

**Core Rehabilitation Services (CRS) 2024
RFP GC24-003**

Question/Answer Document Part 2 of 3

Below are the answers to the second set of questions. The remaining answers are anticipated to be posted by approximately July 7.

General Contract Questions	
How are vendors being reviewed considering over two years were during COVID?	Utilization for most service categories is based on the average of the two highest years between 2019 and 2021, which includes pre-COVID utilization.
Is the 3% COLA compounded annually for years 2-5?	Yes. This is to allow for potential future year rate changes as specified in the Contract Development section of the Method of Award
Can anyone with a social security number and qualifications apply?	Yes.
When documenting value added services what necessary supporting information is necessary (evidence-based research)?	Documentation of value added services should be included in question 2 of Attachment 1-A through Attachment 1-I. Additional supporting information is not needed.
Will you provide standardized worksheet/system to log data?	If this question is related to vendor performance indicators, ACCES-VR tracks this data based on the Framework for Performance Indicators on page 9 of the RFP.
How do you decide which not-for-profit vendors are required to prequalify by the grant allocation deadline?	All not-for-profit applicants must prequalify by the deadline.
Can we apply as an individual instead of a not-for-profit organization if our 501C3 doesn't arrive in time?	Yes, however, any changes during the award process may delay an award. If the change occurs after the contract is executed, a contract reassignment will be needed, which could interrupt service provision.
Do you offer any additional support/outreach for new vendors?	ACCES-VR provides technical assistance and vendor training.
No more monthly submissions grouped together for reimbursement?	If this question is referring to the VR-370, you are correct, there will be no more VR-370. Vouchering of individual authorizations can be processed by the

	vendor through ACCES-VR's Vendor Portal.
I have an old SFS number but creating an LLC and applying for the same services, so the SFS number and all identifiers will change. Can I put this information in parentheses in the application.	List the new number and LLC name and put the previous information in parentheses if you currently hold a CRS contract.
Is there flexibility in the number of days that are allowed for each service? Particularly in the case of unforeseen circumstances which may require an extension.	No. Unfortunately, ACCES-VR is unable to extend the timeframes specified in the RFP. The timeliness of services and vendor reports plays a vital role in the provision of quality services for our customers. If an unforeseen circumstance arises, contact ACCES-VR as soon as possible.
If provider receives a voucher past the 10 days of the start date, is the provider penalized for lack of engagement? Where is accountability if they are not received in a timely manner.	Authorizations are available to vendors in real time through the Vendor Portal, so delays are not expected.
For individuals who transfer from Direct Placement to Supported Employment, please specify the method and amount of payment.	ACCES-VR staff determine what services and authorizations will be issued for our customers based on our customer's needs and where they are in the process of finding employment.
Pre-Employment Transition Services	
I am concerned that we are just starting to make gains in connections with partners in the community to increase the number of referrals we receive for potentially eligible individuals. The allocation based on the presentation does not allow for the continued growth and may limit progress in these partnerships if I am understanding it correctly.	Since potentially eligible services have been slow to start, the method of award for this category was based on the highest year of utilization, rather than the average of the two highest years. Additionally, the contract values can be increased over the contract term based on utilization.
What if an agency has better performance in more recent years, e.g., 2022, and the beginning of 2023? Can they use those years? Or, could they use the numbers for the beginning of 2023 and trend it forward?	The years stated in the RFP apply to all current vendors. The contract values can be increased over the contract term based on utilization.

<p>Will a vendor be able to provide Pre-ETS service in school to clients already registered with ACCES</p>	<p>Yes, with permission from the school.</p>
<p>With respect to Postsecondary Options Counseling (121X and PE 1008X) it states that the “payment per each unit (30 minute minimum) is \$101.85. Does this mean that an hour of service would be double that amount or still \$101.85?</p>	<p>An hour of this service would be 2 units and double that amount.</p>
<p>Will Potentially Eligible referrals continue to come through the vendor or will they go through the VR Counselor now and then be sent to the vendors?</p>	<p>Potentially Eligible referrals will continue to come from the vendors.</p>
<p>Will multiple vendors hold the Potentially Eligible contract within a region or only one vendor?</p>	<p>Multiple vendors can be awarded contracts to provide Potentially Eligible services in each region.</p>
<p>Is the rate of reimbursement remaining the same for the Potentially Eligible Pre-ETS services or will it match the CRS contract rate under this new contract</p>	<p>The rates in the current Potentially Eligible contract remain in place for the remainder of that contract. The rates noted in this RFP will be implemented once this contract starts.</p>
<p>Under some Pre-ETS it says vendors can only bill for the time spent directly providing services to a particular student, but does that include time spent researching a particular job type or school program or report writing time spent on behalf of a particular student?</p>	<p>Vendors should actively engage our customers in the process of researching jobs and schools. Services are meant to help the individual develop their skills rather than doing it for them. The service is expected to be provided primarily with the customer present. When vendor time is spent researching on the behalf of a specific customer AND the research is part of the deliverables of the service the vendor is providing to the customer, that time can be billable. Vendor time spent writing reports is not billable.</p>
<p>Some of the Pre-ETS indicate a unit is a minimum of 30 minutes. So, does that mean that 90</p>	<p>Yes.</p>

<p>minutes is 3 units, but 75 minutes is 2 units rather than 2.5?</p>	
<p>For Attachment 1-A – can you provide an example of a syllabus or curriculum for services that are provided based on student need. For example, 121X services can be different for a student who receives support for the college admission process vs someone who want to look at various post-secondary options.</p>	<p>No. ACCES-VR is looking for each vendor to develop a syllabus or curriculum that outlines how the vendor plans to provide the services. Each vendor may provide services in a unique manner, but it must meet the deliverables outlined in the RFP.</p>
<p>The Pre-ETS Service Code 121X....one unit of service has been reduced to 30 minutes of direct service vs. 1 hour....does this mean that the allowed units of service will increase from 10 units to 20 units, in order to ensure we have enough hours to complete the service?</p>	<p>There is no maximum number of units listed for this service in the RFP.</p>
<p>Can you please answer what the VRC’s role will be with the potentially eligible services?</p> <p>Currently, providers are responsible for recruitment, intake, and service planning. Will these responsibilities shift to the counselors</p>	<p>Vendor’s responsibilities will not shift to the ACCES-VR counselors. Vendors serving potentially eligible SWDs will identify the students, collect documentation verifying they meet the definition of a Student with a Disability, and submit information to ACCES-VR for review, approval, and authorization to deliver Pre-ETS to potentially eligible SWDs. Vendors will engage the SWD, their parent/legal guardian (when applicable), and other interested parties while providing Pre-ETS. See pages 12-19 of the RFP.</p>
<p>For PE Pre-ETS, is there a minimum or maximum time for a WBLE?</p>	<p>No. ACCES-VR has not established a maximum or minimum time frame for the length of a WBLE, as WBLEs include a number of activities. Vendors must submit with Attachment 1-A a curriculum or syllabus detailing how they will be providing this service.</p>
<p>For PE Pre-ETS, will a WBLE service require a paystub for each report?</p>	<p>A paystub is required for WBLE Wage Reimbursement but not WBLE Development or WBLE Mentor services.</p>

<p>For PE Pre-ETS, are there yearly billing caps for students?</p>	<p>No.</p>
<p>For PE Pre-ETS, are there caps for how many times we can bill for a certain category of service? For example, currently we can only bill twice a year for Self-Advocacy, but that is a total of 6 hours.</p>	<p>No. Vendors can voucher on authorizations received from ACCES-VR once they meet the deliverables for the service.</p>
<p>For PE Pre-ETS, is there a mechanism to bill for services provided while awaiting either students to submit documentation or ACCES VR staff to approve submissions? In the past, student delay in providing documentation has been a huge issue and we have also had a few instances where we submitted documentation and it was not approved in a timely manner. Keeping students out of the classroom when they want to be there is not ideal.</p>	<p>No. Vendors must first have an authorization from ACCES-VR before providing services.</p>
<p>Will new contract allow services to be delivered remotely</p>	<p>Yes. Unless a service is indicated as in-person only, a vendor may provide services utilizing live-remote technology (e.g., Zoom, Teams) at the request of the customer. Vendors must have the capacity to deliver all services under CRS in-person, as the customer may request a change to the service delivery modality from live-remote to in-person at any time. The provision of quality services is expected whether the service is delivered in-person or remotely. Vendors are expected to ensure that the individual's disability is taken into consideration and that the appropriate level of support is provided to participate in a virtual service.</p>
<p>Will vendors be required to have physical space in NYC</p>	<p>The mode of delivery of services is a choice driven by our customers. If you are</p>

<p>We are in the midst of considering a move to CT, however our services will be delivered remotely and/or at NYC locations.</p>	<p>providing remote services, you need to be prepared to be able to provide in person services at the request of our customers.</p>
<p>Must vendors be incorporated in the state of NY? Can they be incorporated in another state?</p> <p>Because of the possible move to CT, we're considering a switch in corporate status to that of CT.</p>	<p>Vendors do not need to be incorporated in New York State. Vendors can be incorporated in another state but must have the ability to provide services within NYS.</p>
<p>If the applicant selects more than one District Office (DO) to provide services, should the Capacity Summary cover all DOs selected or are separate Capacity Summaries required for each DO?</p> <p>Ex: Provider has capacity to service Syracuse and Utica. Is one Capacity Summary required for Syracuse DO and one for Utica DO; or does the applicant submit one Capacity Summary reflecting total capacity for both Dos</p>	<p>The applicant should submit only one Capacity Summary covering all locations.</p>
<p>Please clarify the expectation of services to begin within 10 days of authorization. Authorization and referral come separately, and services cannot begin on authorization only as there is not enough information to make a determination or contact the customer upon authorization only.</p>	<p>ACCES-VR staff will be sending referral information to vendors at the same time they are issuing authorization in the Vendor Portal. Authorizations will be available to vendors in real time through the Vendor Portal. Referrals can be sent via encrypted email if the vendor provides ACCES-VR an email address. Vendors may wish to consider setting up a designated mailbox solely for ACCES-VR to send referral information.</p>
<p>Please cover what service units have changed, for example some units of service were an hour but are now a half hour at the same rate</p>	<p>Description of the unit of service is located in the RFP under each service.</p>
<p>Please explain the merging of Pre Ets and Potentially Eligible</p>	<p>Existing Potentially Eligible vendors must apply to this RFP to continue providing</p>

<p>contracts. What impact will this have on current partnerships between providers moving forward</p>	<p>services after 12/31/2023 (the anticipated end date of the current Potentially Eligible Pre-ETS contract).</p>
<p>The unit of service for several pre-ETS services is defined as a "minimum of 30 minutes." In this case, if a person completes a 5-hour self-advocacy for students training, does that mean the agency will be billing for 10 units? If this is the case, what do you anticipate will be the standard authorization for these pre-ETS services?</p>	<p>Yes, 5 hours of this service is 10 units. Number of units authorized for Pre-ETS services will be determined by ACCES-VR staff.</p>
<p>Are the pre-ETS equivalents of Self-Advocacy for Employment and Work Readiness subject to the same staffing qualifications indicated on pg. 59 for non-student versions of these services?</p>	<p>No. Please refer to Pre-ETS staffing qualifications for a detailed description on page 58.</p>
<p>Can we place work-based learning participants within our Agency? Can Work-Based Learning sites be used for multiple participants?</p>	<p>All site-based WBLEs must meet the definition of competitive integrated employment and be approved by ACCES-VR staff.</p>
<p>Work-Based Learning Experience (WBLE) services indicate services should commence within ten (10) days, but does this mean that the person must be placed within 10 days or that the agency begins supporting the development of a WBLE within 10 days</p>	<p>Vendor should begin starting the process for the development of the WBLE within 10 days of the authorization start date.</p>
<p>For Community-Based Workplace Assessments (CBWA, 112X), the RFP indicates that vendor-based/facility-based locations cannot be used for CBWAs. Since the pandemic, many community partners (e.g., big box stores) have not permitted us to conduct assessments at their sites. In light of this, if the vendor has integrated sites (e.g., a school, professional offices, etc) that would permit a CBWA to be conducted, can the</p>	<p>No.</p>

<p>vendor proceed with those locations as long as they have the permission of the VRC?</p>	
<p>For those services that permit group instruction (e.g., work readiness), is there a specific number that groups may not exceed</p>	<p>ACCES-VR does not define group size but vendors should use their professional judgement and limit the group size based on the customers' needs, subject, and staffing.</p>
<p>How many hours are required for a Work-Based Learning Experience, code 557x (page 17)? Can this be in group format, if so what size? Is the billing per group?</p> <p>Is the billing rate per unit? E.g., if a code is listed at \$101. per 30 minute minimum, is it then \$202 per hour?</p>	<p>WBLE is not an hourly or group service. Unit of service is a flat rate upon completion of service. Payment for this service is a flat rate payable upon completion of the service is a Statewide rate of \$800.</p> <p>For an example of services with a billing rate per unit, \$101 per half hour would be reported as 2 units totaling \$202 for the hour of service provided.</p>
<p>Can a provider discontinue a service code if needed? For example, if the vendor's staffing changes or community partners change and the vendor is no longer able to provide on-site work experiences, can they discontinue that service code?</p>	<p>Yes, vendors can discontinue providing services if needed.</p>
<p>As we are planning programming and syllabi for Pre-ETS services for both Eligible and Potentially Eligible, is there a cap on the number of units that can be approved for each client</p>	<p>Curricula or Syllabi is required for both Potentially Eligible and Pre-ETs services where noted. There is no maximum number of units noted on each service, ACCES VR staff will determine the total number of units for each customer.</p>
<p>To what extend can Pre-ETS be delivered to students during the school day? Please elaborate</p>	<p>Vendors will need to arrange that with the school.</p>
<p>When creating Work-Based Learning Experiences, it has been difficult to keep businesses that are person -centered, interested in sponsoring clients, due to delay in receiving authorizations and then the time it takes to get individuals on payroll. Will 2 weeks be a sufficient amount of time for</p>	<p>The vendor must provide the ACCES-VR counselor with a minimum of two (2) weeks advanced notice prior to the WBLE start date and the details of the WBLE to ensure that an authorization is completed prior to the customer's start date</p>

<p>ACCES-VR counselors to complete and authorize Wage Reimbursement so that start dates can be set while waiting for authorizations?</p>	
<p>Are we going to receive referrals for potentially eligible or can we find our own referrals?</p>	<p>Vendors will find their own referrals for Potentially Eligible. Vendor referrals must be approved by ACCES-VR before vendor provides services.</p>
<p>What is the role of the TAYS with this blending with an existing contract? Is it changing?</p>	<p>TAYS are transition experts and will continue to work on the delivery of Pre-ETS services to students with disabilities.</p>
<p>Can a potentially eligible person gain paid experience?</p>	<p>Yes through WBLE development and WBLE Wage Reimbursement</p>
<p>Can a school district be a provider?</p>	<p>Yes. Please see Page 1 of RFP for details regarding eligible applicants.</p>
<p>The contract wording now seems to imply that if a vendor provides an assessment service (100x, etc.) or pre-ETS services and the customer is (within 12 months) referred for placement services – then an intake will not be vouchered. However, assessments (which are brief) and pre-ETS (preparatory services) are designed to help the ACCES-VRC to determine what additional services could be appropriate – which may or may not involve future placement services. The information gathered during an intake is directly related to the placement services referral – just because a vendor has provided other non-placement services for a customer, it does not mean that information needed for placement services was obtained.</p>	<p>If this question is referring to 921x and 571x, please read the definition for each in the RFP; neither prohibit the use of these services for customers that received assessment services or Pre-ETS services (except for work readiness).</p>

<p>964X specifies that it is not to be used for Job Coaching. Does that mean we are going back to using 790X for Job Coaching with a work experience with students when coaching is needed?</p>	<p>While 964x is not job coaching, it is mentoring. The definition of this service includes: the typical, general training provided to any employee/intern to learn the new tasks and responsibilities in a work experience, regardless of the existence or nature of a disability. The WBLE Mentor will familiarize the SWD to the worksite, show them how to navigate the environment, explain expected responsibilities (e.g., time and attendance activities such as check in and out, break schedule, etc.), and show them job tasks to meet the WBLE employer’s expectations. All training must be specific to the WBLE environment.</p>
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Entry Services

<p>Can agencies apply to provide orientations, but not apply for Entry Service 2? Or do these services have to be applied for in conjunction with one another?</p>	<p>Vendors do not have to apply for every service in each service category of the RFP. If a vendor wants to provide Orientation, they must apply for Entry Service 1: Services to Group.</p>
<p>Can we have clarity for 118X – who is eligible for this service? Do vendors identify customers or is this only from ACCES-VR?</p>	<p>ACCES-VR staff will identify which customers are eligible to receive 118x through the authorization and referral process.</p>
<p>The rate for 118X used to be \$250. It went down on the current contract. Why did it not go up at all this time around?</p>	<p>The 2023 rate for 118X is \$185.66 statewide. There is no change from the 2023 rate for this service.</p>

Assessment Services

<p>Can you please confirm if this online bidding process applies to me as a psychologist and current vendor ["Standardized Testing / Specialized Evaluations (100X) Functional Capacities Evaluation (052X)"] or will I receive a contract renewal application in the mail as usual</p>	<p>P. 22 indicates that the Assessment Service “definitions do not apply to...those services covered under contractual arrangements with psychologists. Functional Capacities Evaluation (052X) does not fall under the psychologist contracts and would need to be applied for through this RFP to continue providing this service.</p>
<p>Can you please clarify what services are billable for 112x -</p>	<p>Please refer to the service description in the RFP on page 24.</p>

<p>Community-Based Workplace Assessment.</p>	
<p>Are there updates to Career Exploration Assessment Report – 120X and the Vocational Assessment Profile Report 100X without the A/V or CaMS #?</p>	<p>All report forms will be updated for the new contract term.</p>
<p>Is there a list of specifically approved Standardized Testing and Specialized Evaluations for the 100x?</p> <p>Is Career Oriented Placement and Evaluation Survey (COPEs) an approved assessment system for the 100X service?</p> <p>Is the Vocational Assessment Profile Report a report template developed by ACCES-VR for vendors to complete using the results of other testing or assessment system results or do vendors develop a unique Vocational Assessment Profile Report based on the elements outline in the description of the 100X service and the assessment system they are choosing to utilize for 100X service delivery?</p>	<p>ACCES-VR does not limit this service to a specific list of test. As described in the RFP this evaluation is a bank of assessments that may be used to measure a customer’s academic achievement, aptitudes, cognitive abilities, personality, vocational interests, sensory/motor skills and compares the results to an appropriate sample population. This service is provided on an individual basis. Standardized Tests and Specialized Evaluations include but are not limited to standardized, computerized, or other assessment systems such as Woodcock-Johnson Tests of Cognitive Ability.</p> <p>Since assessments utilized in 100x will vary for each customer ACCES-VR does not have a report template for the Vocational Assessment Profile Report. ACCES-VR has provided a detailed description of what is required to be included in the RFP.</p>
<p>With regard to 052X, Functional Capacity Evaluation, what is the scope of assessment? Does the scope vary based on the referral/individual circumstances of a case?</p>	<p>The scope of the Functional Capacities Evaluation does vary for each customer and by the referral from ACCES-VR based on our customer’s needs. The description of what is expected and required for this service is noted in the RFP.</p>
<p>Our agency specializes in behavioral health issues and related disabilities. If we do not have the ability to assess specific</p>	<p>No, you should not apply for this service, based on your statement that you do not have the ability to assess specific physical limitations. This service is an assessment of a customer’s physical capabilities.</p>

<p>physical limitations, e.g., range of motion or safe lifting capacity, but our staff is qualified to provide: an assessment of someone’s psychological capacity for work and a comprehensive evaluation of their adaptive behaviors, can we apply for functional capacity evaluation?</p>	
<p>Is there a standard list of assessments and/or evaluation components? Are there restrictions on which professionals can provide each component? (Provided that a person is qualified according to NYS practice standards for a discipline.)</p> <p>Regarding 052X – we would like information regarding what standardized battery of tests would be required.</p>	<p>No, ACCES-VR does not limit this service to a specific list of assessments.</p> <p>ACCES-VR does not limit 052X to a specific list of assessments.</p>
<p>Are vendors making the determination of whether a person’s health and physical capacity effects their ability to work?</p>	<p>Yes, vendors applying for this service must have the qualifications and expertise to make the determinations on how a customer’s physical capabilities impact their ability to work.</p>
<p>Does this need a clinician’s input?</p>	<p>See staffing qualifications. This service must be provided by a physical or occupational therapist holding a valid license in New York State, or other current licensed provider qualified by scope of practice.</p>
<p>Employment Preparation Services</p>	
<p>If we are planning to apply to be a contractor for Benefits Advisement, does the employee we have that will be doing the Benefit Advisement need to be fully certified or can they be working on their certification</p>	<p>ACCES-VR requires vendors to have staff meet the identified requirements within six (6) months of contract execution to deliver the approved and authorized service(s).</p>

Can Adult and Students/Pre-ETS be enrolled in same class sessions for delivery of work readiness and/or self-advocacy groups contract period?	No.
Are there max group sizes for work readiness and self-advocacy services in for this RFP?	ACCES-VR is not regulating group size in this contract. ACCES-VR is relying on vendors to use their professional judgement and consider customer needs, disability factors and staffing when determining group size.
Adult Work Readiness 125X rate was increased for 2024 to \$101.85 but Adult Self Advocacy 123X rate is still \$53.05 statewide. Why hasn't the self-advocacy rate also increased to \$101.85 when these services are funded equally currently? Is this an error?	No, the rate is not an error.
Job Placement Services	
Can we have clearer definitions for what is expected for 557X and 559X as there is a lot of interpretation from the AVR Counselors that varies	ACCES-VR staff identify to vendors their expectations for service based on individual customer needs; these expectations will be within the parameters of the deliverables outlined in the RFP.
Can you explain the methodology for payment of a 557X or 559X? It seems to indicate that we would not be able to get paid until the work experience was complete? Previously it was after the person started working. If that is the case, that means that if a person can have 320 hours of reimbursed wages along with this service, and works for 20 hours a week, we would not get paid for 16 weeks. We still have to pay the people developing those sites and matching them with	ACCES-VR allows for vendors to submit billing for these services once the services are completed.

<p>participants. We do about 40 of those placements a year, the bulk of which are students placed for summer experiences. We have to hire extra staff to help with that case-load. We will not be able to wait up to 4 months or more to get paid for doing that work. Or, does "service completed" mean the service was developed and the job began?</p>	
<p>Are there alternatives to providing customer paystubs with payment requests for Job Placement (931x), Job Retention (932x) and Quality Wage Incentive (933x)?</p> <p>Many ACCES-VR customers I serve do not have access to technical devices and/or the knowledge to adequately retrieve, download and safely forward paystub information. Many customers only have a phone to use and in some cases they don't have internet capabilities or may lack access to printers or scanners to mail or fax them in. Additionally, this requirement can add unnecessary stress for the customer beginning a new job.</p> <p>In many cases, outside of Supported Employment, it is contraindicated for job developers to contact the employer for pay verification as it would disclose ACCES-VR involvement with the customer and thus, a disability the customer may not want disclosed.</p> <p>In cases of Civil Service 55b/c job placements in NY State agencies, the lag payroll system can take up</p>	<p>ACCES-VR understands that obtaining paystubs can be challenging at times. We are allowing alternatives to a copy of pay stubs that are in line with federal regulations. These include follow-up survey for customers; document from employer on company letterhead attesting to a customer's employment status and earnings; self-employment worksheets signed and attested to by customer. These will be noted in the CRS Guide.</p>

<p>to five weeks to obtain the first paystub. This would delay the submission of the Placement report (931x) beyond the 30-day parameter listed in the RFP.</p> <p>Job Placements that are not successful retentions for any number of reasons, may result in customers being unable to access payroll systems or unwilling to contact the previous employer for payroll information. The paystub requirement would preclude Job Developers from payment for a service already rendered.</p> <p>In summary, if the customer is unable or unwilling to provide paystubs, job developers will not be able to bill for Placement, Retention or Quality Wage lines of service, and potentially reduce the compensation for a successful placement in a quality position by 74%.</p> <p>A tremendous amount of work goes into the job development / job placement process and to accept that the majority of the compensation for this work, already delayed by the Milestone Payment process, is now dependent entirely on paystubs being accessible and provided does not seem like a viable endeavor.</p>	
<p>Is there going to be a provision (on or off-contract) to allow for summer or seasonal employment assistance to students or adults who would benefit? Vendors are often asked to assist students with an employment search – but there is currently no funding stream</p>	<p>ACCES-VR staff determine which case services to authorize to allow for summer and seasonal employment for our customers.</p>

<p>available for that – usually because they are/or may use ACCES-VR for educational funding support. So, the offered service line has been a 557x or a 559x – which (1) is not the purpose of those services, and (2) are ridiculously low reimbursement rates for what are essentially full placement services (resume development, interview prep., etc.). A similar issue is that the milestone reimbursements do not allow seasonal/temporary positions to even be considered – even though it may be a totally appropriate job for someone – allowing them to gain important employment experience. For example, the recent Saratoga Race Course summer job fair announcement that came from ACCES-VR – unfortunately no vendor can take advantage of that type of job notice for their customers because the jobs will not last long enough to reach any milestones, and so won't be accepted.</p>	
<p>Does the 933X only require a customer to be making above NYS minimum wage? Does this change in NYC? Is there a specific hourly wage number required? For example, it currently requires above \$17/hour.</p>	<p>Vendors can claim this payment if the customer is earning above the New York State minimum wage (or federal minimum wage if applicable) for the final four weeks prior to the completion of the 90-day period. The New York State minimum wage can vary in some regions of the state. See link for additional details: https://www.ny.gov/new-york-states-minimum-wage/new-york-states-minimum-wage</p>
<p>When submitting required paystubs for 932X and 933X for an individual who qualifies for wage incentive, can the paystubs be submitted for both reports as long</p>	<p>Yes.</p>

<p>as it reflects the last 4 weeks of work?</p>	
<p>Are there alternatives to submitting paystubs for the 931X and 932X?</p> <p>What about meeting timeframes when there are lag payroll systems?</p>	<p>Yes. These will be noted in the CRS Guide. They include: Follow-up survey for customers; document from employer on company letterhead attesting to a customer's employment status and earnings; self-employment worksheets signed and attested to by customer.</p> <p>If there are circumstances preventing a vendor from meeting the prescribed timeframe for any service, they should notify ACCES-VR as soon as possible.</p>
<p>Can a paystub from any previous pay period be used for 574X/575X or 932X/933X to eliminate further delays in payments for vendors when pay cycles can be 2-3 weeks behind real time and the customer's signature is still verifying current earnings and employment status at that time of signing?</p>	<p>Yes as long as the paystubs submitted are reflective of the hours and wages a customer is earning at these milestone and is within a reasonably close timeframe (e.g. 2 or 3 pay periods) from the milestone date.</p>
<p>Are VRC's required to have rehab goals again for this contract to align with vendor employment outcome expectations?</p>	<p>ACCES-VR is committed to fulfilling our mission of assisting customers to obtain and maintain competitive integrated employment; therefore, we have set forth performance measures for vendors providing CRS services.</p>
<p>Will VRCs be given retention goals again this contract to foster for collaboration with vendors working towards a common goal and improve referral outcomes</p>	<p>ACCES-VR is committed to fulfilling our mission of assisting customers to obtain and maintain competitive integrated employment; therefore, we have set forth the performance measures for vendors providing CRS services.</p>
<p>Will wage incentives apply to folks who accept positions in a NYSID contracted job?</p>	<p>Yes, as long as these are jobs are above the NYS minimum wage and meet the definition of competitive integrated employment.</p>
<p>Work Experience Development 559x - What constitutes completion? Is there a time requirement that has to be met? Is there a process for when</p>	<p>There is no drop out rate for this service. The vendor must submit an ACCES-VR Work Experience Development report to ACCES-VR describing the work experience site that has been developed and the individual's progress throughout the work</p>

<p>a business partner is set up and client does not follow thru</p>	<p>experience within ten (10) business days of the service completion.</p>
<p>Will Drop out billing be included for referrals accepted and to account for trending numbers any referral accepted by vendors to cover the expense of the time spent by vendors to process, assign and attempts for engagement</p>	<p>Dropout rates will be outlined in the CRS Guide.</p>
<p>For the codes especially for Deaf/Blind, how do we choose that if we only provide services to people with visual impairments, but are not set up to provide interpreter services for people who are deaf?</p>	<p>The rates are set up for both populations. It is not required that both are provided by the agency.</p>
<p>Can the percentage for successful employment outcomes (65%/75%) be based on the number of customers completing 929X or 572X phase to more accurately reflect outcome results of those referrals that engaged in services and vendors aren't penalized for accepting referrals not ready or interested in the services. The number of drop- outs for customers that never start services and/or stop engaging will skew % and not reflect true numbers of customers that entered job search and then were successfully placed in employment.</p>	<p>Yes, ACCES-VR is counting that performance measures for customers that complete 929x and 572x. It is not a performance measure for the intakes (921x and 571x) in these two services categories.</p>
<p>For services that have an employment outcome – i.e., 65% of participants are successfully employed – Where are these numbers pulling from or starting? Does it include people supported when the contract starts?</p>	<p>ACCES-VR is committed to fulfilling our mission of assisting customers to obtain and maintain competitive integrated employment; therefore, we have set forth the performance measures for vendors providing CRS services.</p>

<p>For services such as direct placement, we don't get many of those referrals, if we only have two, 65% is a high expectation</p>	
<p>If the goal is 75% placement for Direct Job Placement, is this percentage based on actual data from each region? What was the percentage last reported by ACCES?</p> <p>If the goal is 65% placement for SE, is this percentage based on actual data from each region? What was the percentage last reported by ACCES?</p> <p>Is there are penalty for not achieving the 75% or 65%?</p> <p>Is there a bonus/reward for achieving or surpassing the 75% or 65%?</p>	<p>ACCES-VR is committed to fulfilling our mission of assisting customers to obtain and maintain competitive integrated employment; therefore, we have set forth the performance indicators for vendors providing CRS services.</p> <p>ACCES-VR will use vendor's performance to make informed decisions regarding the allocation of resources within the contracting system, It will be factored into customers' informed choice of vendors from which they wish to receive services; utilized by ACCES-VR counseling staff when making decisions on which vendors they seek to purchase services from; enable District Offices to oversee and allocate contract dollars to better serve customers and provide information to vendors to improve services and meet expected levels of performance.</p>
<p>For the wage reimbursement categories, such as 963X and 958X, it indicates that the counselors need a minimum of two weeks notice before issuing the authorization. There are some cases in which that may mean the loss of a job opportunity if the employer needs someone to start right away. Is there any flexibility in that, or, if verbally agreed, could the authorization be back dated?</p>	<p>ACCES-VR staff will provide authorizations as quickly as possible; however, we cannot guarantee that it will be done without a minimum of 2 weeks notices; this should be factored into vendor's conversations with potential employers. Contact ACCES-VR immediately if there is a concern with authorization turnaround time that will impact our customer's service.</p>
<p>Can you elaborate on what you are looking for in a syllabus for 557X? That is a component we generally just use for developing and placing someone in a work experience. Is it not needed for the 559X?</p>	<p>Please review the service description and provide an outline of what you are capable and able to provide to our customers with this service.</p>

How did ACCES arrive at the 75% requirement for participants placed in employment?

Many of those I serve are difficult/impossible to reach and/or have issues with motivation or decide to return to School. Also, their employment goal may not be realistic, such as they've graduated in the field of social media yet don't have an on-line presence or the skillset employers are seeing – both soft skills and hard skills

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