required to maintain for verification purposes the individual consumer data the report is based on. Documentation will be required on a center by center basis to assure that data is reported in a consistent and accurate manner. In addition to the analysis of data reports, ACCES-VR conducts periodic onsite data management and CSR reviews. The Data Management and Consumer Record Review Protocol is on the ACCES-VR website in the ILC Toolbox under Protocols <http://www.acces.nysed.gov/vr/lsn/ilc/toolbox.htm>.

I. Demographic Data for People with a Consumer Service Record

Report unduplicated demographic data for all consumers with disabilities with a Consumer Service Record (CSR) served during the report year. Include data for new consumers with a CSR started since October 1 of the report year and returning consumers with a CSR served during prior report years that returned in the report year. Every item of demographic data must be recorded for every consumer with a CSR unless a consumer is unwilling to provide it (in which case "unknown" should be recorded for the missing data). Age, Education Status and Employment Status must be updated annually for each consumer with a CSR. The six demographic categories A. through F. must agree. These demographic categories do not need to agree with the disability data.

- A. Age
- B. Gender
- C. Race/Ethnicity

Count each consumer under ONLY ONE category 1.through 8. If a consumer reports more than one race, that consumer must be counted once under 7. Two or More Races.

- D. Employment Status
- E. Education Status
- F. County(s) Served

Reporting “unknowns” is not an option under County(s) Served. Each consumer with a CSR should have a mailing address to identify the county of residence. If a consumer lives in another state/country, give the name of that state/country.

- G. Veteran

II. Disability Data

Report all people with disabilities who received services (people with and without a CSR) during the report year that were reported under III. A. People With Disabilities (PWD). While an unduplicated count is provided for each of the five disability categories (A., B., C, D. and F.), the disability data can reflect more than one disability category selection of A. through D. by a consumer, which would also be reported under category F. For example, a consumer who selects both orthopedic and blindness would be reported under B. Physical, D. Sensory, and F. Multiple Disabilities. Reporting “unknowns” is not an option under categories A. through D. The Disability category must be recorded in order to document the establishment of a CSR. For the reporting of disability data, people without a CSR are individuals who received the service of Information and Referral (I&R) and the center obtained disability information for these consumers. When a center does not obtain disability information for an I&R consumer, the center cannot report that consumer under either II. Disability Data or III. A. People With Disabilities.

- A. Cognitive
- B. Physical
- C. Mental
- D. Sensory
- E. Total of Disability Categories (A+B+C+D)

When adding up the four disability categories, the total may be equal to or greater than the total reported for III.A. People With Disabilities (PWD) but not less than.

- F. Multiple Disabilities

Report consumers with combinations of the categories above. Not to be checked independent of the selection of two or more disability categories.

III. Total People Served During Year

A. People With Disabilities (PWD)

Provide an unduplicated count of the total number of people with disabilities served. This consists of all people with disabilities, with and without a CSR, served in the year. It includes: new consumers with a CSR started since October 1 of report year; returning consumers with a CSR served since October 1 of report year who were served during prior report year; and consumers receiving Information and Referral (I&R) service who are disabled and not categorized as either a new CSR or returning CSR served during the report year. May be equal to or greater than the total reported for each category under I. Demographic Data but not less than. I&R consumers who are disabled cannot be greater than IV. I. Information and Referral.

B. Family Members/Significant Others

Provide an unduplicated count of the total number of family members/significant others served. Family members/significant others are not required to have a CSR. However, for these individuals CILs must ensure an unduplicated count by maintaining names, addresses, phone numbers, service data and other pertinent documentation in a file in order to track and verify service delivery and have adequate information for participation in the ACCES-VR coordinated quality and customer satisfaction survey.

C. Other Non-Disabled including personnel from Businesses/Agencies

Provide an unduplicated count of the total number of other non-disabled persons including personnel from businesses/agencies served. This should include friends and acquaintances, other non-disabled contacts as well as individuals served from businesses, industry and agencies. A CSR is not required for these individuals. However, the same data noted above under B. Family members/significant others must be maintained for individuals served from businesses, industry and agencies.

D. Total consumers projected in contract to receive direct services

Independent Living Centers must serve a population within ten percent of the total number of people projected to be served in the contract each year not to fall below an established minimum number of persons with and without disabilities per year. If the projection is not met within ten percent, a program improvement plan must be submitted within 30 days of the inadequate performance finding outlining efforts to serve more people and to more accurately project the number of consumers to be served.

In determining the projected consumers to be served for the next contract year, a center should examine available funding and resources. A center should also

examine strategies that will enhance outreach activities that support center resource capacities. Further, the center should make every effort to put forth realistic projections by reviewing prior service data for the total number of consumers receiving direct services over the prior five contract years to consider average service patterns.

A request to reduce the projected number of consumers to be served during the current contract year must be submitted during the third quarter around the time the mid year report for the current contract period is submitted when the mid year data indicates that the projected number of consumers to be served might not be achieved. Requests submitted during the fourth quarter of the current contract period will not be considered. A center must submit a written evidenced-based convincing justification that addresses any factors that would necessitate reducing the projection. It needs to include a discussion of trend data for the center over the past five contract periods and the center's ability to meet ACCES-VR's performance measures which allow a 10 percent below projection leeway. While a center might want to be cautious at mid year in estimating the total number of consumers to be served by year end, a reduction of the projection for any reason and in any amount is considered a decrease requiring a written justification.

- E. Total consumers receiving direct services
Total the amounts reported under A. People With Disabilities, B. Family Members/Significant Others, and C. Other Non-Disabled, above, and enter that figure here (A + B + C).
- F. CSRs returning served since October 1 of report year and served during prior report year.
- G. CSRs started (new) between October 1 and September 30 of report year.
- H. Total CSRs served between October 1 and September 30 of report year (G+H) Equal to the total reported for each category under I. Demographic Data.
- I. Businesses/Agencies served
Provide an unduplicated count of the total number of businesses/agencies served. In this section only count the business/agency, not the individuals working for the business/agency. (Such individuals are counted under C. Other Non-disabled above.) CILs must maintain names, addresses, phone numbers, service data and other pertinent documentation of services to business/agencies in a file in order to verify service delivery.

For example, if you worked with five different employees of Acme Company in the last year, you would report those five people under C. Other Non-Disabled and only report one entity served (Acme Company) here.

IV. Individual services - number of people served

For each service offered, report the unduplicated number of consumers (with and/or without a CSR) receiving that service during the report year. The same consumer can be counted in more than one service area. Consumers receiving any independent living service(s) either on a one-time or infrequent basis or on a frequent or ongoing basis such as, but not limited to, C. Assistive Devices/Equipment (loan closet), E. Communication Services (interpreter services), I. Information and Referral (I&R) or U. Voter Registration, are counted in the applicable service category(s).

- A. **Advocacy/Legal Services** - Individual advocacy and legal assistance and/or representation in accessing benefits, services and programs to which a consumer may be entitled. This section may include any aspect of direct individual advocacy provided by a staff member of a center on behalf of a consumer.

Consumers who receive training in a group that prepares them to be individual advocates can be counted as individual consumers under this service. For example, a group of parents of school age children with disabilities are trained on one or more occasions to be individual advocates for their children. Count each parent once under advocacy/legal services.

- B. **Architectural Barrier Services** - advice, information or assistance regarding removal of architectural barriers from any publicly or privately-owned residence or other building or constructed facility, whether already built or in the planning stage, including preparation of detailed plans.
- C. **Assistive Devices/Equipment** - provision of specialized devices and equipment such as TTDs (telecommunications device for the deaf), wheelchairs and lifts, or provision of assistance to obtain these devices and equipment from other sources. This service equates with equipment repair and loan.
- D. **Children's Services** - independent living services not specified elsewhere in this list, provided to a child under age 5.
- E. **Communication Services** - services directed to enable individuals with disabilities to better communicate such as: interpreter services, including tactile interpreter services for deaf-blind individuals; Braille transcription; and reading services.
- F. **Counseling Services** - This service equates with personal counseling services and includes information sharing, psychological services of a non-psychiatric, non-therapeutic nature, parent-to-parent services, and related services.
- G. **Family Services** - services not specified elsewhere in this list, provided to the family members of individuals with disabilities when necessary for improving the individual's ability to live and function more independently, or his or her ability to

engage or continue in employment. Such services may include integrated nonresidential respite care.

- H. Housing or Shelter Services - information, advice, and assistance related to securing and/or retaining housing or shelter, including existing accessible housing. Includes assistance with reviewing and evaluating newspaper ads, advice on communication with landlords, provision of lists of available accessible housing and housing support application information and assistance. A CIL shall not provide residential housing or shelter as an independent living service on either a temporary or long-term basis.
- I. Information and Referral (I&R) Services - individual I&R provided to a consumer. (It is not necessary to establish a CSR for an individual receiving only I&R services. These individuals have also been referred to as “casual” consumers.) Most individuals receive I&R services through single person-to-person contacts or one or two telephone calls, with information provided verbally, through printed material and/or through referral to another source for services or further information. Provide an unduplicated count of individuals served. CILs must record for a person who identifies a disability the name and type of disability and for a person who does not identify a disability only the name.

However I&R is provided, it is a person-to-person contact (staff to consumer), thus Internet hits or downloads off a web site do not constitute I&R. Web site development and use should be reported under Part I. Narrative Report, III. Public Relations.

- J. Independent Living Skills Development and Life Skills Services - independent living skills development is instruction to develop independent living skills in areas such as personal care, coping skills, use of assistive technology, financial management, social skills, and household management, including education and training necessary for living in the community and participating in community activities.
- K. Mobility Training - variety of services involved in assisting individuals with disabilities to get around their homes and communities.
- L. Peer Counseling (including cross-disability peer counseling) - counseling, teaching, information giving and sharing, and similar kinds of contact provided by other individuals with disabilities. This may include the provision of education and awareness by one person with a disability to another regarding disability laws, civil rights and other empowering protection available.

When reporting the number of consumers receiving individual and/or group peer counseling services, provide an unduplicated count of the total number of individuals in both activities. If a consumer received both individual and group peer counseling services, count that consumer only once under peer

counseling.

- M. Personal Assistance Services - including provision of attendant care to consumers and/or training consumers to supervise their attendants.
- N. Recreational Services - provision or identification of opportunities for the involvement of individuals with disabilities in integrated leisure-time activities; participation in community affairs and/or other integrated recreation activities that may be competitive, active or quiet.
- O. Transportation Services - provision of, or arrangements for provision of transportation.
- P. Youth Services - services not specified elsewhere in this list, provided to youth with disabilities (ages 5 - 19 or students in transition ages 15-22). May include services provided as part of a formal school-to-work transition program.
- Q. Vocational Services - training in job-seeking skills such as interviewing and resume writing, and/or provision of individual supported employment and/or integrated job placement services.
- R. Plan to Achieve Self Support (PASS) Development - Assistance with the design of an approved PASS. In order to report PASS service, a PASS must be approved by the U.S. Social Security Administration (SSA). Any work on PASS development that does not lead to an approved PASS, or on continuation of an approved PASS, may be categorized under T. Benefits Advisement or other relevant services when applicable.
- S. Business/Industry/Agency Services - services not specified elsewhere in this list provided to businesses, industries and agencies, i.e. assistance to four individuals at ABC business to resolve a dispute over a specific discriminatory practice. The number of individuals at the business is counted here and the business served is counted in section III. Total People Served During Year, I. Business/Agencies Served.
- T. Benefits Advisement - assistance provided during the application process to obtain economic benefits. Does not include the representation of individuals at hearings or appeals, (see A. Advocacy/Legal Services for appropriate service category)
- U. Voter Registration - assistance provided to register individuals to vote. Count the number of individuals registered.
- V. Other - any independent living service not listed above.

Attachment E

New York State **Office of Adult Career
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CIL Standards, Performance Report
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Part 2: Direct Services and Statistical Report

Name of Center:

Report Period:

Count all statistical data from all funding sources.

When submitting the data report, it is not necessary to provide documentation. However, centers are required to maintain for verification purposes the individual consumer data the report is based on. Documentation will be required on a center by center basis to assure that data is reported in a consistent and accurate manner. In addition to the analysis of data reports, ACCES-VR conducts periodic onsite data management and CSR reviews. The Data Management and Consumer Record Review Protocol is on the ACCES-VR website in the ILC Toolbox under Protocols at <http://www.acces.nysed.gov/vr/lsn/ilc/toolbox.htm>.

I. Demographic Data for People with CSRs

Report unduplicated demographic data for all consumers with disabilities with a Consumer Service Record (CSR) served during the report year. Include data for new consumers with a CSR started since October 1 of the report year and returning consumers with a CSR served during prior report years that returned in the report year. Every item of demographic data must be recorded for every consumer with a CSR unless a consumer is unwilling to provide it (in which case "unknown" should be recorded for the missing data). Age, Education Status and Employment Status must be updated annually for each consumer with a CSR. The six demographic categories A. through F. must agree. These demographic categories do not need to agree with the disability data.

A. Age

- 1. Under 5
- 2. 5 - 19
- 3. 20 - 24

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- 4. 25 - 59 _____
- 5. 60 and older _____
- 6. Unknown _____
- TOTAL: _____

B. Gender

- 1. Female _____
- 2. Male _____
- 3. Unknown _____
- TOTAL: _____

C. Race/Ethnicity

Count each consumer under ONLY ONE category 1.through 8. If a consumer reports more than one race, that consumer must be counted once under 7. Two or More Races.

- 1. American Indian or Alaska Native _____
- 2. Asian _____
- 3. Black or African American _____
- 4. Native Hawaiian or Other Pacific Islander _____
- 5. White _____
- 6. Hispanic/Latino of any race or Hispanic/Latino only _____
- 7. Two or more races _____
- 8. Unknown _____

TOTAL: _____

D. Employment Status

- 1. Full Time _____
- 2. Part Time _____
- 3. Looking for a Job _____
- 4. Unemployed (not looking) _____
- 5. Student or in a Program _____
- 6. Retired _____
- 7. Participating in segregated work or day program setting _____
- 8. Other employment category not specified above _____
- 9. Unknown _____
- TOTAL: _____

E. Education Status

- 1. Not Yet Enrolled in School _____
- 2. Pre-Kindergarten Program _____

- 3. Kindergarten -8th Grade _____
- 4. Some High School _____
- 5. Completed High School _____
- 6. Some College _____
- 7.. Business Trade, Vocational School _____
- 8.. Completed two year undergraduate degree program _____
- 9.. Completed four year undergraduate degree program _____
- 10.. Completed post graduate degree program _____
- 11.. Unknown _____
- TOTAL: _____

F. County(s) Served
 Reporting “unknowns” is not an option under County(s) Served. Each consumer with a CSR should have a mailing address to identify the county of residence. If a consumer lives in another state/country, give the name of that state/country.

- Name
- 1. _____
 - 2. _____
 - 3. _____
 - 4. _____
 - 5. _____
 - 6. _____
 - 7. _____
 - 8. _____
 - 9. _____
 - 10. _____
 - TOTAL: _____

G. Veteran

- 1. Veteran (served in US military) _____
- 2. Non-Veteran (never served in US military) _____
- 3. Unknown _____
- TOTAL: _____

II. Disability Data

Report all people with disabilities who received services (people with and without a CSR) during the report year that were reported under III. A. People With Disabilities (PWD). While an unduplicated count is provided for each of the five disability categories (A., B., C, D. and F.), the disability data can reflect more than one disability category selection of A. through D. by a consumer, which would also be reported under category F. For example, a consumer who selects both orthopedic and blindness would be reported under B. Physical, D. Sensory, and F. Multiple Disabilities. Reporting “unknowns” is not an option under categories A. through D.

The Disability category must be recorded in order to document the establishment of a CSR. For the reporting of disability data, people without a CSR are individuals who received the service of Information and Referral (I&R) and the center obtained disability information for these consumers. When a center does not obtain disability information for an I&R consumer, the center cannot report that consumer under either II. Disability Data or III. A. People With Disabilities.

A. Cognitive

- 1. Intellectual Disability _____
- 2. Traumatic and other brain injuries _____
- 3. Learning Disability _____
- 4. Autism _____
- 5. Other cognitive disabilities _____
- TOTAL: _____

B. Physical

- 1. Spinal cord injury _____
- 2. Neuromuscular _____
- 3. Orthopedic _____
- 4. Cerebral palsy _____
- 5. Spina bifida _____
- 6. Other congenital birth anomaly _____
- 7. Epilepsy _____
- 8. Muscular dystrophy _____
- 9. Amputation _____
- 10. Back injury _____
- 11. HIV/AIDS _____
- 12. Environmental and other related illnesses _____
- 13. Other physical disabilities _____
- TOTAL: _____

C. Mental

- 1. Mental Illness _____
- 2. Emotional/behavioral disabilities _____
- 3. Substance Abuse _____
- 4. Other mental illnesses _____
- TOTAL: _____

D. Sensory

- 1. Blindness _____
- 2. Low vision _____
- 3. Deafness _____
- 4. Hard of hearing _____
- 5. Deaf/Blind _____
- 6. Other sensory disabilities _____
- TOTAL: _____

E. Total of Disability Categories (A+B+C+D) _____

When adding up the four disability categories, the total may be equal to or greater than the total reported for III.A. People With Disabilities (PWD) but not less than.

F. Multiple Disabilities _____
 Report consumers with combinations of the categories A. through D. above. Not to be checked independent of the selection of two or more disability categories.

III. Total People Served During Year

- A. People With Disabilities (PWD) _____
 (New CSRs + Returning CSRs + I&R PWD without CSRs)
 May be equal to or greater than the total reported for each category under I. Demographic Data but not less than. I&R PWD cannot be greater than IV. I. I&R.
- B. Family Members/Significant Others _____
- C. Other Non-Disabled including personnel from _____
 Businesses/Agencies _____
- D. Total consumers projected in contract to _____
 be served
- E. Total consumers receiving direct services _____
 (A + B + C)
- F. CSRs returning served since Oct. 1 of report _____
 year and served during prior report year _____
- G. CSRs started (new) since Oct. 1 of report year _____
- H. Total CSRs served during report year (G+H) _____
 Equal to the total reported for each category under I. Demographic Data.
- I. Businesses/Agencies served _____

IV. Individual services - Number of Persons Served

For each service offered, report the unduplicated number of consumers (with and/or without a CSR) receiving that service during the report year. The same consumer can be counted in more than one service area. Consumers receiving any independent living service(s) either on a one-time or infrequent basis or on a frequent or ongoing basis such as, but not limited to, C. Assistive Devices/Equipment (loan closet), E. Communication Services (interpreter services), I. Information and Referral (I&R) or U. Voter Registration, are counted in the applicable service category(s).

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- A. Advocacy/legal services _____
- B. Architectural barrier services _____
- C. Assistive devices/equipment _____
- D. Children's services _____
- E. Communication services _____
- F. Counseling services _____
- G. Family services _____
- H. Housing and shelter services _____
- I. Information and referral _____
- J. Independent living skills development and
life skills services _____
- K. Mobility training _____
- L. Peer counseling _____
- M. Personal assistance services _____
- N. Recreational services _____
- O. Transportation services _____
- P. Youth services _____
- Q. Vocational Services _____
- R. Plan to Achieve Self Support _____
- S. Business/Industry/Agency services _____
- T. Benefits Advisement _____
- U. Voter Registration _____
- V. Other _____
- TOTAL: _____