

# Related Service First Attendance Reporting System for Independent Providers



## FALL 2005

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

The first two questions ask you to identify yourself by using a PIN code. Your PIN is 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.

**Call: (718) 596-4099**

### **Step 1: What is the pin number for which you want to report attendance?**

Enter the Pin that was assigned to you in the RSA letter. Each student that you report will have her/his own pin number.

### **Step 2: Are you *[your name here]*? Please confirm.**

Press 1 or speak "Yes", or press any other number or speak "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.

### **Step 3: The service you delivered to *[student name]* is *[counseling 3 times a week for 35 minutes each session with a group of 3 children in English]*. Is this correct?**

Press 1 or speak "Yes", or press any other number or speak "No."

If the answer is yes, you will be asked to enter the service start date (see step 10 in this document).

If no, go to the next question.

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## **Step 4: Okay. Has the service been 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.

## **Step 5: 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.

## **Step 6: 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".

## **Step 7: 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 the group size.

## **Step 8: In what language was the service delivered?**

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

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

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## **Step 9: Confirmation of Service**

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.

## **Step 10: 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.

## **Step 11: 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.

## **Step 12: Would you like to record attendance for another assignment?**

If you answer “Yes”, you will return to step 1, 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.
- Speak naturally. If the system is having difficulty understanding, you can try to slightly slow down your voice, and if possible, speak more clearly.

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- 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 IVR Helpdesk: **718-935-2400**.

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