

Report Writing Matters

Debbie Gabrione

***ACCES-VR Statewide Manager of VR Recruitment, Staff
Development and District Office Support***

Rehabilitation Services Administration (RSA)

- Who are they and what do they do ?
- How does ACCES-VR interface with them?
- What does this have to do with vendors?



Reviewing Reports: Why is it important?

ACCES-VR receives millions of dollars annually to provide vital services to customers.



- With great power comes great responsibility—your documentation is critical. Your reports show that services we purchased were actually delivered.
 - Vague or inaccurate reports put us at risk with the Rehabilitation Services Administration (RSA).
 - We cannot pay for services that do not align with ACCES-VR/Federal policy and the VRC referral.
 - Each of the five Pre-ETS activities includes required deliverables, outlined in the [CRS Program Guide](#)
- VRCs use your reports to guide ongoing service and goal planning with customers.
- Report errors or vagueness can delay the entire vocational rehabilitation process.

Example:

Work-Based Learning Experience Development



- Internships
- Workplace tours or field trips
- Job shadowing
- Career mentorship
- Informational interviews
- Paid or non-paid internships and practicums
- Service learning
- Student-led enterprises
- Simulated workplace experience
- Paid or non-paid work experience
- Volunteering
- Career related competitions

What ACCES-VR looks for when reviewing reports:



Activity alignment: Ensure the activities provided align with what VRC referred them for and what VRC expected.

- CRS Program guide / approved curriculum



Confirmation of service delivery: Future priority !!!

Also, group size and service delivery method is appropriate.



Dates and units: Ensure the dates and units align with what was documented and authorized, and that the units being billed on make sense.



Timeliness of service delivery – Let's talk about this one.

- Start Date = first attempt to reach
 - Can never be before auth start date
 - **DOCUMENTATION IS CRITICAL**

What ACCES-VR looks for when reviewing reports (cont):



Timeliness of billing – Let's talk about this one.
• **Billing:** Reporting (Quarterly)



Correct names: Always use the individual's full name, not terms like "the customer" or "the individual."



Avoid Vague Phrases: Never say things like "provided support".



Individualized Service Delivery (especially in groups):

- With PE authorization requests, avoid always requesting all 5 Pre-ETS at once.

- Activity - Report Reviewing



Conclusions:

- ✅ **We must ensure** vendor services provided align with the referral request.
- ✅ **Your documentation is critical.** Data reporting, compliance and accountability depend on clear documentation.
- ✅ **Reports = Proof** – If it's not documented correctly, it didn't happen!
- 📢 **Call to action:** Your role is essential in ensuring quality services, compliance, and the success of the students we serve!

Questions?