

Related Service First Attendance Reporting System Fall 2005



The First Attendance Reporting System allows service providers to report the first service start date for the delivery of Related Services quickly and easily. This document describes the process of calling into the system, identifying yourself, choosing a student, specifying the appropriate service, and confirming the entered information.

The first two questions ask you to identify yourself by using a combination of a file number (or an alternative for staff that do not have file numbers) and PIN code. Your file number and PIN are personal, and shouldn't be shared with coworkers. We confirm your identity for your own safety, and for the confidentiality of the students.

If you opt to use the keypad rather than speaking your answers, pressing the number 1 is the same as saying "Yes"; pressing any other key is the same as saying "No".

PLEASE NOTE: The FIRST SERVICE START DATE is only recorded once for each student you serve subsequent to your first session with the student.

Question 1: What's your file number?

For DOE Providers (other than DOE OTs and PTs): Enter your file number by either speaking it, one digit at a time, or pressing the numbers on your keypad.

For DOE OT/PT Providers: Enter your birthday (MMDDYY) as the file number.

For Agency Providers: Enter the first 6 digits of your social security number.

Question 2: Please enter your four digit PIN (last 4 digits of your SS#).

Enter your PIN, either by speaking or keying, as you did for your file number.

When you're entering either your pin or your file number, if the system doesn't understand your entry, it will ask you to enter it again. If it partially understands it, it will read it back to you, by stating: "I think you said...", then repeating the number back to you, and asking "is that correct?". Whenever the system asks you to confirm something, you can answer with "Yes" or "No".

This system does not record your file number and PIN during the call..

Confirmation: One moment while we verify that.

If the system is unable to verify your information the system will ask you to repeat your File number and PIN again. While it is anticipated that the system will successfully verify all providers, in instances where the system is unable to verify your information, please hang up; you must contact your supervisor. The supervisor will research the problem.

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Question 3: Are you *[your name here]*? Please confirm.

Speak “Yes” or “No”. The system will retrieve your name , and ask you to confirm your identity. The system will do its best to pronounce all of the names, but does have difficulties with some of them. Please be forgiving of its shortcomings.

Question 4: Ok. What is the Student ID for which you would like to report attendance?

Enter the Student ID for the student for whom you intend on recording attendance. You can enter the ID by either speaking the digits one at a time, or by using your keypad.

Verification: Please wait while I look up that student.

While you’re waiting, the system is retrieving the student information for the ID that you have provided..

Question 5: Is *[student name]*, *[age of the student]* years old the student you’re calling for?

As with the other confirmations, you can answer this with “Yes” or “No”. If you say “No”, you’ll be asked to enter the student ID again.

Question 6: What service did you deliver?

The system understands the following services:

- | | |
|-------------------------|---------------------|
| 1. Counseling | 4. Physical Therapy |
| 2. Speech | 5. Vision |
| 3. Occupational Therapy | 6. Hearing |

You can also press the corresponding number.

If the system understands that you are attempting to record attendance for a service for which you are not certified to provide, you will be asked to confirm.

Confirmation: The system will ask, “According to our records, you're not certified to deliver *[service]*. Is this the service you delivered?”

You can respond with “Yes” or “No”. The call will continue even if the system is unable to validate your certification for the given service.

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Question 7: Delivered in a Group or Individual setting?

The system will ask if you've delivered services in a group or individual setting. You can answer by speaking "group" or "individual". If you are using the keypad, pressing 1 will indicate "individual"; any key 2 to 8 will indicate that the service was provided in a group. The number you select between 2 and 8 should correspond to the actual group size. For example if you press 5 it indicates that the student is served in a group with a maximum group size of 5.

Note: for students being served in both Individual and Group, this information will need to be recorded separately.

Question 8: How many times per week will this service be delivered?

You can enter an appropriate number either verbally or with the keypad. "Two" is valid, as is "Three times", or pressing the number 3.

Question 9: How long was the session?

You can answer by speaking any duration, in terms of hours and minutes, or by entering the number of minutes using your keypad.

For example, say "Forty minutes" or "Thirty minutes" or enter the number of minutes using your keypad, such as "40" or "30".

Question 10: What was the group size?

If you verbally answered question 7 as "group", and did not enter the group information using the keypad you will now be asked for your group size.

Question 11: In what language was the service delivered?

There are over 100 supported languages. You can answer this question by speaking the name the language. You can also press the corresponding number if it is "most common" (listed below).

- | | |
|-------------------|------------------|
| 1. English | 7. Russian |
| 2. Spanish | 8. Korean |
| 3. Chinese | 9. Sign Language |
| 4. Bengali | 10. Urdu |
| 5. Arabic | |
| 6. Haitian Creole | |

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Confirmation

After asking these questions, the system will read back the service, individual/group, frequency, duration, group size (if applicable), and language for your confirmation. If the frequency, duration, group size, or language is wrong, respond “No” to the confirmation, and the system will ask you again.

Question 12: When did you start this service?

You can enter a first service start date by either speaking the date (“July fourteenth, two thousand five”), or entering it using your keypad (071405).

The service date entered must be on or before the day of your call.

Confirming the date

The system will read back the date to you, and ask you to confirm. After answering, the system will store your information in our databases, and thank you for recording attendance.

Question 13: Would you like to record attendance for another student?

If you answer “Yes”, you will return to question 4, and you can begin the process again. You can repeat these procedures for as many students as you need to.

About speaking to the system:

This system automatically recognizes pre-determined words and phrases spoken in English. We have successfully tested this system against a variety of speakers; men and women from diverse backgrounds, with different voices, tones, accents, and vocal styles. We have found the system to be very flexible in recognizing many different types of voices, but of course, no system such as this will be 100% accurate. We apologize if the system is having trouble recognizing your voice. The following suggestions may help improve your experience with the system.

Tips for improving recognition:

- You should answer these questions using your everyday tone of voice.
- You do not have to pause between words, or speak very loudly or very quickly.

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- Speak naturally. If the system is having difficulty understanding, you can try to slightly slow down your voice, and if possible, speak more clearly.
- Background noise may also interfere with accuracy.
- You can call into this system from any type of phone; cell phone, office phone, land-line home phone, speakerphone, etc. However, for best results, we suggest using a standard, corded, land-line telephone.
- If the system is still having trouble recognizing your voice, please use the keypad for numeric entries.
- Remember, every question can be answered either vocally or with the keypad.
- If you get a busy signal, please try again. If you're still having difficulty, please contact the help desk: **718-935-5100**.

