ACCES-Vocational Rehabilitation Case Management System

October 2024
Board of Regents Meeting







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
- Adaptative Driver Training



Types of Vocational Rehabilitation Services





ACCES-Vocational Rehabilitation

15 District
Offices
and
10 Satellite
Offices

Over 600

Staff

675 Contracted Vendors providing VR services

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

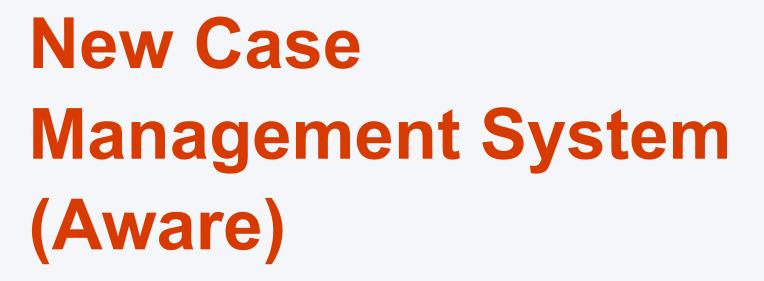
- Application
- Creating an Individualized Plan for Employment (IPE)
- Authorizing Services
- Paying for Services
- Documenting the Achievement of Employment Goals

Previous system created in 2000

- Outdated Software and Technology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







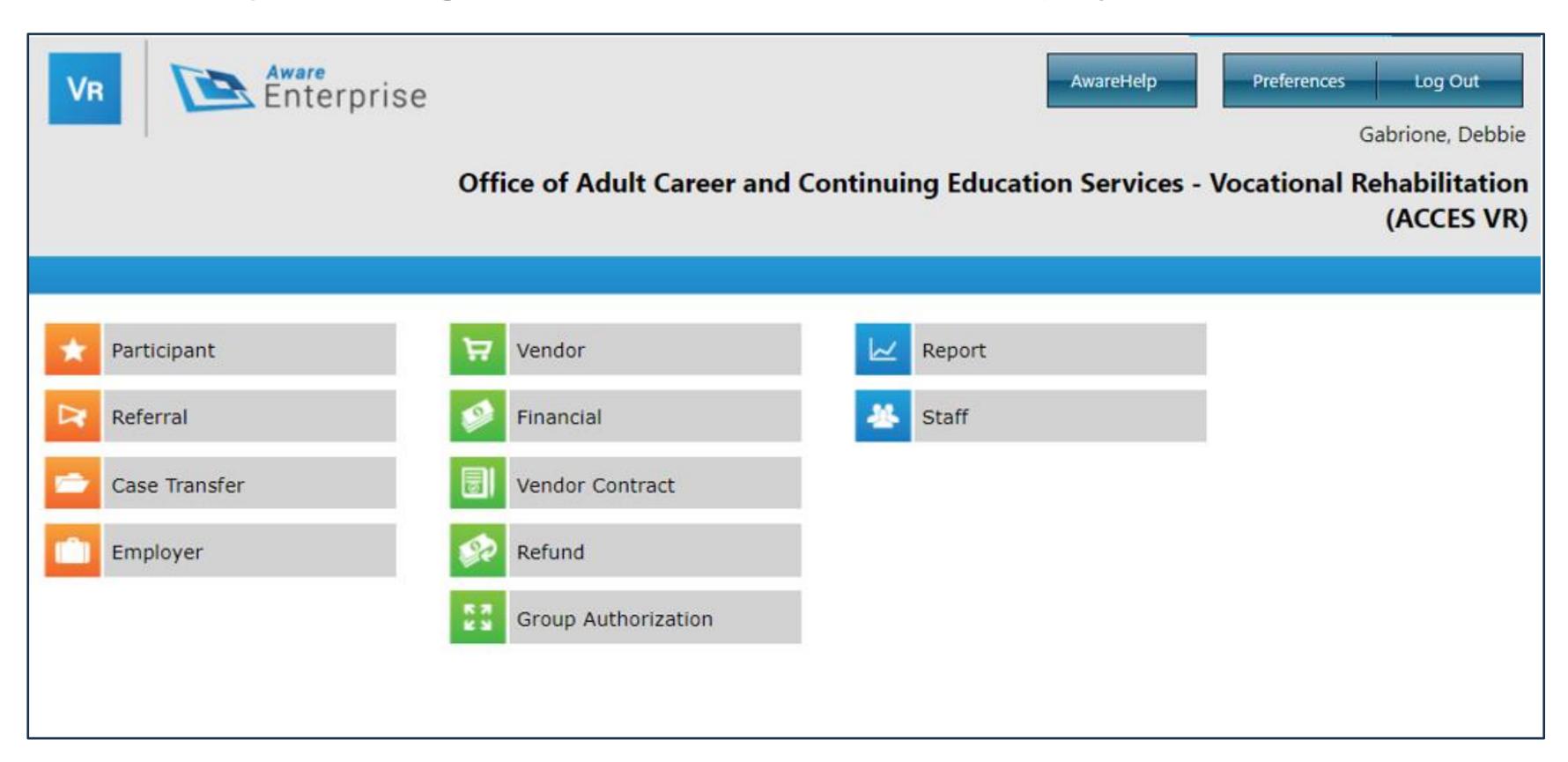


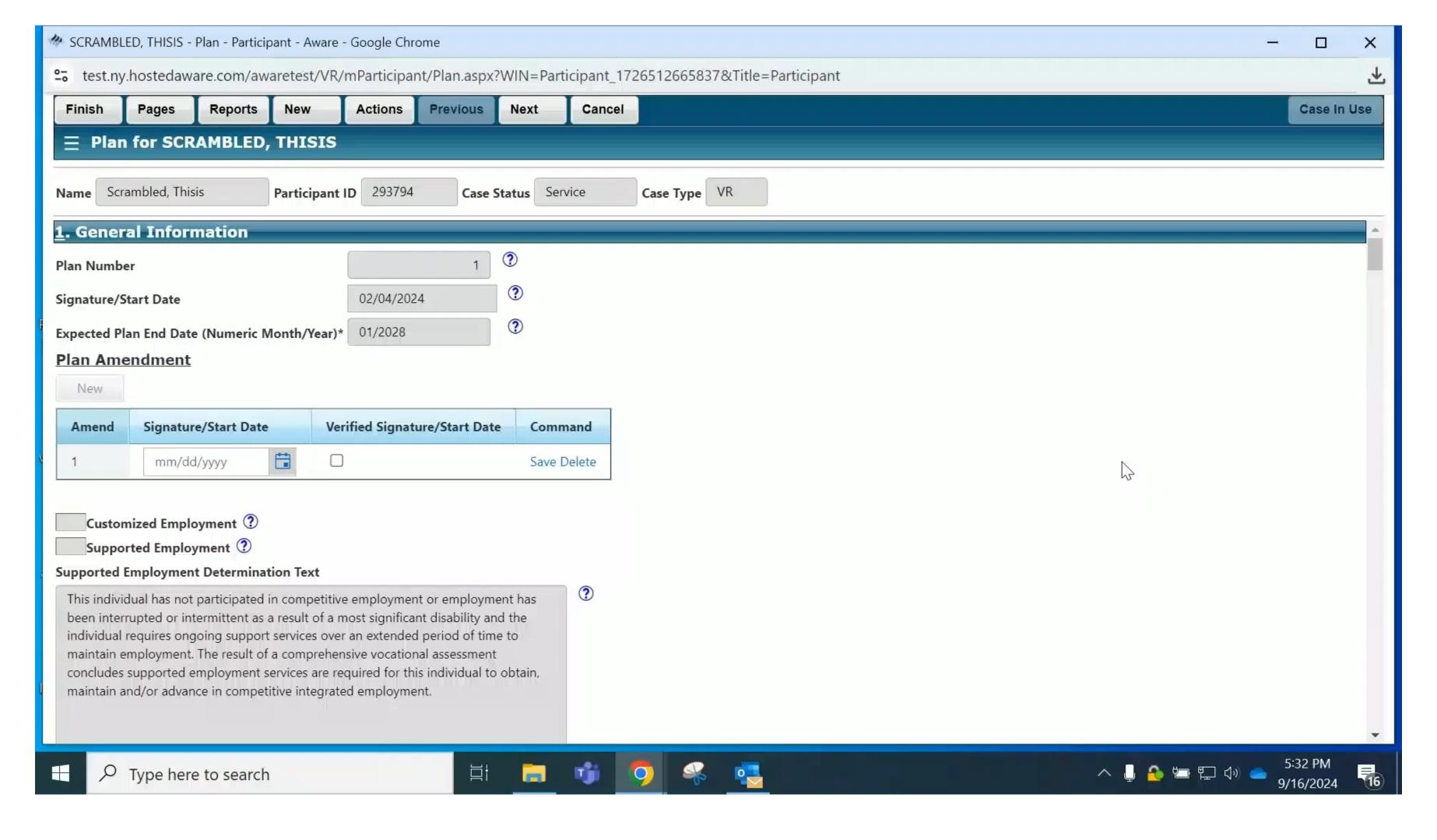
- > Cloud based system
- ▶ Used by 30 other State VR agencies
- > Features for staff and vendors
- > Interface with other systems
- > Real time information
- Complies with federal regulations



Aware Demo

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





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





