



RELATED & SUPPORT SERVICES and SETSS & ESL ATTENDANCE School Year 2006 – 2007 Frequently Asked Questions (Update # 1 - September 7, 2006)

To assist you in completing the attendance booklets accurately, a list of common questions and errors has been provided below.

If you have any questions after reviewing this document, please contact the DOE Help Desk.


DOE HELP DESK 	8:30 AM – 5:00 PM, Monday through Friday EST. DOE HELP DESK 800.750.4838 E-mail DOEHELP@SRCP.COM
---	--

Table of Contents

I. NEW for 2006-2007 SCHOOL YEAR	2
II. SCHOOL YEAR BOOKLET LAYOUT	3
III. COMMON ERRORS	4
IV. WHO USES THESE BOOKLETS?	4
V. START DATES	4
VI. MONTHLY ATTENDANCE FORMS	5
A. General Questions	5
B. School Information	6
C. Provider Information	7
D. Service Information	8
E. Student Information	10
F. Monthly Attendance Information	10
G. Service Termination Date	11
H. Signatures	11
I. Submitting Forms	11
J. LOGISTICS for DOE Service Providers ONLY	12
VII. PROGRESS REPORTS	12
VIII. AGENCIES (INDEPENDENTS)	13

Update #1 Summary
Page 6 – Additional error correction guidance
Page 13 – Change in agency provider forms submission instructions



I. NEW for 2006-2007 SCHOOL YEAR

Reporting Start Dates

As students are being served for the first time all service providers except paraprofessionals and nurses must call into the IVR system to record the first day of attendance for each student. For paraprofessionals and nurses the service start date will be captured from the first monthly attendance form. See Start Dates section on page 4 for more information.

New Booklet Design

Attendance booklets change from year to year. This year's 2006-2007 booklets have a white cover and are titled "Attendance Record for Related & Support Services and SETSS & ESL SCHOOL YEAR 2006-2007."

- The front cover flap will be used to maintain a copy of the three quarterly progress reports, which are the pink sheets located in the back of the booklet.
- Booklet instructions are on the inside cover to assist you in completing monthly attendance and Progress Reports.
- Eleven white monthly attendance forms are provided. Place the back flap under the monthly attendance sheet to record and maintain a copy of monthly attendance.

Discard any left over (yellow cover) booklets from the previous school year. Do not use previous year's forms from booklets.

Progress Reports

Progress Reports are for Related Services only. Progress Report forms are to be completed for the quarters ending December, March and June. If your service to the student terminates prior to the end of the quarter, complete that quarter's progress report at that time. The pink Progress Report forms are at the **back** of the booklet, facing the back flap. To maintain a copy of the Progress Reports for your records, you must place the Progress Report form that is printed on the **front** flap beneath the form you are completing. Upon completion, forward the completed progress reports to the designated collection location.



II. SCHOOL YEAR BOOKLET LAYOUT

Front Cover and Progress Report Flap

Attendance Record for Related & Support Services and SETSS & ESL SCHOOL YEAR 2006-2007

NYC Department of Education

Student Name: _____

NYSED Number: _____

Provider Name: _____

Service Type: _____

Notes: This record is to be completed by the provider of the service. It is to be completed for all students who receive related and support services and SETSS & ESL services. The provider is to complete this record for each month of the school year. The provider is to complete this record for each month of the school year. The provider is to complete this record for each month of the school year.

Month	Present	Absent	Excused	Unexcused	Other
SEP					
OCT					
NOV					
DEC					
JAN					
FEB					
MAR					
APR					
MAY					
JUN					

Booklet Instructions (inside of booklet cover)

PROGRESS REPORT

Submit this sheet at the end of the quarter ending in December, March, June, or upon termination of service.

Complete the progress report for each student who receives related and support services and SETSS & ESL services. The provider is to complete this report for each quarter of the school year. The provider is to complete this report for each quarter of the school year. The provider is to complete this report for each quarter of the school year.

Quarter	Present	Absent	Excused	Unexcused	Other
Q1					
Q2					
Q3					
Q4					

11 Monthly Attendance Sheets

Attendance Record for Related & Support Services and SETSS & ESL SCHOOL YEAR 2006-2007

NYC Department of Education

Student Name: _____

NYSED Number: _____

Provider Name: _____

Service Type: _____

Notes: This record is to be completed by the provider of the service. It is to be completed for all students who receive related and support services and SETSS & ESL services. The provider is to complete this record for each month of the school year. The provider is to complete this record for each month of the school year. The provider is to complete this record for each month of the school year.

Month	Present	Absent	Excused	Unexcused	Other
SEP					
OCT					
NOV					
DEC					
JAN					
FEB					
MAR					
APR					
MAY					
JUN					
JUL					
AUG					

3 Pink Progress Reports

PROGRESS REPORT

Submit this sheet at the end of the quarter ending in December, March, June, or upon termination of service.

Complete the progress report for each student who receives related and support services and SETSS & ESL services. The provider is to complete this report for each quarter of the school year. The provider is to complete this report for each quarter of the school year. The provider is to complete this report for each quarter of the school year.

Quarter	Present	Absent	Excused	Unexcused	Other
Q1					
Q2					
Q3					
Q4					

Back Cover and Attendance Flap

Attendance Record for Related & Support Services and SETSS & ESL SCHOOL YEAR 2006-2007

NYC Department of Education

Student Name: _____

NYSED Number: _____

Provider Name: _____

Service Type: _____

Notes: This record is to be completed by the provider of the service. It is to be completed for all students who receive related and support services and SETSS & ESL services. The provider is to complete this record for each month of the school year. The provider is to complete this record for each month of the school year. The provider is to complete this record for each month of the school year.

Month	Present	Absent	Excused	Unexcused	Other
SEP					
OCT					
NOV					
DEC					
JAN					
FEB					
MAR					
APR					
MAY					
JUN					
JUL					
AUG					



III. COMMON ERRORS

1. **Photocopies are not allowed.** Photocopies cannot be processed. Submission of photocopies will result in attendance data not being captured. All forms submitted **must** be originals.
2. It is critical that only the codes indicated in the "Acceptable Codes for Completing Attendance Booklet" are used. "X" and "O" are not acceptable.
3. The provider must sign the form every month. For Agency and Independent providers, the Principal or Parent/Guardian must also sign the form every month.
4. Only complete the dates when service is **scheduled**. Weekend dates must be left blank, unless service is provided by an approved contract agency or RSA on a weekend.
5. For Independent and Agency providers, RSA forms and/or billing forms for services should **not** be submitted with your attendance forms. Follow the instructions on the RSA form closely; there is a separate submission address for RSA forms and billing forms.

IV. WHO USES THESE BOOKLETS?

Do all service providers need to use these booklets?

All DOE service providers of Related and Support Services, SETSS and ESL (as noted below) including non-DOE school age providers under contract and independent providers and agencies need to use these forms regardless of where the service is provided. The only exceptions (the following are not required to use these booklets):

- Providers who work for SED Approved non-public preschool and school age programs and independent preschool Related Service providers.
- ESL providers not serving Self-contained or Team Teaching students. These booklets are to be used for ESL students only if in Self-contained or Team Teaching classes.
- Providers who are employees of a Charter school or contracted by a Charter school (not the DOE) do not have to use the attendance booklets.

V. START DATES

NEW for 2006-2007 School Year: As students are being served for the first time all service providers (except paraprofessionals and nurses) must use the IVR system to record the first day of attendance for each student. For paraprofessionals and nurses the service start date will be captured from the first monthly attendance form.

What is the IVR number to call in start dates?

The IVR phone number is 718.596.4080.

When I called into the IVR it wasn't working. What do I do?

Contact the IVR Help Desk at 718.935.2400.

Who do I call to make sure the start dates are entered correctly?

Contact the IVR Help Desk at 718.935.2400.



Why is there no Service Start date on the attendance form?

For paraprofessionals and nurses, the service start date will be captured from the attendance grid on the first day the service is provided for that student for the school year. All other service providers are to call start dates into the IVR system. Please note that start dates are not to be entered in the Effective Date for Service Change field.

VI. MONTHLY ATTENDANCE FORMS

- The barcode at the top of the form serves as a unique identifier for a given booklet/student, and will associate the information submitted to any subsequent forms sent in.
- For each booklet, the school, provider, service and student information only needs to be completed for the **first** form submitted. Thereafter, only changes to the student or service information should be entered, along with the "Effective Date for Service Change".
- One attendance form must be completed for each month the student is being served.
- Signature and date are required. Provider must sign and date forms at the end of each month and submit them to the designated collection location. Contract Agency and RSA (Independent) providers must also secure the signature and date of the principal or parent/guardian.

A. GENERAL QUESTIONS

Can I use the same booklet for another student?

No. Attendance booklets have unique barcodes on them which identifies a given student. Do not use the forms from one student for another student.

Can I use the Attendance Booklets that were left over from last year?

No. Unused booklets should be discarded according to confidentiality procedures, as there have been changes to the booklet. The new booklets have a white cover and are titled "Attendance Record for Related & Support Services and SETSS & ESL SCHOOL YEAR 2006-2007."

I lost my booklet for my student, what do I do?

Start a new booklet and complete the top of the form (school, provider, service and student information) and send the forms to the designated collection location.

I started two booklets for the same student what do I do?

Make sure that all information is transferred to one booklet and discard the other booklet according to confidentiality procedures.

Should I use ballpoint pen or pencil to fill out the forms?

You can use either as long as your writing is clear and easy to read. Gel pens and felt tip pens are not recommended, however, as they often do not have a firm enough line to copy through to the second sheet.



How do I correct errors?

If you have made an error in filling out the demographics, you can use White Out, cross out the error, or erase (if you have used pencil). You can do the same for the calendar grid if the error is for the current month. If the error is in a previously submitted month's attendance, you can enter the correction for that month on the current sheet, using code "D" to delete an incorrect entry, or one of the other codes to indicate omitted or corrected information. This can best be explained by example. If you submitted the following for Sept. (see Example A), and then discovered there were errors in your submission, you could correct them in your October (or any other following month's) submission (see Example B).

Example A: The Attendance Submitted for September

Sept	1	2	3	4	P	P	7	P	9	10	11	P	13	P	A	16	17	18	P	20	P	P	23	24	25	P	27	P	P	30	
Oct	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

Example B: The Attendance Submitted for October (With corrections to the attendance submitted previously for September)

Sept	1	2	3	4	5	D	7	8	9	10	11	12	13	14	P	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
Oct	1	2	P	4	P	P	7	8	9	P	11	P	P	14	15	16	P	18	P	P	21	22	23	P	25	P	P	28	29	30	P

In Example B, the provider is submitting the original attendance for October and correcting two errors made in September's submission. The first correction (for Sept. 6) deletes the "P" for present that was entered on the original Sept. form. The second correction (for Sept. 15) replaces an "A" for "Student Absent" with a "P" to indicate the student was served that day.

What do I do with my used booklets at the end of the school year?

After all attendance forms and the back flap with the cumulative attendance, and progress reports have been submitted for the school year, discard the unused portions of the booklets in accordance with confidentiality procedures.

B. School Information

Complete all of the following information on the top portion of the attendance form for each student 1) at the beginning of the school year.

- **REGION** - Enter region number. Use one of the following: 01-10; 75 (Citywide Programs); 79 (Alternative High Schools)
- **BORO** - Enter appropriate letter for Boro. Use one of the following: M -Manhattan; X - Bronx; K - Brooklyn; Q - Queens; R - Staten Island
- **DIST** - Enter the two-digit district code. Use one of the following: 01-32; 75 (Citywide Programs); 79 (Alternative High Schools); 78 (All other High Schools)
- **SCHOOL** - Enter the three-digit school number (Citywide Programs should use Administrative site number, not physical site)
- **SCHOOL YEAR** - Enter the ending year (e.g. 2006-2007 = 2007)



Do I need to fill in every field at the top of the form?

Yes. Every field, for which there is pertinent information, must be filled in on the first form you submit for each student. Refer to the "Student & Service Information (A)" instructions on the inside cover of the attendance booklet.

What should I enter for the School Year?

Use the ending school year; for example use 2007 for the school year September 2006 – June 2007.

Is the district code the administrative or the geographical (physical) code?

It depends. Refer to table below:

	DIST (District Code)
Alternative High Schools	79
For all other High Schools	78
Citywide Programs	75 Be sure to enter the District 75 Administrative school number, i.e., for K 75 123 located at K 22 456, enter 75 for District and 123 for school.
For all other schools	Use the geographical code (01 – 32)

C. Provider Information

Complete all of the following information on the top portion of the attendance form for each student 1) at the beginning of the school year or 2) if paraprofessional provider information has changed for a student.

- **PROVIDER NAME** - Enter first and last name of provider
- **Provider type** - Fill in one of the following: DOE, CONTRACT or RSA (Independent)
 - DOE**
 - Teachers, counselors and UFT paras must enter their 6 digit File #
 - OTs, PTs, Nurses and DC 37 paras must enter last four digits of SSN
 - CONTRACT** - Enter agency name, Agency # and SSN only
 - RSA (Independent)** - Enter Tax ID and SSN only
- **SERVICE LOCATION**- Fill in one of the following: School, Home, Provider Office, Other, Per Session

What do I complete in the Agency/Independent section?

- Contract Agency providers must complete Agency Number and Social Security Number. Tax ID is not required.
- Independent (RSA) providers must complete Tax ID and Social Security Number.

If I share the service for one student with another provider, do we each need a booklet for that student?

Yes. Whether a split service, or individual and group service, separate booklets must be used for each student.



What happens if the child transfers to a new school?

1. The provider in the sending school terminates the service by filling in the “Service Termination Date” and submits the completed forms, along with the current quarter’s progress report, to the designated collection location.
2. The provider in the receiving school (even if the same provider as in the sending school) starts a new attendance booklet and fills in the top of the form, including the “Effective Date of Service Change” as the demographics have changed due to a change in school and/or provider.

What happens when a child stays in a school and gets a new provider?

1. Paraprofessionals will continue to use the same booklet and update the service provider information and then enter the “Effective Date for Service Change”.
2. Other providers terminate the service by filling in the “Service Termination Date” and submit the completed forms, along with the current quarter’s progress report, to the designated collection location.
3. The new provider (**except for Paraprofessionals**), starts a new attendance booklet and fills in the top of the form, including the “Effective Date of Service Change” as the demographics have changed due to the new provider.

What do I do with the booklet if a student transfers to another school within the NYC DOE?

Submit the completed pages, as described above, along with the current quarter’s progress report, to the designated collection location. The remainder of the booklet may be discarded according to confidentiality procedures.

D. Service Information

Complete all of the following information on the top portion of the attendance form for each student 1) at the beginning of the school year or 2) if information or services have changed for a student.

- **TYPE OF SERVICE** - Fill in type of service (as mandated on IEP) provided, refer to codes near bottom of attendance form
- **FREQUENCY** - Fill in number of sessions scheduled per week.
- **DURATION** - Fill in length of session (minutes)
- **GROUP SIZE** - Fill in group size. This differentiates between group and individual services
- **LANGUAGE** - Write in language in which the service is provided
- **EFFECTIVE DATE FOR SERVICE CHANGE** - Enter date of change of service provided to student. **Do not use for start dates.**

Can the same booklet be used if the IEP changes?

Yes. Enter the new frequency, duration, group size or language on the top of the form and enter the “Effective Date for Service Change”.

If I share the service with another provider, what do I put for the frequency?

Always mark the service as it is scheduled to be provided by you, not what is mandated. If you are scheduled to provide the service once a week, and the other provider is scheduled to provide the service once a week, you would both mark the frequency as once a week.



What do I do when the frequency, duration or group size has changed?

Enter the changed information and fill in the date the change took place in the “Effective Date for Service Change.”

If I am scheduled to see a child everyday – what do I mark as the frequency?

The frequency reflects how many times a week you are scheduled to see a student, so in this case it would be 5. (e.g. 1 time per day 5 days per week)

What do I do if I am scheduled to see a child twice a day, but one day the student is not there for one of the sessions?

Use “P” for present, instead of “2” for 2 sessions in one day.

What do I enter for a half day or similar situation?

Use H=Holiday if the service was not provided due to a scheduled half day. Use H for any school closing (i.e. holiday, snow day, emergency closing, etc., or if the service was not provided due to other activities in the school such as assemblies, testing days, etc.)

For which services is the attendance booklet to be used?

The booklet must be used for IEP mandated services listed in the “Type of Service” box on the form or the “Type of Service Key” at the bottom of the form as follows:

Related Services

Speech Therapy
Counseling
SBST Counseling
Occupational Therapy
Physical Therapy
Hearing Education Services
Educational Vision Services
Health Services/Nurse
Orientation/Mobility Teacher

(Group Code/Individual Code):

(SP/S1)
(CO/C1/)
(CB/CS)
(OT/O1)
(PT/P1)
(HI/H1)
(VI/V1)
(RN)
(MT)

Support Services:

Alternate Placement Paraprofessional
Crisis Management Paraprofessional
Cued Speech Translator
Health Paraprofessional
Interim Placement Paraprofessional
Orientation/Mobility Paraprofessional
Oral Transliterator
Signing Classroom Paraprofessional
Sign Language Interpreter
Special Transportation Paraprofessional
Transportation Nurse
Travel Trainer Paraprofessional
Toilet Trainer Paraprofessional

Code:

(AP)
(CP)
(CU)
(HP)
(IP)
(MP)
(OR)
(SC)
(SN)
(ST)
(TN)
(TP)
(TT)

SETSS:

Special Education Teacher Support Services

ESL (for students in self-contained and team teaching classes only):

English as a Second Language

What is the “Effective Date for Service Change” field used for?

The “Effective Date for Services Change” field is used when there is any change to the school, provider, service or student information. This is not for service start dates.



E. Student Information

Complete the following information on the top portion of the attendance form for each student 1) at the beginning of the school year or 2) if information has changed for a student.

- **STUDENT NAME** - Fill in the first and last name of the student being served
- **NYC ID#** - Fill in the NYC ID number
- **DOB** - Fill in the date of birth for student being served
- **GENDER** - Mark an "X" to fill in appropriate gender for student being served

F. Monthly Attendance Information

- Complete the attendance grid using only those codes in the list of "Acceptable Codes for Completing Attendance Booklet".

Which codes are acceptable in the attendance grid?

The only acceptable codes are those in the list of "Acceptable Codes for Completing Attendance Booklet." These codes are:

Code	Description
P	Present
A	Student Absent
R	Provider Absent
C	Cancelled. Use this code if the child and the provider are both present at school but the service is not provided because the provider is directed to perform another task. C SHOULD NOT BE USED FOR ANY OTHER REASON THAN THE ONE LISTED. IF THERE IS AN EMERGENCY CLOSING THEN IT IS A NON ATTENDANCE DAY (Code H)
M	Make-up
2	Two sessions provided in one day
H	Holiday (do not use for weekends). Use for any school closing (i.e. holiday, snow day, emergency closing, election day, half-day etc.), or if the service was not provided due to other activities in the school such as assemblies, testing days, parent/teacher conferences etc.)
D	Use the delete code if you need to correct an error on the attendance grid for a previous month after that form has been submitted to SOURCECORP.

I am being told by DOE that there aren't any attendance records for a given month, but I know I have turned mine in. What should I do?

If the DOE Help Desk confirms that forms were received and processed, the DOE Help Desk will get details of "missing" forms (who said there were no attendance records, region, boro, district, school, Provider Name and ID, and a few Barcodes) and follow-up with DOE DIIT. If forms were not received and processed, provider will be asked to check their hard copy at the top of the attendance sheet and confirm that the student information, provider information and attendance was written correctly. Provider should resubmit missing information with the next monthly attendance sheet.



G. Service Termination Date

- If your service to the student is terminated due to an IEP recommendation, change in service provider, if the child leaves the school or NYC, record the date the service actually stopped.

What do I put in the Service Termination Date?

Enter the last date that you provided service to that student.

H. Signatures

- Signature and date are required. The provider must sign and date forms at the end of each month and submit them to the designated collection location. Contract Agency and RSA (Independent) providers must also secure the signature of the principal or parent/guardian as well as the date signed.

Does the provider need to sign the form every month?

Yes.

Does the principal have to sign each form every month?

The principal only needs to sign and date the forms for contract agency or independent providers. The only exception is when the service is provided at a non-DOE site. In this case, the parent/guardian signature and date is required.

I. Submitting Forms

Where do I send the monthly attendance forms?

Monthly attendance forms should be sent to:

DOE Helpdesk
SOURCECORP BPS, Inc.
30 Wall Street
Binghamton, NY 13901-2718

Do Charter Schools submit attendance forms?

Attendance is to be reported only if the student is being served by a **DOE funded** provider.

Can I submit copies of the forms in the booklet?

No photocopies are allowed. Information cannot be captured by our automated process if copies are submitted. The original form from the booklet is required.



J. LOGISTICS for DOE Service Providers ONLY

Where do I submit the monthly attendance forms?

Monthly attendance forms should be submitted to the school attendance liaison who will FedEx the forms to:

DOE Helpdesk
SOURCECORP BPS, Inc.
30 Wall Street
Binghamton, NY 13901-2718

How do I get more booklets?

Contact the DOE HELPDESK at 800.750.4838 or email DOEHELP@SRCP.COM to request more booklets. The CSEs and/or Regional Offices also have a supply of booklets.

How do I get more FedEx envelopes for the form submission?

Contact the DOE HELPDESK at 800.750.4838 or email DOEHELP@SRCP.COM to request more FedEx pre-paid envelopes.

What if there is no FedEx drop off location near my school?

You can call FedEx at 800.463.3339. Say "Representative" when you hear the options. Do not use the automated Pick Up option as this will require an account number. The use of FedEx allows for the tracking of submissions which are not received. Forms sent through the United States Postal Service (USPS) are not tracked in this manner. **In no event** should FedEx envelopes be deposited in USPS mailboxes.

What is the FedEx pickup number?

You can call FedEx at 800.463.3339

VII. PROGRESS REPORTS

NEW for 2006-2007 School Year:

Progress Reports are for Related Services only. Progress Report forms are to be completed for the quarters ending December, March and June. If your service to the student terminates prior to the end of the quarter, complete that quarter's progress report at that time. The pink Progress Report forms are at the back of the booklet, facing the **back** flap. To maintain a copy of the Progress Reports for your records, you must place the Progress Report form that is printed on the **front** flap beneath the form you are completing. This will provide you with a record of the Progress Report forms you have completed and submitted. Upon completion, forward the completed progress reports to the designated collection location.

Do all providers fill out the Progress Report?

No. Only those related service providers who provide Speech Therapy, Counseling, Hearing Education Services, Educational Vision Services, Physical Therapy or Occupational Therapy need to fill it out.

When are progress reports to be completed?

Progress Reports are to be completed quarterly, at the end of December, March and June; or earlier in the quarter if service to the students terminates before the end of the quarter.

What dates do I use for the progress reports?

The dates should be the dates the progress reports were written in December, March or June or at the termination of service.



What information is required on the progress report?

All Progress Reports should include numerical ratings (as indicated on the form) in categories consistent with the goals and objectives on the students IEP. If necessary, comments regarding the student's progress can also be included.

Why is there no place to enter the Annual Review Date?

Previously, Progress Report 1 was to be the Annual Review date and did not require ratings for the appropriate categories. Only the Annual Review Date was required. Due to a change in State requirements you are now required to enter ratings for each quarter (ending in December, March and June).

Do I also need to prepare formal progress notes to be handed in at the school for IEP purposes?

Yes.

VIII. AGENCIES and INDEPENDENTS

How do I submit the monthly attendance forms?

Contract agency and independent providers of related services are required to secure the Principal's signature on their attendance forms for students served at DOE sites, and parent/guardian signatures for students served elsewhere. Attendance forms for contract agency providers will be submitted by the contract agency and should **not** be included in the school's submission. Attendance forms for independent providers serving students in schools should be included in the school's submission. Contract agencies and independent providers serving students at non-DOE sites are to mail the forms to:

DOE Helpdesk
SOURCECORP BPS, Inc.
30 Wall Street
Binghamton, NY 13901-2718

Independent providers working in DOE schools must submit their attendance forms to the attendance liaison at the school.

Where do I send invoices for services?

Invoices should be sent to:

New York City Department of Education
Bureau of Contract Aid
65 Court Street - Room 1503
Brooklyn, NY 11201
Attn: School Age RS Unit or Pre-K RS Unit (as appropriate)

Where do I send RSA-2 forms?

RSA-2 forms should be sent to the appropriate Region/CSE, as specified on the RSA-2 form.

How can I inquire about payments?

Call the New York City Department of Education, Bureau of Contract Aid at 718.935.4789.

01/10/2007