

## Questions/Answers Draft UCS Redesign Documents

### GENERAL

1. **What is the email address to send questions/comments/proposals to?**  
A. [UCS@mail.nysed.gov](mailto:UCS@mail.nysed.gov)
2. **Will applications be on the website or will they be mailed?**  
A. *They will be posted on VESID's website and also sent out via email.*
3. **How does a vendor determine what region they are in? Was consideration given to the variation in the cost of living between Long Island, NYC and the rest of the State?**  
A. *The regional breakout listing is currently posted on VESID's website and was distributed with the document sent out announcing the information session; it will be included with the RFP and is based on the cost by area.*
4. **When designating a regional office, can a provider specify a certain geographic area within the regional office or will the designation be for the whole area covered by the VESID District Office? Most providers are county based?**  
A. *Vendors should indicate which District Office they want to serve and at what locations and be ready to do so on January 1, 2009.*
5. **Will information be available on how to write an RFP for an agency with two counties, working from two district offices and pay rates from two different regions?**  
A. *Yes. VESID will coordinate the application review between the two district offices and the number of units to be awarded. Rates will be based on the location and county the vendor's administrative office is located in.*
6. **Is the Bidder's Conference mandatory?**  
A. *No, but is highly recommended.*
7. **Are current vendors "grandfathered" in?**  
A. *No. All current and potential providers must submit a response to the RFP.*
8. **Will VESID District Office space be made available for vendor use?**  
A. *Contracts resulting from the RFP will not provide any vendors with exclusive use of district office space or any guaranteed use of district office space. However, where available, and at the convenience of a district office, shared space may be made available for vendors' use on a limited and non-exclusive basis. No technology (computers, phones,*

*faxes, or copiers, etc.) will be made available for vendor use at any VESID District Office.*

- 9. Will BPSS licensed programs be part of the UCS contract?**  
A. *No, BPSS licensed programs will be on a different contract, but they will not be part of UCS.*
- 10. For agencies completing intake at VESID offices, will we have to reapply to continue this work? If yes, what is the specific service and level we should apply for?**  
A. *Yes, you must apply, there will be no “carryover” of current vendors. As to the level, read the definitions carefully. If you cannot identify the current service you are providing, you must speak with your local VESID District Office before the RFP is released to clarify the correct choice.*
- 11. Are the requirements in the upcoming RFP mandatory for current providers?**  
A. *Yes*
- 12. If vendor wishes to provide services to more than one VESID District Office, are multiple RFP's and contracts needed?**  
A. *No, only one RFP response will be needed and only one contract will be issued for each provider/vendor.*
- 13. When a proposal is submitted with applications for several services, will the proposal be pass/fail as a whole or will each service be passed/failed?**  
A. *Each service will be evaluated on an individually on a PASS/FAIL basis.*
- 14. Will vendors be able to use the last RFP as a framework for submitting the new one, or are the new forms drastically different?**  
A. *It is possible to use some of the last RFP as a reference, but the new RFP and forms are totally different. Do not send responses on any forms other than those prescribed in the RFP.*
- 15. Can a provider submit an RFP for certain services and submit another proposal in a year or two for other services?**  
A. *Yes. If a vendor has been approved for the services applied for in the RFP and at a later time would like to provide and additional service(s), an application for the new service(s) would need to be completed and submitted to VESID for approval.*
- 16. Will there be different rates for deafness services for each service? When will the rates be released?**  
A. *Deaf service differential rates have been established for some services. For services where a deaf service rate has not been established, VESID will purchase interpreter services as needed.*

- 17. What is the length of this contract? Are there specific dates for the Bidder's Conference in May?**  
A. *The contract length is 5 years. VESID anticipates the Bidder's Conference to be held in late May.*
- 18. Will/can the contract include an indirect cap rate?**  
A. *This is built into the rate. No cost proposal will be required and there is no variation from rates in the RFP.*
- 19. Will NYSED be using the CFR system for these contracts? Will vendors be required to submit CBR's and CFR's, etc?**  
A. *Not for the UCS contracted services.*
- 20. Must an organization already have a 501(c)3 in place to apply for the RFP? If not, would it need to be placed by the contract award date or the contract start date?**  
A. *No, an organization does not need to hold a 501(c)3 in order to apply for the RFP.*
- 21. Should IEPs be provided with all referrals from VESID? This is a very helpful document for all providers for graduates.**  
A. *Where possible we will share the VESID IPE.*
- 22. If VESID does not cover the entire cost of providing a service, can the vendor use other government funding to fill the gap?**  
A. *VESID will not reimburse the provider any more than the established rate for each service listed in the RFP. Vendors may seek other funding with separate financial records. However, it is the vendor's responsibility to ensure such arrangements are acceptable to any other funding source.*
- 23. Will additional "credit" be given for working with a specific population or disability type?**  
A. *A VESID District Office may have a need for a service from a provider with expertise in working with a specific disability population, but that relates to local need rather than any additional consideration in the PASS/FAIL rating process. Vendors should discuss local need issues with the VESID District Office(s) with whom they plan to work prior to the issuance of the RFP.*
- 24. Will there be additional compensation for performing bilingual services such as Spanish, as there are for bilingual services in sign language?**  
A. *No. However, this could be a factor in VESID's utilization if your services.*
- 25. Will transitional job coaching be a service under the new UCS? If so, which category does it fall under?**

- A. *This is a service that may be provided depending upon the need of the student, his or her employment goal and the availability of any comparable benefits. This service would fall under Job Placement – Level I Coaching Supports (Case Service Code 959X) or as an adjunct coaching support depending upon the circumstances.*
- 26. Can a person with 5 years of experience, but not having a BA Degree do DVE's if they are supervised by a person with a MS in Rehabilitation with over 30 years of experience.**
- A. *Yes, but such arrangements should be specified to the local VESID District Office and documented in staffing materials.*
- 27. The standards for being an evaluator seem too strict, especially in light of the fact that Hunter College does not teach an evaluation course, St. John's MA program closed and the CRP Training may stop.**
- A. *VESID is following the Regulations of the Commissioner of Education.*
- 28. An agency provides a computer skills/office tech training program via off-contract authorization and there is no provision for this training program in the draft document. Will training programs such as this one be continued off-contract?**
- A. *There will be no off-contract services beginning on January 1, 2009. Work Readiness Level III may be appropriate or BPSS Licensure. BPSS programs will be on a separate contract and not part of UCS.*
- 29. What is your capacity to generate payment for services in a timely manner? Please define timely.**
- A. *VESID is developing a payment structure that will pay all vendors on a monthly basis. The definition for timely will be monthly. There will also be a yearly COLA built into each contract. The COLA amount will be approved by the Office of the State Comptroller.*
- 30. Recent examination of the Federal Fair Labor Standards will result in the reclassification of case managers from exempt to non-exempt. This will result in increase cost through overtime and/or increased staffing with lower caseloads. Was this considered in re-drafting rates?**
- A. *Staff classification issues are specific to each organization. Vendors who responded to the rate survey may have included this consideration in their data on service costs. VESID has reviewed data from vendors, with agencies directly and VR programs in other states in developing the new rates.*
- 31. Why is there such a big difference between the rates for SE Job Coaching and the Job Coaching rate for the new UCS contract? Coaching is coaching, and the coaches are the same for both SE and UCS.**

- A. *The Job Coaching rates have been revised and are now consistent with the hourly SE reimbursement rates.*
- 32. There needs to be parity in the treatment of private and not-for-profit organizations, e.g., advances. Will there be any opportunity for advancement of funds for a start of a new program?**
- A. *There will be no advances in the new UCS contracts.*
- 33. What case management system will VESID be using and updating?**
- A. *VESID will use its Case Management System (CaMS.)*
- 34. Will nuances or modifications for existing contracts be entertained within the 5-year contract period?**
- A. *After the original contract, if a vendor proposes to provide a service that was not originally bid on; if approved, that new service will be incorporated into the vendor's contract. We do not have the capacity to change the terms of the original RFP in the 5-year time frame of the contact.*
- 35. If there are no off-contract services, what happened when VESID only contracts with one provider for a service in a popular area; example, van modifications, interpreter services, this leaves no room for consumer choice if there is a real problem with the agency contracted to provide the service. Has VESID built something into contracts to provide for this?**
- A. *To the extent possible, given allocations by qualified vendors, VESID will endeavor to create options for consumer choice among vendor agencies. Van modifications and interpreter services are separate contracts not included in the UCS. Since these services require very specific credentialing, the number of vendors is limited.*
- 36. Is it expected that services will be provided in order – Level I, Level II and then Level III?**
- A. *No. Services can be stand alone or can occur at the level required by the consumer and authorized by the VESID Counselor. Definition material indicates when a service may be used sequentially.*
- 37. What if an authorization is for a Level I service and then it is discovered that the service needed is actually a Level II or Level III service?**
- A. *With appropriate feedback from the vendor to the referring VESID Counselor, this will be a decision by the VESID Counselor with the consumer.*
- 38. To what degree will comments actually produce changes at this point? Define “tweaking.”**
- A. *VESID will review all comments submitted regarding the definitions, rates, application process and performance indicators. Based on the comments, if serious systemic issues are identified, adjustments may be made prior to the RFP being released.*

- 39. If an authorization is per day, would be expectation be consecutive days?**  
A. *In general, yes. Unless other arrangements were agreed to in the referral.*
- 40. When it is said that a day is equal to 5 hours, does that mean that the provider must actually keep the consumer/student for 5 hours per day of service? Or does it mean up to 5 hours of service? If that is the case how is billing done?**  
A. *It is the expectation that the provider will work with the consumer for 5 hours. If less than 5 hours are spent working with the consumer, the reported hours should be prorated (i.e., a 5-hour day = 1 unit, 2.5 hours = .05 unit).*
- 41. In rural areas, consumers depend on county-funded transportation, which means long periods of time on the bus. Due to this, it may be difficult to get a 5-hour day. Therefore, it may take twice the number of days to complete the authorization. Is there any chance that the requirement could be changed?**  
A. *No, the definitions contain state-wide service specifications. A vendor should work with the local VESID District Office around any circumstances that would impact on how the authorization of services may need to be adjusted to fit local circumstances.*
- 42. Did VESID conduct reviews of vendor's UCS program/service delivery? And, if so, did findings direct any of the services definitions in the new RFP?**  
A. *The original statewide workgroup report reviewed UCS programs and provided recommendations to VESID.*
- 43. Self-Employment – assessment & readiness services are not mentioned in the document. Why not?**  
A. *There are numerous other services utilized by VESID for its consumers that are not part of the UCS contracting process. UCS is primarily for specialized services that provide disability-related supports. VESID is still reviewing the nature and extent of self-employment services required by our consumers; these services will not be included in this RFP.*
- 44. Should a provider indicate how many units of service they can provide?**  
A. *Yes, but this information will not impact the PASS/FAIL rating of a vendor. Vendors should be realistic in making these projections. In addition, VESID will look at how many units a vendor received in the past and the current service needs of the District Office. Providing information about the available a number of units does not guarantee the vendor will receive the requested amount. The number of units given to each vendor will be determined based on the criteria above.*

- 45. Will performance indicators under development be more clearly defined?**  
A. Yes. Vendor ideas/suggestions can be submitted to [UCS@mail.nysed.gov](mailto:UCS@mail.nysed.gov). It is anticipated that the performance indicators will be reviewed and shaped further in the first year of the contracts.
- 46. Regarding staffing qualification, how and when will VESID make a judgment on proposed staff if the qualifications require review?**  
A. Once the RFP is released, vendors will be required to meet established requirements. Prior to release of the RFP if staffing requirement questions exist, please work with your VESID District Office Manager for resolution.
- 47. If there is no guarantee of the number of referrals, how does a vendor justify the creation of staffing of the new positions required in the RFP?**  
A. At the point of responding to the RFP, vendors will be required to certify that they will have appropriate staff in place to meet established requirements at the time they begin service delivery (1/1/09). In some instances, VESID may call for resume reviews prior to the beginning of services. Generally, providers should keep a file of staff resumes available for VESID monitoring purposes. Prior to release of the RFP, if staffing requirement questions exist, please work with your VESID District Office Manager for resolution.
- 48. What is meant by capacity to provide the service?**  
A. Vendor should have a sufficient presence in the geographic area which they are applying to adequately provide the service.
- 49. Based on a review of the UCS draft, it appears that one VESID consumer could work with more than one UCS vendor. Is this correct? If so, is there any mechanism for coordinating the services or providing reimbursement for coordinating the service?**  
A. It is correct that a consumer might be involved with more than one UCS provider in a limited number of service combinations. Coordination would occur through the VESID Counselor. Depending on the type of service, provider participation in coordinating meetings/calls could be included in reimbursable service time. VESID Counselors would clarify this with the provider as part of the joint service development.
- 50. What certifications are required for new providers i.e., background checks, fingerprinting, etc.?**  
A. The vendor will be required to attest that they have qualified personnel meeting any relevant local and State standards.
- 51. VESID Counselors are used to working with certain providers. How will VESID staff be made aware of new providers? Will a list of providers and service be available to consumers and posted on VESID's website for addition consumer choice?**

- A. *Information regarding providers will be made available to VESID staff during staff training in the Fall, and providers will be encouraged to provide brochures and other informational materials for VESID staff/consumer use. VESID will take posting the providers and their services on the website under development. Over time, the quality indicators will help VESID staff/consumers in making program selections.*
- 52. How will VESID continue to get individuals with disabilities to apply for services?**
- A. *In addition to the enhanced capacity for a consumer application that will result from the various UCS Entry services, VESID has undertaken a marketing campaign, is now working with schools through the Model Transition Program,, has entered into an agreement with CUNY and anticipates an agreement with the Department of Corrections and the Division of Parole in the near future.*
- 53. Please comment on supported education and coaching supports – what does this mean? There is no policy ..... but an RFP isn't the answer. Will this be an available option for funding in this RFP cycle? How does the “no policy yet” affect us?**
- A. *Coaching supports are available short-term services on the UCS. This enables VESID to offer time-limited supports to individual consumers who require extra assistance in pursuing their VESID plan, including in post secondary educational settings. This is not a program, but is an expansion of the support capacity we will have to help consumers succeed in reaching their employment goals. VESID policies will be developed to further outline requirements.*
- 54. Upon what preferred staff qualifications are the coaching rates based on? These rates are too low for qualified staff and qualified services. How is VESID sure that providers did the rate survey correctly?**
- A. *Rates have been revised and modified.*
- 55. Can a consumer start services under UCS and then move to a supported employment contract?**
- A. *This is not the usual process, but it is possible, based on consumer need for a supported employment level of service that was not initially identified. In these circumstances, the provider would then need to provide the VESID Counselor with the information that illustrates the need for such a change, and the Counselor would then make a decision regarding the appropriateness of the supported employment referral.*
- 56. Can a consumer be placed on both SE and UCS contracts simultaneously?**
- A. *(See question #55 above) It is possible in some situations, especially around adjunct services. However, there are also categories in the UCS, such as Work Readiness or Job Placement where overlap is excluded.*

*Please work with your VESID Counselor to clarify any individual consumer questions.*

**57. If a consumer lives in Queens on the Queens/Nassau border is she/he eligible for services at a Nassau-based program if the case has been opened with the Queens VESID Office?**

A. Yes.

**56. Will SVT's be under the new UCS contract?**

A. *Work Readiness Levels II and III encompass some SVT's. BPSS licensed training programs will be put under a separate contract.*

**57. Please clarify what status 18, 20 and 22 means.**

A. *These are federal categories from our primary funding source, the Rehabilitation Services Administration: Status 18 – made eligible and referred for training; Status 20 – completed training and ready for employment; Status 22 – in employment, day 1; Status 26 – employed at least 90 days, case closed.*

**58. Some facilities contract for services not listed in the upcoming RFP. How will these be handled under the new contract; for example, medical examinations, therapy evaluations, sign language classes to employers, work hardening, etc.?**

A. *If a provider is unclear what category a service fits under, they should provide a description of the service to the VESID District Office Manager and work with the District Office to determine, which, if any, category the services fits under. As of January 1, 2009, there will be no UCS services provided off-contract.*

**59. Will a provider have to be a Certified Vocational School to provide work readiness and pre-employment services?**

A. *As described in the UCS, these services are outside the scope of the Bureau of Proprietary Schools' licensure requirements. If there is a question about your particular program's design and scope, speak with your local VESID District Office Manager.*

## **RFP INTRODUCTION**

**60. Does the staffing statement referenced to include those times when staff gets sick suddenly and will be out for a month or more and the provider assigns existing staff; i.e., supervisor of the program/service to share the duties? In this scenario, does the provider need to get approval from the VESID DO or Central Office Service Delivery Unit? If so, how long with the approval take?**

A. *No approval is required for short-term staff changes due to illness. However, the VESID District Office should be informed if the absence is longer than four weeks.*

**61. What is VESID's expectation on providers regarding staff qualifications? Will VESID develop a process to verify staff qualifications? Years ago, OVR/VESID required providers to submit staff resumes to be evaluated.**

A. *Rehab providers shall provide VESID with reasonable access to their place of business, records, and consumer's records to monitor, and evaluate performance and compliance with applicable laws and regulations. Review of qualifications will be done during quarterly meetings, monitoring visits and other forms of review.*

### **PERFORMANCE INDICATORS**

**62. What organizations were consulted with regarding performance indicators?**

A. *The Commission on Accreditation of Rehabilitation Facilities (CARF) and the Joint Commission on the Accreditation of Health Care Organizations were consulted as well as accreditation requirements for other states.*

**63. Job Placement indicators state 35 hours of work per week. What happens if the agency could not place a consumer to a 35 hour per week job? Will they be penalized? If so how? Will waivers be allowed for such things as medical, physical or mental reasons for limited hours?**

A. *The 35 hours per week is an outcome objective. In many instances the VESID plan may call for placement at fewer hours per week due to disability-related issues. Vendors will not be penalized, but it will be one of the vendor performance indicators that is reviewed.*

**64. In reference to regional pay of \$13 or \$12 per hour, what happens to those agencies that operate in communities that are rural and most businesses pay \$7.15 or a bit higher? How will that impact on the agency's ability to receive or continue a contract?**

A. *This is only one of the quality indicators whereby we are attempting to recognize vendors who are successful at assisting VESID consumers to achieve the best possible employment outcomes. The individual geographical circumstances and the consumer's needs will be evaluated in their totality.*

**65. Benefits in rural communities are not very common, especially for those who work part time. What is the impact on the agency for failure to get jobs with benefits for the consumer?**

A. *(See also question #64 above) It will be one of the performance indicators. Regional differences will be considered in the analysis of performance data.*

66. **Amount of time from assessment to receipt of report – standard 14 days – does it mean 14 days from completion of assessment, consumer finishing DVE?**  
A. Yes
67. **Are payments based on performance indicators? Example, if an indicator states 21 days and the deadline is missed, will the vendor be paid?**  
A. *Payment is not based on performance indicators. The performance indicators may affect how consumers or VRC's make decisions in the future and how units of service are awarded in the future.*
68. **The 100% placement rate in the performance indicators for Work Readiness Level III seems unrealistic. Wouldn't a rate closer to the 60% placement rate as indicated under placement services be more realistic?**  
A. *VESID has revised the performance indicator for Work Readiness III to 60%.*

### **ENTRY SERVICES**

69. **How many people in a group constitute a session?**  
A. *A session is a scheduled meeting and would include two or more participants.*
70. **Where do potential consumers come from, just referrals from VESID or persons at the agencies site or both?**  
A. *Referrals come from VESID, service providers, One-Stop partners, and the community at large.*
71. **Who is responsible for accessibility at orientation sites and who provides interpreters?**  
A. *Information sessions can only be held in fully accessible sites, which are agreed to between the VESID District Office and the provider agency prior to the onset of the service. In most instances, deaf/hard of hearing individuals who require interpreter services are referred separately for VESID services. Foreign language sessions may be arranged with local VESID District Offices, or intake for these situations are arranged individually by VESID.*
72. **Can a provider contract for so many sessions and so many participants delivered through outreach efforts to conduct orientation sessions in various community agencies, schools, etc?**  
A. *A provider can indicate how many units of service they can provide to meet the deliverable. The delivery and participants for those sessions will be determined by the operational needs of the local VESID District Office.*

**73. Can you more clearly define the difference between “gather the information” in Level I and “obtain at their own expense” in Level III? Does this mean that the provider would incur any cost imposed by the medical provider for completing the required forms or for expenses related to copying and postage?**

A. *Level III requires the vendor to purchase the information. The purchase of new medical or psychologicals will be at no cost to VESID.*

*Some providers may have the capacity to provide new medicals, etc. within their organizational structure at their own expense and therefore would be eligible for the higher Level III rate.*

**74. Are One-Stops no longer a required site?**

A. *The One-Stop Centers are one of the possible community sites. Local VESID District Offices may decide if this is a preferred location for these services.*

**75. Will DO’s buy Level I and Level II services?**

A. *Each District Office will purchase services based on need. The services purchased may not be identical in each Office.*

**76. Please clarify the difference between Levels I, II and III.**

A. *Level I is a scripted information service to groups, not individuals. Levels II and III will be determined based on individual consumer need for this type of assistance.*

**77. Will a provider be reimbursed 100% for performance within 90% of eligibility/ineligibility determination? Is the ratio 90% eligible and 10% ineligible? Will the provider only be reimbursed for persons determined to be eligible?**

A. *Reimbursement for Level II and III services is not based on performance indicators. The 90% performance indicator speaks to the adequacy of the information provided in the packet to allow an appropriate eligibility/ineligibility determination and not the percentage found eligible..*

#### Level II:

**78. Level II seems to be the same as current fast track with medicals, but the rate is much less, is this correct?**

A. *Level II does not require the provider to complete or acquire a new medical evaluation, but rather to locate existing medical information needed for eligibility determination. Level III requires new medical reports to be procured by the vendor and is reimbursed at a higher rate.*

**79. Does the “note” stating that this service is intended for individuals not currently active with the provider mean that if an individual is in receipt of**

**case management or service coordination from the VESID vendor or other agency that they are not eligible for this service?**

A. *If the consumer is active with an agency, and the VESID referral information is under the control of the agency, that agency would not be reimbursed for a Level II or III service. If the services are provided to the consumer by another agency, which retains the referral information needed by VESID, a Level II or III service could be provided.*

Level III:

**80. Would an acceptable Level III service be to arrange for new medical information by exploring medical providers in the community, arranging for appointments, and possibly accompanying the consumer have the exam completed? Would the new medical report then be obtained by the Entry Service counselor, reviewed, and discussed in the background case notes?**

A. *This is a service option which the provider will need to discuss with the local VESID District Office. VESID District Office Managers and Regional Coordinators will review local needs and VESID Central Office will determine compliance with UCS service definitions. This would be an appropriate service under Level III (see #73).*

**ASSESSMENT SERVICES**

**81. Staffing - ...staff receives on-going training. Are there prescribed training requirements/topics? Will VESID provide the training? Is there a time frame to complete require training?**

A. *The training will be vendor directed and documented. VESID will review the training for content and appropriateness for the service being delivered. If there are areas of weak performance, VESID may suggest additional training in that area.*

**82. What is meant by 1 day for Assessment Services? How many hours equals one day?**

A. *5 hours*

**83. Can the Assessment Services – Level B be extended past 5 days?**

A. *There may be circumstances that are an exception to the rule. The provider would need to discuss the rationale for the extension with, and receive authorization from the VESID VRC. In some instances, due to the needs of an individual consumer, VESID referrals may be received for different time periods than the norm.*

**84. Is “completion of the service” defined as the submission of a completed application packet, or a case opening? It is considered an outcome if the individual is ineligible for VESID services?**

A. *Submission of a completed application packet containing all required information is the deliverable. It is an outcome if appropriate and adequate information is provided in the packet that enables VESID to determine eligibility/ineligibility.*

**85. The rates are written to be done in groups. Referrals for Assessment Services A and B are not enough to specific agencies to provide the service in groups. The rates won't support the supervision and direct observation by evaluators. What should agencies do?**

A. *Rates were written on an individual basis. However, the definition of Level I states, "the service may include standardized work samples and may be done on a group basis." In essence, the service may be done on a group basis, if appropriate, but the rate is based on the needs specific to the individual consumer.*

Level II:

**86. Can community-based work assessments be provided by job coaches?**

A. *If the Job Coach meets the qualifications for assessment service.*

Level III:

**87. When will the Assessment Level III rates be available?**

A. *When the RFP is released.*

**88. Will VESID reimburse for Assessment Level III services even if the consumer has insurance or Medicaid?**

A. *Yes, unless the vendor has the capacity to bill these alternate sources.*

**ASSISTIVE TECHNOLOGY/REHABILITATION TECHNOLOGY SERVICES**

**89. In the provision of these services, the clinician may have to fabricate/modify a device, program software system, etc. prior to doing the actual training. How will this part of the service be covered under the new RFP?**

A. *Requests must include a statement that one payment will be made in advance of services. Full payment typically occurs after project completion. Contractors may, however, be reimbursed for documented material costs that they actually incur prior to project completion. The contractor's request for reimbursement of material costs consists of a voucher signed by the contractor along with the invoice that has been received from the supplier supporting the total payment sought by the contractor.*

Evaluation:

**90. Are vendors supposed to provide the price a distributor charges for each item under Assistive Technology Evaluations?**

A. *The vendor should make a recommendation only for a particular type of equipment. VESID uses medical rates for such equipment or the State Contract.*

## **WORK READINESS**

**91. Is there flexibility for the standard authorization periods in Level I and Level II services to be extended by the VRC?**

A. *There may be circumstances that are an exception to the rule based on consumer's IPE and approval of Regional Coordinator/District Office Manager or designee. The provider would need to discuss the rationale for the extension with, and receive approval from the VESID VRC.*

**92. Can sheltered employment workshops be utilized as a service delivery site?**

A. *Perhaps in Level I or II given the type of work, in light of how that may be related to community openings.*

**93. Please explain the difference between Level II and Level III services.**

A. *Level III is a community-based work experience with job placement as the outcome with the work experience employer or a similar employer.*

**94. Is it correct to assume that Levels I and II Work Readiness, individually or combined, provide VESID the ability to request the Level II bundle of placement services as a billable augment to Level I and Level II Work Readiness services?**

A. *VESID would purchase Level I or Level II Work Readiness Service based on consumer need to be determined by the Vocational Rehabilitation Counselor and Consumer.*

**95. Are all work readiness services provided as part of a written IPE service? If yes, where would VR Readiness or assisting a consumer prepare for active participation in developing an IEP fit into UCS?**

A. *Yes, the IPE goal must specify a general skills area in addition to the Work Readiness activities. VESID cannot utilize its federal funds to provide pre-vocational service. ILC and advocacy organizations can assist in those areas. Development of the actual IPE is included in vocational rehabilitation counseling and is not part of the UCS service.*

**96. How will consumers be referred?**

A. *As with all referrals, based on the IPE goals and the assessed level and type of services needed to attain these goals.*

**97. Would an agency funded by OMRDD and OMH, etc. be able to provide work readiness?**

A. *Many providers have multiple funding sources. The vendor will have to meet the UCS requirements.*

Level I – Work Experience Development:

**98. VESID will fund the actual OJT, WTO, work-study or internship/externship. What is the funding vehicle for the internship/externship?**

A. *Each service under this category will be viewed separately. Internships/externships may be unpaid.*

**99. Can an agency be reimbursed for the development of the internship site through Work Experience Development Level I as well as be reimbursed for job coaching through Adjunct Services at the same time if the consumer requires the service?**

A. *Depends on the needs of the consumer as predicated by the IPE.*

**JOB PLACEMENT**

**100. What happens if a provider does not submit 5 hours in a month or does not place individuals within 9 months?**

A. *We are looking for a high level of activity in the placement process. If there is a consumer-specific reason why at least 5 hours cannot occur in a given month, the provider should contact the referring VESID Counselor, and the Counselor will determine if it is reasonable to continue. Authorization will be cancelled if the consumer is not placed within the 9 month period, unless the Counselor approves a rationale for extension.*

Level I:

**101. Can Level I Coaching Supports supplement as additional or extensive services in relation to the Level II of Placement Services? Can Level I Coaching Supports be used, for example, for job saves and employer on-site consumer follow-up?**

A. *Yes. Coaching Supports are not for on-site consumer follow-up, but it could be part of a time-limited job-save if structured coaching is required.*

**102. Is Level I Coaching Supports available if a person placed in Level II Job Placement is struggling with their job and needs job coaching?**

A. *Yes*

**103. Can a vendor provide placement services and, in some cases, additional coaching supports as well?**

A. *A vendor would have to clearly delineate the different staff that would be providing each service.*

Level II:

- 104. Are all items authorized at the time of intake referral? If not, please explain.**  
A. *It depends upon the services. For example, job placement could include several service authorizations at the same time. However, work readiness would normally include only one service authorization at a time.*
- 105. Shouldn't there be a case service code for job-replacement?**  
A. *This is not a VESID UCS service. It is one of the circumstances which could require the provision of Job Placement Services, in this case to find a new job.*
- 106. In clarification of re-placement, "this fee could be reauthorized...provided the follow up job placement occurs more than 90 days from the original," are we correct to assume that is 90 days from the start date of the prior placement?**  
A. *Yes*
- 107. Would it be preferable that there is no time-lapse requirement between the end-date of one job and replacement to another to qualify for an additional placement fee? This would in fact assist in providing an incentive to increase rehabilitations by combining jobs when appropriate as well as keeping the consumer continuously engaged in the job search.**  
A. *The 90-day period following job placement covered the Job Retention Services, which could include another job placement should the consumer lose or require a change in jobs as part of the job retention.*
- 108. Tier 3 seems to be an incentive outcome payment. How can this be a stand alone service? It would seem to go hand-in-hand with Tier 2 Job Development. What specific services is Tier 3 when a job is an outcome of a previous service.**  
A. *Correct. This service is the job retention starting with the first day of employment.*
- 109. In Tiers 1 – 4 is the minimum of 5 hours per month across all tiers with the acknowledgement that it will take more hours?**  
A. *The 5-hour minimum specification applies to Tier 2 only. All the tiers presume the vendor will devote sufficient hours to working with the consumer to achieve the outcome measure/payment for that level.*

**DRIVER REHABILITATION SERVICES**

General:

110. Under the note section – Only individuals requiring vehicle modifications, specialized driver training and/or adaptive equipment .... should be enrolled in this type of service. If a person is VESID eligible but does not require the specialized driver training will VESID support the consumer receiving driving instruction at a local driving school?  
A. *Yes, if it is required for employment and included in the IPE.*
111. Will driver rehabilitation professionals with a NYS Department of Motor Vehicle permanent (MV-283B) driver education certificate meet the minimum standard?  
A. *No.*
112. Why is VESID relying on a private association to certify driver rehabilitation specialists?  
A. *It is the regional certification body in the profession.*
113. Am I correct in that the calculated payment per service (all levels) per region that a vendor can either opt in or opt out of applying to provide these services?  
A. *Yes. However, to be eligible to provide the services to VESID consumers, the vendor must be on contract.*
114. Will VESID allow anyone to perform adaptive driver evaluations and/or adaptive driver training without being under contract?  
A. *No, all vendors will need to have an active contract.*
115. Will VESID allow anyone to perform non-adaptive driver evaluations and/or non-adaptive driver training without being under contract for those not in need of adaptive driver aids such as those with learning differences (MR or otherwise)?  
A. *Adaptive driver evaluations and training include services to individuals needing cognitive and physical adaptations. Non-adaptive (regular) driver training will also be on contract, but not on UCS.*
116. Will VESID allow driver evaluations or adaptive driver evaluations and/or driver training or non-adaptive driver training to be done by a non-CDRS if there is a CDRS who owns the facility but is an absentee owner?  
A. *No, staff performing any UCS service must meet the credentials for that service.*

Level I

117. The authorization is for up to 10 hours. What is the procedure when the maximum of 10 hours of travel is provided, but the driver rehab service requires more time to complete the service?

- A. *This should be reviewed with the VESID Vocational Rehabilitation Counselor, and may be adjusted with VRC approval.*
- 118. Client lives 19 miles away. Is it correct that the vendor provides the service, but that travel related costs are on-the-house?**  
A. *Yes, there is no separate travel payment, it is included in this rate.*
- 119. Client lives 40 miles away and travel time is one hour travel each way. Is it correct that the payment for approximately 2 hours of travel would be \$0 for the first hour and \$40 for the second hour?**  
A. *No, two hours of travel would be allowed at the hourly rate for the specific region.*
- 120. Client lives 23 miles away and is 40 minutes travel each way. Is it correct that payment for approximately 1 hour and 20 minutes of travel would be 1 hour at \$0 per hour plus 20 minutes @\$50 for a total of \$17?**  
A. *No. Same as question above, but 1.5 hours would be allowed at the regional hourly rate.*
- 121. Does the travel fee get calculated before authorization based on mapquest.com for example? Or is it estimated and then based on actual travel time which may include traffic jams, weather delays, etc.?**  
A. *It is based on MapQuest, distance and time estimates. Agreement was reached between VESID and the fiscal monitors that MapQuest (or equivalent) will serve as the official documentation of distance in these instances.*
- 122. Is the standard authorization the hours of the evaluation/training or the hours of travel over 20 miles?**  
A. *Hours of travel over 20 miles. Clock starts at mile one.*
- 123. If the authorization is for hours or travel over 20 miles, is it based on a specific number of trips to the consumer?**  
A. *No.*

## Level II

- 124. How will the driver rehabilitation specialist determine the exact type of vehicle or adaptive equipment at the conclusion of the driver evaluation? Typically, at the conclusion of driver training, the driver specialist has properly trained the consumer on the use of adaptive equipment and determined vehicle options.**  
A. *At the conclusion of the driver evaluation, based on equipment needs and/or vehicle modifications required, the evaluator should recommend a vehicle type.*

**125. What method will the VESID counselor use to determine the Adaptive Driver Evaluation referral for Low Tech and High Tech?**

A. *Both high and low tech evaluations are identified in the service descriptions. The VESID Vocational Rehabilitation Counselor can anticipate the type of evaluation necessary based on their knowledge of disabilities and experience with adaptive driver evaluation/training. The evaluator can discuss these with the Vocational Rehabilitation Counselor prior to providing the service if it appears that a different type of authorization is required.*

**ADJUNCT SERVICES**

General:

**126. Can adjunct services be provided in conjunction with some other core IPE service even though it might not be a core UCS service? For example, could benefits counseling be provided to someone who is involved in a college training program sponsored by VESID?**

A. *Yes, it is the expectation of VESID that these adjunct services will support other IPE services.*

**127. Some agencies target out-of-school young adults. Would it be possible to add GED education coaching for young adults with disabilities? Many entry-level positions require them to have at least a GED diploma.**

A. *GED training is funded through other portions of the State Education Department and cannot be purchased by VESID.*

**128. Who makes the decision regarding adjunct service? Do we need to get permission?**

A. ***ALL** services must be authorized by the VESID Counselor prior to service delivery. The VESID Counselor will determine what services a consumer needs and provide authorizations accordingly based on the IPE.*

Levels I – III - Benefits Advisement:

**129. How is short-term or long-term benefits advisement determined for the consumer?**

A. *By the VESID Counselor and the consumer. The outcome of a Level II advisement might be a recommendation for involvement in Level III.*

Coaching Supports:

**130. Can travel training be provided under coaching supports?**

A. *No, this service would be under Mobility Services.*

**131. Please define short term.**

- A. *The service duration would be determined in conjunction with the VRC based on the service definition and consumer's needs as predicated by the IPE. Generally these are seen as very time limited interventions. If an extended period of service appears indicated, it may well signal the need to re-evaluate the appropriateness of the level/type of current IPE service.*