



---

Coordinator of Service Delivery  
OFFICE OF ADULT CAREER AND CONTINUING EDUCATION SERVICES-VOCATIONAL REHABILITATION  
89 Washington Avenue, Room 580 EBA  
Albany, NY 12234  
Tel. (518) 473-1626  
Fax (518) 486-6252

**To:** ACCES-VR Vendors  
**From:** Ray Pierce *RP*  
**Subject:** COVID-19 Guidance for Service Delivery  
**Date:** March 17, 2020

**The New York State Education Department (NYSED) Office for Adult Career and Continuing Education – Vocational Rehabilitation (ACCES-VR) is providing this memorandum as guidance to ACCES-VR vendors pertaining to the novel coronavirus (COVID-19) outbreak.**

- Effective immediately, ACCES-VR is temporarily waiving requirements for on-site and/or in-person provision of services and allowing for the provision of services remotely. This temporary waiver will remain in effect until it is rescinded by ACCES-VR. **Note:** Due to the nature of some services (see below), they are not conducive to remote provision.
  - Remote services may be provided via telephone. The leadership at each vendor agency will need to decide if other means of communication (e.g. video, internet video/conferencing) are viable and acceptable.
- Group services may be provided remotely, when possible, and/or individually via remote means.
- The situation with COVID-19 infections continues to rapidly evolve. It is critical that vendors remain apprised of, and follow, current guidance by regularly visiting the following sites:
  - Centers for Disease Control (CDC): <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
  - New York State Department of Health (NYSDOH): <https://www.health.ny.gov/diseases/communicable/coronavirus/>

### **Core Rehabilitation Services 2.0 (CRS 2.0)**

- Supported Employment: Consistent with the above directives, ACCES-VR is temporarily suspending the requirement of on-site, face-to-face services. All supported employment services may be provided remotely as identified earlier in this memorandum.

- Other CRS 2.0 Services: All other CRS 2.0 services, except the ones identified below, may be provided remotely as identified earlier in this memorandum. For individuals in a paid internship (958X) who are approved to work remotely by the internship site/business, this is an allowable service.
- Exceptions: The following services require in-person provision and vendors may choose not to provide these services while this temporary waiver is in effect:
  - Pre-ETS Workplace Readiness Training (127X)
  - Work-Based Learning Trainer (964X)
  - Work Readiness Training 2 (625X)
  - Work Readiness Training 3 (630X)
  - Assistive Technology/Rehabilitation Technology Evaluation and Training (165X and 167X)
  - Mobility Services (M)
  - All Driver Rehabilitation Services
  - All Assessment/Evaluation Services
  - All Transportation Services

**Pre-Employment Transition Services (Pre-ETS) Contract-Potentially Eligible Students:**

- All Pre-ETS for potentially eligible students, except the ones identified below, may be provided remotely, consistent with the description earlier in this memorandum.
- Exceptions: The following services require in-person provision and vendors may choose not to provide these services while this temporary waiver is in effect:
  - Pre-ETS Workplace Readiness Training
  - Pre-ETS Work Based Learning Experiences
- Documentation: Vendors still must maintain required documentation for the provision of the service, including the individual's sign-in, when the service is provided remotely. The vendor may either mail a document that includes the date, time and duration of the service for the individual's signature or, while this temporary waiver is in effect, request confirmation of this information via email as documentation in lieu of a physical signature.

**Interpreters**

- Vendors providing video remote interpreting (VRI) are still required to maintain billing standards including obtaining the signature of the participant. The vendor may either mail the timesheet to the participant for signature or, while this temporary waiver is in effect, request an email from the participant confirming the date, time and duration of the service in lieu of a physical signature.
- Vendors may use other video communication platforms that are approved by their agency's leadership.

## **Rates for Services and Vendor Performance**

During the temporary waiver period the current rates of ACCES-VR services remain in effect. Vendors delivering services remotely are expected to continue to provide quality services that meet ACCES-VR requirements and the vendor's contractual obligations. **Note:** ACCES-VR is currently reviewing the timeline for CRS 2.0 reconciliations and will provide further guidance at a later date.

If at any time a vendor decides to close their operations due to COVID-19, the District Office Manager of the impacted District Office must be notified. In addition, vendors must make every effort to notify all ACCES-VR participants of closure plans at least 48 hours in advance.

When assessing vendor performance, ACCES-VR will review performance benchmarks with consideration of the impact of COVID-19 and this temporary waiver.

## **ACCES-VR District Offices**

**At this time, ACCES-VR District Offices are operating at reduced capacity. While staff may not be available to answer phone calls, email will be checked on a regular basis.**

## **Questions**

Vendors may continue to direct their questions, and the questions of their participants, to their local ACCES-VR District Offices. Vendor questions may also be directed to [CRS2@nysed.gov](mailto:CRS2@nysed.gov), [Pre-ETS@nysed.gov](mailto:Pre-ETS@nysed.gov), or [Interpsvcs@nysed.gov](mailto:Interpsvcs@nysed.gov).

During this unprecedented time period, please know that ACCES-VR values all of our vendors, the services you provide and your efforts to ensure the safety of individuals with disabilities. Thank you for your attention to current COVID-19 guidance and implementation of appropriate preparedness measures.