

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

**Question/Answer Document Part 3 of 3**

Below are the answers to the third set of questions.

Question	Response
<b>Supported Employment Services</b>	
Normally you've raised the service delivery milestone payment rates during individual contract years and especially for a new RFP. Why are all the rates staying the same yet there are increased service standards?	<b>Some rates in this contract have been increased from CRS2. Cost of living adjustments to the rates may be provided during the contract term, at ACCES-VR's discretion and subject to availability of funds.</b>
Can you make the billing mechanism for 578X easier please	<b>This service will be authorized and vouchered the same way as other CRS services in this new contract term, through the vendor portal.</b>
How will current extended SE customers be vouchered?	<b>Services to these customers will be authorized and vouchered the same way as other CRS services in this new contract term, through the vendor portal.</b>
Is 577X offered in this contract?	<b>Yes. See page 45 of the RFP.</b>
What extended documentation is needed?	<p><b>Applicants interested in providing Supported Employment Services must:</b></p> <ul style="list-style-type: none"> <li>• <b>Have in place a <u>current Supported Employment extended services funding agreement or equivalent</u> (i.e., OMH Personalized Recovery Oriented Services (PROS) or HCBS Medicaid Waiver) with one or more of the following agencies:</b> <ul style="list-style-type: none"> <li>○ <b>New York State Office for People with Developmental Disabilities (OPWDD), or</b></li> <li>○ <b>New York State Office of Mental Health (OMH) <i>Note: OMH funds extended services through the county and local providers, or</i></b></li> <li>○ <b>ACCES-VR AND</b></li> </ul> </li> <li>• <b>Provide a copy of current agreement(s) with OPWDD and/or OMH documenting their ability to provide Supported Employment</b></li> </ul>

	<p><b>Extended Services AND</b></p> <ul style="list-style-type: none"> <li>• Have one (1) year of experience providing Supported Employment services to individuals with the most significant disabilities</li> </ul> <p><b>Note: Applicants that do not provide documentation of current agreement(s) with OPWDD and/or OMH to provide Supported Employment Extended Services with their completed Attachment 1-F will be disqualified from consideration to provide Supported Employment Services.</b></p>
<p>Are we still waiting 90 days after the 575x is billed before we can close the case and bill OPWDD SEMP</p>	<p><b>No, 575X is the milestone payment to the vendor when the customer has achieved a minimum of 90 days post stabilization.</b></p>
<p>Can we serve an ACCES funded individual in the same group as an OPWDD funded individual if appropriate?</p>	<p><b>Possibly, however all services provided by a vendor must meet the criteria described for that service in the RFP. Payment is subject to ACCES-VR's approval of the service report.</b></p>
<p>How do we get a contract with the Office of Mental Health, ACCES-VR or Medicaid Waiver Program</p>	<p><b>You should contact Office of Mental Health and Office for People with Developmental Disabilities for information on how to contract with them. To get a contract with ACCES-VR you need to apply through this RFP process.</b></p>
<p>Can we still apply while we figure out which office listed above is the best option for our community?</p>	<p><b>No. See pages 39-40 of the RFP. In order to apply for Supported Employment Services applicants must meet the following criteria:</b></p> <ul style="list-style-type: none"> <li>• Have in place <u>a <i>current</i> Supported Employment extended services funding agreement or equivalent</u> (i.e., OMH Personalized Recovery Oriented Services (PROS) or HCBS Medicaid Waiver) with one or more of the following agencies: <ul style="list-style-type: none"> <li>○ New York State Office for People with Developmental Disabilities (OPWDD), or</li> <li>○ New York State Office of Mental Health (OMH) <i>Note: OMH funds extended services through the county and local</i></li> </ul> </li> </ul>

	<p style="text-align: center;"><i>providers, or</i></p> <ul style="list-style-type: none"> <li>○ <b>ACCES-VR AND</b></li> <li>• <b>Provide a copy of current agreement(s) with OPWDD and/or OMH documenting their ability to provide Supported Employment Extended Services AND</b></li> <li>• <b>Have one (1) year of experience providing Supported Employment services to individuals with the most significant disabilities</b></li> </ul>
<p>Will everyone on the current ACCES Extended roster be grandfathered in? Or will there be a new authorization or approval required for each person?</p>	<p><b>A new authorization will be required for each customer currently enrolled in ACCES-VR supported employment extended services funding.</b></p>
<p>How do new people get on the ACCES Extended SE roster?</p>	<p><b>Use of the ACCES-VR Adult Supported Employment Extended Rosters is being discontinued with this contract. Customers utilizing Adult Supported Employment Extended services under this contract will receive authorizations from ACCES-VR through the vendor portal.</b></p>
<p>If a person needs 6, 9 or even 12 months to achieve OPWDD Extended SE eligibility, will ACCES cover them until it is achieved?</p>	<p><b>Yes, however vendors are required to begin planning for Supported Employment Extended funding at Intake. This includes the initiation or facilitation of the application for supported employment extended funding. ACCES-VR staff can approve the use of ACCES-VR Supported Employment Extended service past case closure for customers that need additional time with the eligibility process for the appropriate extended funding source.</b></p>
<p>Will 578X (Extended Services for Adults) continue to be available for those currently on our ACCES VR Extended roster?</p>	<p><b>Yes, however when this contract begins ACCES-VR is discontinuing the use of the quarterly roster and claim for payment. 578X authorizations will be issued and vouchered in the vendor portal.</b></p>
<p>Will a letter from PROS Programs or list of PROS Programs</p>	<p><b>No. You can submit a copy of your OISE</b></p>

<p>providing the ORS employment services be accepted as proof of the OMH extended funding agreement or equivalent when vendors in Monroe County are required to utilize PROS-ORS employment services after intensive services are completed with SE vendor? If not, what will be approved to submit with RFP as proof of OMH extended funding when applying for supported employment to ensure vendor is meet this requirement?</p>	<p><b>contract or PROS license.</b></p>
<p>Monroe County OMH no longer has OISE extended funding available at the county or local level for SE Vendors since converting to PROS. Customers referred to SE with mental illness currently have to be referred to an OMH PROS programs for the SE extended services after achieving 90-day Retention with Vendors for intensive services. To avoid being automatically disqualified from consideration in this situation, please share the specific examples of OMH documentation will be accepted/approved by ACCES-VR when submitted with RFP to cover requirement of including proof of OMH extended funding agreement or equivalent when OMH PROS program are required to be utilized for extended services?</p>	<p><b>ACCES-VR will accept a copy of OISE contract or PROS license as verification of OMH extended funding. You can contact OMH if you need assistance obtaining that.</b></p>
<p>If a person with mental illness in Monroe County refuses to pursue the alternate extended funder which is a PROS Program for OMH or they don't have Medicaid</p>	<p><b>If a customer refuses to apply for an appropriate supported employment extended funding source vendors are required to notify ACCES-VR staff immediately. ACCES-VR will provide</b></p>

and would be required to self-pay for OMH PROS-ORS each month, are will they qualify to continue to utilize ACCES-VR as an extended funder? There will not be a denial letter provider in those cases; what can be provided to ACCES-VR in this case?	<b>individualized guidance to the vendor for these situations.</b>
Will there be a monthly report required for ACCES Extended for adults (similar to the youth?	<b>Yes. See pages 45-47 of the RFP.</b>
Will non-billable monthly reports need to be submitted for the participants enrolled in this program?	<b>Yes.</b>
Will vendors have to provide a denial letter from the Supported Employment Extended Services funding sources annually?	<b>No. The initial denial letter is sufficient.</b>
Providing a denial letter will only be required for new participants enrolling in Access-VR Supported Employment Extended or for all participants enrolled in that program?	<b>A denial letter for other appropriate supported employment funding sources is required for all customers utilizing 578X and/or 582X services after case closure. See pages 45-47 of the RFP.</b>
Will the 578x be reauthorized yearly?	<b>Yes. 578X will be authorized annually with monthly units of service.</b>
Regarding Supported Employment Stabilization, it states on page 42 "The outcome of this meeting must be documented on the ACCES-VR Supported Employment Stabilization Report." Is this report a new form that will be provided by ACCES-VR?	<b>Yes, the Stabilization Report is a new report that will be provided by ACCES-VR for services 574X and 1574X. ACCES-VR will be providing vendors training on the reporting requirements for this contract.</b>
Regarding Extended Services after Stabilization, it states on page 43 (in bold letters) "ACCES-VR Supported Employment Extended Services will be utilized for ALL customers during the first	<b>Yes, ACCES-VR funded extended services will be authorized once the Stabilization Report is approved by ACCES-VR. The Stabilization date will be the date the ACCES-VR counselor signs the report.</b>

<p>90 days of employment post stabilization with ACCES-VR approval.” Will an authorization be issued for this service once the individual reaches stabilization?</p>	
<p>Can you provide clarification on the training requirements for vendors? The table provided on page 61 gives different requirements than we have had under the previous contract and does not whether CASE will continue as the training entity.</p>	<p><b>Trainings for Administrators has expanded to include staff responsible for the fiscal administration of Pre-ETS, Job Placement and Supported Employment services. These trainings will be provided by an ACCES-VR contractor free of charge to CRS Vendors.</b></p>
<p>Will vendors still be required to discuss with VRC before setting up the stabilization meeting at worksites?</p>	<p><b>Yes, a vendor is required to discuss with the ACCES-VR counselor the plan to move to stabilization before the stabilization meeting takes place.</b></p>
<p>Can the date of the meeting with employer, customer and SE staff be the stabilization date instead of vendors payments being at the mercy of VRCs schedule and efficiency with paperwork.</p>	<p><b>No, the date of the meeting will not suffice for the stabilization date. The Stabilization date will be the date the ACCES-VR counselor signs the Stabilization report submitted by the vendor.</b></p>
<p>Will there be guideline or monitoring ensure VRCs are signing stabilization reports and approving payments in a timely manner?</p>	<p><b>Yes.</b></p>
<p>Is my understanding correct, ALL adults, including those with mental illness (OMH), will now receive ACCES-Extended Funding (578X) upon stabilization through Job Retention (90-day post stabilization) or until OMH determination letters are received indicating approval/denial status?</p>	<p><b>Yes, however vendors are required to begin planning for Supported Employment Extended funding at Intake. This includes the initiation or facilitation of the application for supported employment extended funding. ACCES-VR staff can approve the use of ACCES-VR Supported Employment Extended service past case closure for customers that need additional time with the eligibility process for the appropriate extended funding source.</b></p>
<p>Is my understanding correct, ALL Youth, including those with mental illness (OMH), will now receive</p>	<p><b>Yes, you are correct that all youth customers will utilize 582X through case closure. However, if the customer is</b></p>

<p>Youth ACCES-Extended Funding for 48 months or up until they reach the age 25, and at that time, OMH eligibility and extended funding will need to be established and utilized from 25 years old and up, as needed?</p>	<p><b>eligible for another extended funding source, vendors are expected to move them to the appropriate funding source at case closure. If the customer is not eligible for another funding source, then they can, with ACCES-VR staff approval, continue to utilize 582X for up to a maximum of 48 months or until their 25<sup>th</sup> birthday. At that time, if the customer is still not eligible for another extended funding source, with ACCES-VR approval, they can utilize 578X.</b></p>
<p>Do VRC's have a time frame between the time the stabilization report is received and all parties agree to stabilization; and the date the report is actually signed by them to indicate stabilization?</p>	<p><b>Yes, we anticipate they will be signed within ten (10) business days of receipt.</b></p>
<p>How will vendors submit OMH eligibility requests and/or get necessary documentation from OMH to meet these eligibility and funding requirements:</p> <ol style="list-style-type: none"> <li>1) Verify application has been submitted/started within 10 days of the intake.</li> <li>2) Eligibility letter from OMH verifying approval/denial which is required to include with milestone reports/payment requests</li> <li>3) Denial letter needed for ACCES-VR to approve serving under ACCES-Extended if denied, based on not meeting OMH criteria.</li> </ol>	<p><b>ACCES-VR vendors must document that PROS ORS and/or OISE extended options are not available prior to the ACCES-VR counselor approving the continued use of ACCES-VR Supported Employment Extended funding. Vendors are to provide documentation that the customer does not meet OMH eligibility requirements or does not wish to utilize the available extended funding option. If the customer does not wish to utilize the available extended funding source, vendors must notify ACCES-VR immediately.</b></p> <p><b>If the issue is eligibility, vendors are encouraged to discuss these cases with OMH to ensure all potential eligibility strategies are explored:</b></p> <p><b>For PROS: <a href="mailto:PROS@omh.ny.gov">PROS@omh.ny.gov</a></b></p> <p><b>For OISE: <a href="mailto:EmploymentServices@omh.ny.gov">EmploymentServices@omh.ny.gov</a></b></p>
<p>When vendors are looking to determine which extended funder to start eligibility with, what criteria qualifies a customer with mental illness to be approved for OMH</p>	<p><b>Questions regarding ACCES-VR customer's eligibility for OMH extended funding sources should be addressed by OMH.</b></p>

<p>eligibility and what criteria could potentially disqualify someone with a mental illness from being approved for OMH funding for extended services</p>	<p><b>For PROS Eligibility see 512 Regulations:</b>  <a href="https://govt.westlaw.com/nycrr/Document/15035ae09cd1711dda432a117e6e0f345?viewType=FullText&amp;originationContext=documenttoc&amp;transitionType=CategoryPageItem&amp;contextData=(sc.Default)">https://govt.westlaw.com/nycrr/Document/15035ae09cd1711dda432a117e6e0f345?viewType=FullText&amp;originationContext=documenttoc&amp;transitionType=CategoryPageItem&amp;contextData=(sc.Default)</a></p> <p><b>For OISE see SAFEP Guidance:</b>  <a href="https://omh.ny.gov/omhweb/adults/supported-employment-services/safep-guidance.pdf">https://omh.ny.gov/omhweb/adults/supported-employment-services/safep-guidance.pdf</a></p>
<p>Will longtime employees who already completed all of the necessary NYS CASE training requirements in previous contract years for their role, be waived from those trainings being required again within the first 6 months of CRS 2024 contract?</p>	<p><b>No. Training for vendor staff is required for each contract term as described in the RFP.</b></p>
<p>In regard to the 574x Stabilization process the guidelines state that the date of stabilization will be the date that the VRC signs the report, will the signed report be sent back to the provider so that we are aware of the date signed in order to begin billing extended supports and the 575x 90-day stabilization payment? How will providers be notified of this date?</p>	<p><b>Vendors will be notified of the stabilization date by ACCES-VR staff.</b></p>
<p>Will ACCES-VR pay for extended services for adults from stabilization to rehab if the vendor has an extended services funding source? If so, will it be authorized with the 575x automatically like the 576x and 577x?</p>	<p><b>Yes. All customers receiving supported employment services will utilize ACCES-VR extended services. Authorizations will be issued for extended services at Stabilization (574X and 1574X). At case closure vendors are expected to utilize the appropriate extended funding source. Vendors are required to begin planning for Supported Employment Extended funding at Intake.</b></p>
<p>Please explain the billing process for Extended Adult (578x) in this new contract, will it continue to be billed quarterly or is it moving to monthly with reporting each month</p>	<p><b>The billing for 578X will no longer be quarterly; it will be authorized and vouchered like all other CRS services through the Vendor Portal and a unit of service is monthly.</b></p>

<p>578x and 582x- Extended Services for Adults and Youth- Is an employer comment mandatory if the visits are completed on site</p>	<p><b>Extended services require a minimum of one employer contact per month unless the customer requests otherwise.</b></p>
<p>Are people already in ACCES extended being moved to the 578X?</p>	<p><b>578X is ACCES-VR's Supported Employment Extended services for Adults. ACCES-VR staff will issue authorizations for customers that are currently in extended services and continue to require the service.</b></p>
<p>What do we do with our current extended individuals?</p>	<p><b>Once this contract begins ACCES-VR staff will issue individual authorizations for extended services that will be vouchered by the vendor through the vendor portal. Extended services will continue in this contract.</b></p>
<p>After 90 days if the person is not eligible for OMH or OPWDD, will they remain vouchered for a 575 or 582?</p>	<p><b>Yes, however vendors are required to begin planning for Supported Employment Extended funding at Intake. This includes the initiation or facilitation of the application for supported employment extended funding. ACCES-VR staff can approve the use of ACCES-VR Supported Employment Extended service past case closure for customers that need additional time with the eligibility process for the appropriate extended funding source.</b></p>
<p>Is there a centralized eligibility approval process now for OMH to determine eligibility and offer approval/denial documentation needed for ACCES?  If so, what is that process?</p>	<p><b>No, OMH does not have a centralized eligibility/approval process.</b></p>
<p>What it is appears someone would qualify for OPWDD SEMP and you re assisting with getting them eligible, but the process takes beyond 90 days after stabilization?</p>	<p><b>Vendors are required to begin planning for Supported Employment Extended funding at Intake. This includes the initiation or facilitation of the application for supported employment extended funding. ACCES-VR staff can approve the use of ACCES-VR Supported Employment Extended service past case closure for customers that need additional time with the eligibility process for the appropriate extended funding source.</b></p>
<p>For current extended clients, will</p>	<p><b>Yes.</b></p>

<p>we need to verify eligibility or show that they were denied other extended funding?</p>	
<p>For 574X and 1574X Stabilization the RFP states that the vendor will be responsible for providing extended funding denials for OPWDD and OMH. What if a customer chooses not to pursue these other funding options and therefore cannot provide a denial</p>	<p><b>If a customer refuses to pursue extended funding sources that are appropriate matches based on their disability the vendor needs to contact ACCES-VR staff immediately.</b></p>
<p>Additionally, vendors are responsible for obtaining in writing the eligibility determination of the extended funding source. What is going to be accepted documentation of this?</p>	<p><b>Vendors are required to assist customers with the eligibility process for extended funding and provide ACCES-VR the eligibility notification or denial letter once received.</b></p>
<p>When a client in Supported Employment reaches stabilization, the RFP states that ALL customers are eligible to receive ACCES Extended services for the first 90 days post stabilization. Does this ALL include the clients that would also be going to OPWDD funding and OMH funding once they have reached that day 90?</p>	<p><b>Yes. At stabilization all customers will utilize ACCES VR extended funding through case closure, which is a minimum of 90 days after stabilization. At case closure ACCES-VR expects customers to be moved to the appropriate extended funding source.</b></p>
<p>Regarding calculating units for Supported Employment Intensive and other CSC services, it states on page 65, "for each CSC, average the greatest number of annual units and the second greatest number of annual units used between 2019 through 2021. This will determine the base number of units."</p> <p>Our program has at least a couple of services (578X and 958X, for example) which we did not utilize in the first three years of the</p>	<p><b>Vendors are not required to perform this calculation themselves. The prior utilization will be calculated by ACCES-VR, based on the average of the two highest years of utilization in the current contract term. Your Attachment 2 - Capacity Summary should list the units your agency can reasonably provide in a year.</b></p>

<p>contract but have to great success in 2022 and 2023. We would like to continue using them. How should we calculate those units for this RFP</p>	
<p>If we can only get ACCES extended slots up to what we utilized before, how do we add new people? Are you expecting us to close some people and stop serving them?</p>	<p><b>The method of award is intended to estimate the contract value needed and does not specifically restrict the authorization of additional services. ACCES-VR may increase or decrease estimated contract values during the contract term based on customer need.</b></p>
<p>Has there been any conversation with OPWDD about the new requirement to have a denial for eligibility? They typically do not want to review applications for people who clearly cannot meet their eligibility criteria because they don't fall into a certain disability category, don't meet the IQ or Adaptive Behavior scores needed, or don't have Medicaid. Are we going to have to have people go through that whole process, and it is a whole process, for no reason?</p>	<p><b>The requirement to have a denial letter from all appropriate sources of extended funding of Supported Employment is not new. Vendors need to document they are exploring all appropriate funding sources prior to continuing using ACCES-VR.</b></p>
<p><b>Assistive Technology/Rehabilitation Technology Services</b></p>	
<p>Were there slides on 165X and 167X? I was expecting them after supported employment</p>	<p><b>No. The Bidder's Conference highlighted major changes from the previous contract; there were none for this service category. Please refer to the RFP for a full description of these services.</b></p>
<p><b>Adjunct Services</b></p>	
<p>Can I please get a hypothetical example/explanation of what 790X and 792X services would look like?</p>	<p><b>You can find examples on pages 53-55 of the RFP under these service descriptions.</b></p>
<p>Vendor Travel 142x- is this a one-</p>	<p><b>The unit of service is one (1) mile and can</b></p>

time payment or will it be authorized over a period of time while the vendor is providing services, for example extended supports to someone who is traveling over 35 miles. Is these 35 miles from the staff's base	<b>be authorized as needed when a vendor is travelling over 35 miles each way from vendor's location to provide CRS services. Only the miles over 35 miles each way are eligible for travel reimbursement.</b>
Is 142X billable if a documented appointment is made and staff travel to meet the client and the client is not present?	<b>No. This contract does not allow for a no-show rate.</b>
790x - Coaching Supports for Post-Secondary Education, Internship, or Other Activities in Pursuit of Employment Goals - Does the individual need to be present or can items done on behalf of the individual be billable. An example being, client and staff call the college learning center for information and to gather answers to questions that were brainstormed. No answer but a message was left. Client does not have reliable phone service and the staff member's number was left on message. College calls back next day, client no longer there and a 30-minute conversation occurs to answer questions.	<b>While ACCES-VR agrees at times it will be necessary to complete activities without the customer present, all services provided should be individualized based on customer need. Coaching is meant to help the individual develop their skills rather than doing it for them. This service is expected to be provided primarily with the customer present. In the example you have given, if the phone call conversation directly relates to providing our customer with individualized assistance necessary for their successful participation in the VR process, then the service can be included in the report. ACCES-VR must approve the report for payment to be processed.</b>
What is the rate for 142X	<b>Payment for this service is at the <a href="#">Privately Owned Vehicle (POV) Mileage Reimbursement Rates of the U.S. General Services Administration</a> effective at the time of authorization when the trip is over 35 miles each way.</b>
Transportation II – can this be utilized while providing job development services?	<b>Yes, for those customers authorized for transportation support.</b>
If staff transport to and from interviews is this where the transportation II can be utilized?	<b>Yes, for those customers authorized for transportation support.</b>
<b>Additional Questions</b>	
The contract states that "Documentation verifying that	<b>No, ACCES-VR requires vendors to assist customers to apply for the appropriate</b>

Supported Employment Extended funding was denied or is under review by OPWDD and/or OMH must be provided by the vendor to ACCES-VR staff.” Does ACCES-VR expect that all supported employment applicants to apply for both OPWDD and OMH and provide denial letters before ACCES-VR Extended funding is approved?	<b>Supported Employment extended funding source based on the customer’s disability and IPE.</b>
Are providers able to provide more units than awarded for a particular service as long as it doesn’t cause the provider to exceed their overall contract dollar amount (ie. Can a vendor provide more units of a service than awarded in their contract)?	<b>Yes, but only if the additional units are authorized by ACCES-VR. Authorizations cannot exceed a vendor’s total contract value.</b>
In what scenario(s) could a vendor exceed the number of units awarded for a particular service in their contract (ie. provide more units of a service than awarded in their contract)?	<b>Only when the additional units are authorized by ACCES-VR. Authorizations cannot exceed a vendor’s total contract value.</b>
Please list all CRS services that require providers to submit curriculum/supporting documentation.	<b>Please refer to the RFP, as the requirement for supporting documentation is indicated under each service category and in the staff qualification section.</b>
Please provide a list of services that are in-person only.	<b>Please refer to the RFP for this information. As a reminder, vendors are required to provide all services in-person at the request of our customers.</b>
Will providers still be required to create and submit supplemental documentation for the 120X, 121X, 122X services or will ACCES-VR provide the tools/documents needed to complete and report these services?	<b>Vendors are required to use the ACCES-VR CRS 2024 report forms, which will be available on the ACCES-VR Vendor page. All supporting documentation for these services should be maintained in the vendor’s customer case files and available for review by ACCES-VR.</b>
Will providers be able to bill down to the quarter hour/15min for services that are authorized hourly unless otherwise specified?	<b>Yes, with proper documentation of services being provided.</b>
Are there any reports/documentation that the	<b>Upon completion of the 112X service, vendor must submit the ACCES-VR</b>

vendor must develop and submit with the 112X CRS report?	<b>Community Based Work Assessment report and a Vocational Assessment Profile Report. The vendor develops the Vocational Assessment Profile Report. Please see pages 24-25 of the RFP.</b>
Are providers required to submit any supporting documents or curriculum for 625X or 630X?	<b>Yes, please refer to pages 30-31 of the RFP and Attachment 1-D.</b>
If there are no changes to a particular service, will the CRS forms/milestone reports for the 2024-28 contract remain the same as the 2019-23 contract?	<b>No, there will be new forms for this contract available on the ACCES-VR Vendor page.</b>
When will 2024-28 CRS Milestone Reports be available to providers?	<b>Vendor report forms will be posted on the ACCES-VR Vendor page by the start of the contracts under this RFP.</b>
How will ACCES-VR take into account the effect that COVID-19 pandemic has had on the decrease in utilization/VR services when considering approval for providers' proposed capacity in 2024-28? At least one out of the two years (2019-2021) being used to average was artificially low due to the pandemic thereby skewing utilization and putting providers at a disadvantage.	<b>The initial contract value is an estimated amount. ACCES-VR can increase the estimated contract values during the contract term based on utilization and customer need.</b>
What, if anything, is completed/submitted in Grants Gateway	<b>Not-for-profit applicants need to be prequalified in the Grants Gateway by the application due date. Please refer to the Grants Gateway website:</b> <a href="https://grantsmanagement.ny.gov/resources-grant-applicants">https://grantsmanagement.ny.gov/resources-grant-applicants</a>
When submitting application documents, it is likely that the file size will exceed email capacity. How does ACCES-VR advise providers to submit the application if the collective files are too large for one email submission? In what format should the documents be submitted via email (ex. PDF, zip/compressed folder, etc.)?	<b>The application documents should be submitted in WORD or PDF format. If the sender's email capacity is an issue, please compress the files to a zipped folder in order to attach to the email. Alternatively you can send an additional email.</b>
The Application Checklist indicates that Worker's Comp and Disability	<b>Documentation is not required at the time of application, however it will be required</b>

Benefits documentation is “encouraged” but the RFP states that providers are required to submit proof of each. Are both of these required or only encouraged?	<b>prior to entering into a contract, so ACCES-VR encourages submission at the time of application in order to prevent potential delays.</b>
Will ACCES-VR identify and/or provide the “Battery of standardized assessments” that comprise the 052X Functional Capacity Evaluation?	<b>No, ACCES-VR expects vendors to provide assessments that they are qualified to provide and are appropriate based on customer’s disability and needs.</b>
If answers to questions are not posted by June 30th, 2023, will the deadline for submission of the RFP be extended.	<b>No, at this time ACCES-VR is not planning to extend the submission deadline.</b>
What is the process of approval for new staff hired by an agency during the 2024-28 contact period.	<b>Vendors are required to notify the ACCES-VR District Office of new hires and provide resumes for approval.</b>