

# ACCES-Vocational Rehabilitation Case Management System

October 2024

Board of Regents Meeting



New York State  
EDUCATION DEPARTMENT  

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Knowledge > Skill > Opportunity







### Assessment

- Vocational Interest Inventories
- Psychological Assessments

### Career Services

- Vocational Counseling & Guidance
- Job Development
- Job Placement
- Supported Employment
- Customized Employment
- Work Readiness Training
- Work Try Out & On the Job Training
- Self-employment

### Training Services

- College Training
- Tutor, Reader or Note Taker Services
- Non-Degree Technical Training
- Occupational Tools and Equipment

### Pre-employment Transition Services

- Job Exploration Counseling
- Work-based Learning Experiences
- Counseling on Postsecondary Options
- Workplace Readiness Training
- Self Advocacy

### Other Services

- Vehicle Modification
- Home Modification
- Adaptive Driver Training

## Types of Vocational Rehabilitation Services





# ACCES-Vocational Rehabilitation

15 District  
Offices  
and  
10 Satellite  
Offices

675 Contracted  
Vendors providing  
VR services

Over 600  
Staff

## Office Locations

- Albany
- Binghamton (Elmira)
- Buffalo
- Garden City
- Hauppauge (Riverhead)
- Malone
- Mid-Hudson (Middletown, Kingston and Poughkeepsie)
- New York City (6 offices)
- Rochester (Geneva and Geneseo)
- Syracuse
- Utica (Johnstown)
- White Plains (Rockland)



# Old Case Management System (CaMS)

Case Management System documents the movement of customers through the VR process

- Application
- Creating an Individualized Plan for Employment (IPE)
- Authorizing Services
- Paying for Services
- Documenting the Achievement of Employment Goals

Previous system created in 2000

- Outdated Software and Technology
- Lack of Tech Support
- Difficulties with Regulatory Compliance







## **New Case Management System (Aware)**

- **Cloud based system**
- **Used by 30 other State VR agencies**
- **Features for staff and vendors**
- **Interface with other systems**
- **Real time information**
- **Complies with federal regulations**

# Aware Demo

Using 'AwareSign' for Individualized Plan for Employment (IPE).

**VR** | **Aware Enterprise** | **AwareHelp** | **Preferences** | **Log Out**

Gabrione, Debbie

**Office of Adult Career and Continuing Education Services - Vocational Rehabilitation (ACCES VR)**

- Participant
- Referral
- Case Transfer
- Employer
- Vendor
- Financial
- Vendor Contract
- Refund
- Group Authorization
- Report
- Staff



Plan for SCRAMBLED, THISIS

Name Scrambled, Thisis Participant ID 293794 Case Status Service Case Type VR

1. General Information

Plan Number 1

Signature/Start Date 02/04/2024

Expected Plan End Date (Numeric Month/Year)\* 01/2028

Plan Amendment

New

Amend	Signature/Start Date	Verified Signature/Start Date	Command
1	mm/dd/yyyy	<input type="checkbox"/>	Save Delete

Customized Employment

Supported Employment

Supported Employment Determination Text

This individual has not participated in competitive employment or employment has been interrupted or intermittent as a result of a most significant disability and the individual requires ongoing support services over an extended period of time to maintain employment. The result of a comprehensive vocational assessment concludes supported employment services are required for this individual to obtain, maintain and/or advance in competitive integrated employment.

# Impact of Aware



- ▶ One system that is easier to navigate and more efficient
- ▶ Improved customer service experience
- ▶ Better communication between counselors and customers
- ▶ Enables customers to quickly get connected with vendors and services
- ▶ Easier for vendors to receive referrals
- ▶ Easier for vendors to submit reports reflecting services delivered
- ▶ Enables staff to track expenditures in real time



# What does the future hold ?

- ▶ Integration of artificial intelligence
- ▶ Additional data sharing
- ▶ Customizations to meet our needs
- ▶ Going completely paperless





# Questions?



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