



OFFICE OF ADULT CAREER AND CONTINUING EDUCATION SERVICES - Vocational Rehabilitation
Service Delivery
89 Washington Avenue – EBA 560
Albany, NY 12234
(518) 486-7587 - P

February 21, 2023

Dear Vendors,

The New York State Education Department (NYSED), Office of Adult Career and Continuing Education – Vocational Rehabilitation (ACCES-VR) is providing this updated memorandum to review the information for vendors regarding our transition to AWARE.

On December 22, 2022, and February 2, 2023, ACCES-VR issued Guidance Memos to vendors based on the services you provide. These memos outlined how ACCES-VR is transitioning to a new electronic case management/financial system called Aware. During this transition, the current systems will be shut down in March 2023 for approximately six weeks during which your vouchers cannot be processed.

Below is some importation information that **all** vendors should know.

For Vendors providing CRS 2.0 services:

- 2022 CRS 2.0 Reconciliation period has been extended from March 31, 2023, to May 31, 2023.
- January 2023 VR-370 with all associated documentation with any required corrections must be **submitted no later than February 27, 2023**, so they can be reviewed for approval and processed.
- Once Aware goes live in early April 2023 all vendor submissions that would have been entered into the ERS Vendor Portal must be entered into the new AWARE System.
- A final **VR 370 will be issued in March 2023 for informational purposes only** and **not** for vendors to submit billing to the District Office. All billing submissions will be done in AWARE. Vendors should not send their billing to the District Offices.

For vendors that provide CRS 2.0 or Potentially Eligible or Interpreting services:

- Vendors need to request user accounts to access the AWARE system. Vendor User Request Forms must be completed by **March 17, 2023**. ACCES-VR will begin to send out user log-in credentials on April 3, 2023. Agencies can request up to 5 user accounts per agency location if an agency has more than one location additional accounts can be requested. The URL link to the Vendor User Request Form is [ACCES-VR Vendor Portal User Account Request Form](#)

For Vendors that do NOT provide CRS 2.0, or Potentially Eligible or Interpreting Services:

- **To avoid delays in payment, we encourage you to submit outstanding invoices as soon as possible so we may process them before the temporary shut-down. Invoices submitted after February 21, 2023, are not expected to be processed prior to the shut-down.** Invoices that cannot be processed prior to the shut-down will be held by ACCES-VR to be processed in Aware once it goes live in early April 2023.
- Once the Aware system goes “Live” the vouchering process will remain the same for receiving authorizations and submitting invoices with reports (ACCES-VR will still be able to send these via encrypted email, if requested), however, there will be some changes. Among those changes are a new format for the Authorization/Vouchers (A/Vs) form and an overall faster and more efficient process.

Reminders for ALL Vendors:

Vendors State Financial System (SFS) Files:

All vendors are responsible for maintaining their information in the State Financial System (SFS). ACCES-VR cannot update or change any of the information in these files.

Please go to <https://www.sfs.ny.gov/> to access your vendor information in SFS.

Frequently Asked Questions:

A FAQ link can be found at the ACCES-VR website. [Current Vendor Information | Adult Career and Continuing Education Services | NYS Education Department](#)

Any questions about this guidance may be sent to VRServiceDelivery@nysed.gov

ACCES-VR would like to thank all the vendors who assisted in the testing of the AWARE system and for your participation in the vendor training session. We look forward to continuing to work with you.

Sincerely,

Monica Toy-Smith

Monica Toy-Smith, MS, MS Ed
Manager, Service Delivery and Quality Assurance Unit
89 Washington Ave. Room EBA 560
Albany, New York 12234
(518) 486-7587