

ACCES-VR

CRS 2.0 & What You Want to Know

Presenters:

- Doreen Nobile: Hauppauge District Office
- Dave Morgan: Quality Assurance Monitoring Unit
- Katie DeMuth: Central Office



1

What We Will Cover

- > **You will hear from the District Office**
 - District Office review meetings
 - How to increase referrals
- > **You will hear from the Quality Assurance and Monitoring Unit (QAMU)**
 - What to Expect in a Provider Review
 - What QAMU will look for during a review
 - Common findings
- > **You will hear from Central Office**
 - CRS 2.0 Updates
 - FAQ's



2

District Office

- > Who to contact with questions?
 - Referral and Service Questions
 - Billing Questions
- > How do I know who my Provider Liaisons are?
- > How often will we meet?



3

What to Expect During a District Office Review

- > What will ACCES-VR look at?
 - Contract Utilization
 - Encumbered Dollars vs. Actual Dollars
 - Detailed Reports
 - Report Ratings



4

What to Expect During a District Office Review

- > Topics to be discussed.
 - Feedback regarding services, reports and communication
 - Provider concerns
 - Changes: staffing, events or services
 - Provider location accessibility



5

How to Prepare for a DO Review

- > Connect with your liaison and discuss what will be covered in the meeting
- > Review monthly utilization reports and detail reports prior to meeting
- > Be prepared to speak with the liaison about questions and concerns
- > Be ready to discuss recommendations from DO Staff



6

Increase Referrals?

Let's talk about what you can do



7

Communicate, Communicate, Communicate

- Communicate with the referring ACCES-VR Vocational Rehabilitation Counselor (VRC)
 - Ongoing case updates
 - Questions about referrals/participant to VRC or VRCA
 - Information about no shows or concerns
 - Provide timely, clear and individualized report forms
- Communicate to the Management Team
 - Concerns
 - Questions about policy
 - Questions about billing



8

Quality Services & Quick Follow Through

- Meet with participants as soon as possible once a referral is received
- Maintain a high success rate in placement/retention
- Submitted reports within 10 days of the provided service
- Make sure the VR-370 is accurate and signed

Don't do this!



9

Flexible Services

- > Provide coaching when participants need it (evenings and weekends)
- > Be willing to work with diverse and challenging participants
- > Be open-minded and creative when providing services
- > Embrace youth services and make efforts to accommodate their needs
- > Collaborate with VRC to provide post-high school counseling services to parents and students to discuss options



10

Choices, Choices, Choices

- > Referrals are based on participant choice
 - Factors could include:
 - Recommendations by peers, family and other counselors
 - Proximity to the participant's home
 - Flexibility in coaching hours (Including evening/weekend)
 - Follow-along services available (Including ACCES-VR Extended)
 - Provider specialties

Referrals to specific providers are not guaranteed



11

Quality Assurance Monitoring Unit (QAMU)

- > Who we are?
- > What we do?
- > When will you see us?



12

QAMU Reviews and You (1 of 2)

"Regulatory audit today?"

We are focused on common goals.

- Assure quality services are delivered
- Assist participants to explore, secure & maintain employment to enhance their lives
- Communication, collaboration, consultation, planning, documentation and review of services



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QAMU Reviews and You (2 of 2)



"I want to go biking with Andrew. I submitted all the right forms, added Dad to the collaboration, and had Billy audit my plans. All I need is your electronic approval."

The Review Process and Timeline

- What is QA Looking For?
- What are the most common findings?
- What happens after a review?
- Where can I go if I have questions?

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Prior to Review (6-8 Weeks)

- QAMU calls agency to inform of upcoming review and to identify current administrative staff primarily responsible for VR service delivery.
- Primary location of employment services is verified. Dates are discussed and scheduled. Typical provider reviews last 2-3 days.
- Agency receives confirmation letter, identifying QA staff completing the review and asks agency staff to attend an entrance and exit meeting.
- Local ACCES-VR district office administration also attend the exit meeting.



15

Prior to Review (2 Weeks)

- Provider agency will receive a list of cases selected for review.
- Provider will receive a copy of the review instrument(s), which list the specific areas under review, along with the reviewer questions.
- Provider can contact lead reviewer with any questions or concerns.



16

What a Reviewer Requires?

- Access to both paper and electronic case records for cases identified.
- Financial records for identified cases, if held in a separate location.
- An office, conference room, or other private area to conduct the review.



17

First Day of Review

- QA lead reviewer conducts an entrance meeting with provider and staff.
- Reviewer outlines the review process and goes through the review form.
- Reviewer answers any questions and assures access to case records.

Just like always, they send in quality to get the department into compliance.



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18

What Does QAMU Look For During A Review?

The Referral Process

- Does the ACCES-VR referral contain the necessary information to best serve the participant?
- Is the employment goal clearly stated?
- Are disability related barriers to employment identified?
- Is the participant's background information sufficient to move forward?
- Are the appropriate releases of information completed, signed & dated?

Intake (571x)

- Documentation in the provider record that services were authorized.
- Was the intake completed within the regulatory guideline?
- Was a report completed and submitted to ACCES-VR for approval?

Intensive Service Plan (572X)

- Is there a completed and signed ISP report in the record?
- Is the ISP individualized to the participant and the identified job goal?
- Are disability and other barriers to employment discussed in the report?
- Does the report include supports, strategies and services provided to help reduce the impact or alleviate the barriers to employment?



22

Monthly Progress Reports (MPSE)

- Are there completed, signed & dated monthly progress reports?
- Has provider reported ongoing job development efforts, progress and outcomes?
- Has provider reported ongoing support services, consistent with barriers identified in ISP?
- Is provider documenting what is being done, where, why and with what outcome?



23

I Have a Job! (573X)

- Is there a completed and signed 573X placement report in the record?
- Are the services outlined individualized and related to strategies and barriers of the ISP?
- Does report include at least 3 days of work on the job site within 5 days?
- Is the job placement consistent with the goal stated on the Individual Plan for Employment?



24

Most Common Findings

- Missing or improperly completed releases of information.
- Intakes not completed within the regulatory time-frame.
- Minimal or incomplete information in ISP (572X) report. ISP lacks individualization, outlining services to address participant's unique needs.
- Internal provider notes, detailing job development, ongoing services, communication with participant, VRC and employer, are not well documented in monthly progress reports.



25

More Common Findings

- Job placement does not align with employment goal on ACCES-VR IPE. This requires documentation of discussion and agreement between participant, provider and VRC.
- Once employed, ongoing communication with employer (when allowed) is not well documented.
- Lacks documentation of 2 face-to-face participant meetings monthly.



26

What Happens After a Review? (1 of 2)

- QAMU staff facilitate an exit meeting with agency administrators, staff and ACCES-VR liaison.
- Preliminary findings are shared and discussed. QAMU staff highlight what the provider is doing well, along with any areas for improvement.
- Once the review forms are tabulated, QAMU staff write a formal report.



27

What Happens After a Review? (2 of 2)

- If areas require corrective action, the provider will receive a corrective action plan (CAP). The plan highlights the specific areas to be addressed. The provider has one month to return the completed CAP to the QAMU for review and approval.
- District Office liaisons follow up and monitor progress in completing a corrective action plan.
- Quality Assurance and Monitoring will also monitor progress with corrective action and may complete a second review at a future date.



28

We Can Do This by Working Together!

- Communication
- Collaboration
- Consultation
- Planning
- Documentation
- Review and Discussion



29

FAQs: You Ask, We Answer

Question: It's not clear where I can find the guidelines of the CRS 2.0. Where can I find them?

Answer: The CRS Guidelines are located in the Vendor section of the ACCES-VR website.

<http://www.acces.nysed.gov/vr/core-rehabilitation-services>



30

FAQs: You Ask, We Answer Question 2

Question: Can we still submit questions to the CRS 2.0 mailbox?

Answer: Yes, the CRS2@nysed.gov mailbox will remain open. Questions can also be directed to your local District Office.



31

FAQs: You Ask, We Answer Question 3

Question: Which services have report forms that need to be completed?

Answer: All CRS 2.0 Services now have a deliverable report form except for Adult Extended Supported Employment which will still be reported via a monthly roster turned in quarterly to Central Office with a standard voucher. The report forms are all located at:

<http://www.acces.nysed.gov/vr/crs-2-service-report-forms>



32

FAQs: You Ask, We Answer Question 4

Question: The report form does not have a space for electronic signatures?

Answer: Providers are required to *physically sign* report forms and scan them so that they can be submitted through the Electronic Reporting System (ERS).

ACCES-VR will not accept electronic signatures (typed) for the reports submitted through ERS. Original handwritten signatures are required for the reports and they need to be maintained in the provider records.



33

FAQs: You Ask, We Answer

Question: For services that require an additional form submission (Paystubs or assessment report) can the provider submit the report and then submit the additional requirement using the same report naming convention or will it be overwritten?

Answer: Providers should make sure that they submit a complete record through ERS including attachments such as a paystub or detailed assessment report. *Attachments should not be submitted separately unless it has a separate naming convention such as the resume that needs to be submitted with the 929X.*

If reports are amended the revised complete report with handwritten signature will need to be scanned and submitted through ERS again.



34

FAQs: You Ask, We Answer

Question: If a participant stabilizes *before* day 45 and all parties agree on the stabilization, when can the provider bill for day 45? 45 days from day one of employment, 45 days from the stabilization date or not at all because they didn't reach day 45 while in intensive.

Answer: If the participant is stabilized before day 45, the 45 day milestone (574X) can still be billed 45 days from the start of employment.

Stabilization prior to 45 days on the job is expected to be a rare occurrence.



35

FAQs: You Ask, We Answer

Question: The CRS 2.0 Program Guide indicates that the provider would be responsible for monitoring participant progress in the Work Based Learning Experience for Students (557X), what does this mean?

Answer: Even though payment can be processed once the student successfully begins the WBL experience there is the expectation that the providers monitor the students' progress *throughout* the WBL experience. The provider should be able to confirm that the experience is happening as planned and be able to determine if a student has additional support needs.



36

FAQs: You Ask, We Answer Question 1

Question: What is ACCES-VR going to provide agencies to document stabilization?

Answer: Providers should maintain service documentation documenting stabilization agreement with all parties. Additionally, maintaining emails verifying agreement is suggested when available. ACCES-VR is in communication with OPWDD to determine if additional information would be required.



37

FAQs: You Ask, We Answer Question 2

Question: The report form asks for an OSOS# but we are not always able to obtain one?

Answer: If the One Stop Operating System (OSOS#) is not available please note the reason in the text field. If OSOS complete registration is not feasible the participant should create a Job Zone account, print the profile and submit the profile with the deliverable report form.



38

FAQs: You Ask, We Answer Question 3

Question: Has the naming convention changed?

Answer: The naming convention for the Electronic Reporting System (ERS) has not changed, it was covered in the Billing training. This training was posted to the CRS page at <http://www.acces.nysed.gov/vr/core-rehabilitation-services>



39

FAQs: You Ask, We Answer Question 11

Question: Are we still required to complete case notes (service documentation)?

Answer: Yes, providers are required to complete and retain service documentation for the services they complete.



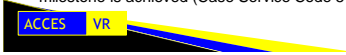
40

FAQs: You Ask, We Answer Question 12

Question: Are monthly reports still required for supported employment and direct placement services?

Answer: Yes, the Monthly Placement Activity report (MPAR) for Job Placement Services is *required* to be submitted monthly for participants in the Job Seeking and Development Phase and a Monthly Progress Report for Supported Employment (MPSE) is required to be submitted monthly for any participant in Supported Employment during the job preparation and job development phase.

MPSE reporting is required to resume within two weeks if the Job Retention milestone (Case Service Code 575X) is not achieved 90 days after the stabilization date and should continue until the Job Retention milestone is achieved (Case Service Code 575X).



41

FAQs: You Ask, We Answer Question 13

Question: Do we need to submit annual wage verification for participants age 25 and under in youth extended services (582X)?

Answer: Yes, Wage Verification (Paystub or letter from the employer) is required for 582X Extended Supported Employment for Youth quarterly for the first year of the service and then annually thereafter.

Wage Verification should be scanned in with the 582X Deliverable Report form and be submitted through the Electronic Reporting System.



42

FAQs: You Ask, We Answer

Question 12

Question: Does Extended Services (578X) need to submit annual wage verifications for participants?

Answer: Wage Verification (Paystub or letter from the employer) is required to be submitted for Extended Supported Employment quarterly for the first year of the service and then annually thereafter.

Wage Verification should be submitted with the Extended Supported Employment Roster to Central Office.



43

FAQs: You Ask, We Answer

Question 13

Question: On the 112X report, under #3, it states "Detailed Vocational Assessment Report is required to be submitted with the VR-112X". Is there a form for this report?

Answer: ACCES-VR does not have a template for the Detailed Vocational Assessment Profile Report. Providers should develop the report based on the requirements outlined in the Deliverable and Payment Process section for the 112X in the CRS 2.0 Guidelines.

The Detailed Vocational Assessment Profile Report should be scanned and submitted with the 112X deliverable report form when submitted into the Electronic Reporting System (ERS).



44

FAQs: You Ask, We Answer

Question 14

Question: Would you please clarify who is eligible for pre-employment transition services (Pre-ETS)?

Answer: Students, ages 14-21, with a disability(ies) in secondary, post-secondary or other recognized educational programs, are eligible for Pre-ETS. Students with a disability have either an IEP or a disability that would make them eligible for a 504 plan.

Under CRS2.0, Pre-ETS are used with students who have been determined eligible for ACCES-VR services.



45

FAQs: You Ask, We Answer Question 17

Question: Can Pre-ETS for students be provided during the school day?

Answer: Yes. As long as they do not interfere or supplant normal parts of their secondary education program. Students should not skip their math, gym, science, or other scheduled classes to participate in Pre-ETS. Providers should not provide a Pre-ETS that is already being provided by the school district. Providers need to make arrangements with school officials to be on campus.



46

FAQs: You Ask, We Answer Question 18

Question: What are the new training requirements and who do they apply to?

Answer: In addition to the specific staff requirements outlined in the Service Descriptions, pre-employment transition, job placement and supported employment staff must complete required courses of study based on their specific job role and function to demonstrate and maintain proficiency.

The requirements are highlighted in each of the respective service description sections of the CRS 2.0 Program Guide.



47

FAQs: You Ask, We Answer Question 19

Pre-Employment Transition staff *must* complete required courses of study based on their specific job role and function to demonstrate and maintain proficiency. These courses of study are offered at no registration charge through the sponsorship of ACCES-VR and requirements are highlighted in the table below.

Type of Personnel	Tier of Training	Timeframes for completion
Youth Transition Service Staff	Tier 4 – Student and Youth Transition Services	Within 24 months of: <ul style="list-style-type: none"> • CRS Contract Start date, or • Pre-Employment Transition Service start date (if after Jan. 1, 2019)

In addition, individuals completing their required courses of study are required to annually obtain at least 6 hours of continuing education in prevocational and employment services by taking elective coursework offered by the ACCES-VR training contractor or other training source (e.g. APSE).



48

FAQs: You Ask, We Answer

Question 29

Job Placement:

Type of Personnel	Tier of Training	Timeframe for completion
New Job Placement Staff	Tier 1 – Employment Services Delivery	Within 24 months of: <ul style="list-style-type: none"> • CRS Contract Start Date, or • Employment Services start date (if after Jan. 1, 2019)
Existing Job Placement Staff with two years' experience or Tier 1 certification	Tier 2 – Advanced Employment Services Delivery	Within 24 months of: <ul style="list-style-type: none"> • CRS Contract Start Date, or • Completion of Tier 1
Job Placement Managers and Supervisors	Tier 3 – Employment Administration	Within 24 months of contract execution or hire



49

FAQs: You Ask, We Answer

Question 31

Supported Employment:

Type of Personnel	Tier of Training	Timeframe for completion
New Supported Employment Staff	Tier 1 – Employment Services Delivery	Within 24 months of: <ul style="list-style-type: none"> • CRS Contract Start Date, or • Employment Services start date (if after Jan. 1, 2019)
Existing Supported Employment Staff with two years' experience or Tier 1 certification	Tier 2 – Advanced Employment Services Delivery	Within 24 months of: <ul style="list-style-type: none"> • CRS Contract Start Date, or • Completion of Tier 1
Supported Employment Managers and Supervisors	Tier 3 – Employment Administration	Within 24 months of contract execution or hire



50

Questions?



51
