


**Frequently Asked Questions**  
 (Last updated June 23, 2009)

To assist you in completing the attendance booklets accurately, a list of common questions and errors has been provided below. An online version of this FAQ can be found by accessing <http://schools.nyc.gov/Offices/DRO>, clicking on “Surveys” (along the left side of the screen) and then “Related and Support Services FAQs”.

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

<p><b>DOE HELP DESK</b></p> 	<p>8:30 AM – 5:00 PM, Monday through Friday EST.          DOE HELP DESK 800.750.4838          E-mail <a href="mailto:DOEHELP@SRCP.COM">DOEHELP@SRCP.COM</a></p>
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## I. NEW for 2009-2010 SCHOOL YEAR

### Booklet Design

Attendance booklets change from year to year. This year's 2009-2010 booklets have a buff cover and are titled "Attendance Record for Related & Support Services and SETSS & ESL SCHOOL YEAR 2009-2010."

- The front cover flap will be used to maintain a copy of the quarterly progress reports, which are the two pink sheets (the second is an extra) located in the back of the booklet.
- Booklet instructions are on the inside cover to assist you in completing quarterly attendance and Progress Reports.
- Progress Reports now require the NYC ID#, Student's Last Name and First Name
- Five blue attendance forms are provided (three sheets to be submitted quarterly and two extras). Place the back flap under the blue attendance sheet to record and maintain a copy of quarterly attendance.
- Weekends and holidays have been shaded to ease form completion.

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

### Attendance Forms

Blue Attendance forms will be submitted on a **quarterly basis (November, February and June)**.

### Progress Reports

Progress Reports are for use by Related Service providers, except nurses. 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. Submit progress reports at the end of the school year or if your service to the student is terminated.

### Quarterly Reporting

Please note that although both Attendance and Progress Reports are quarterly, due to differing local and State mandates, the quarters end at different months for the first two quarters.

### Reporting Start Dates

As students are being served for the first time all service providers except nurses must call into the IVR system to record the first day of attendance for each student. For nurses, the service start date will be captured from the first date the skilled nursing services are provided for each student that school year. **See Start Dates section on page 6 for more information.**





### 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 quarter. For Agency and Independent providers, the Principal or Parent/Guardian must also sign the form every quarter.
4. Only complete the dates when service is **scheduled or made up**. Weekend and holiday dates must be left blank, unless service is provided by an approved contract agency or RSA on a weekend or holiday. Entries in shaded boxes will be accepted for approved contract agency or RSA provider.
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?**

- The following **are** required to use these booklets:
  - All DOE service providers of:
    - Related and Support Services
    - SETSS
    - ESL services **only** for students in self-contained or team teaching classes recommended for ESL only or in an alternate placement
  - Non-DOE school age providers (regardless of where the service is provided):
    - Providers from agencies under contract
    - Independent providers
    - Independent agencies
- 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 serving students not in self-contained or team teaching classes (e.g., SETSS or related services only)
  - Providers who are employees of a Charter school or contracted by a Charter school (not the DOE) are not required to use these attendance booklets but the charter school must have a mechanism to record and track attendance
  - DOHMH nurses who provide skilled nursing services for the student
- Special Instructions for Nurses
  - Only DOE (Department of Education) nurses or contracted nurses (Agency or Independent Providers) complete the attendance form in the Attendance Booklet. **DOHMH (Department of Health & Mental Hygiene) nurses do not fill out this form** even though they do provide skilled nursing services to the IEP student.
  - DOE & contracted nurses only complete the attendance form for skilled nursing services that they provide for the IEP student, NOT for oral medications or inhalers.
  - Examples of some skilled nursing services are:



- Catheterizations, Nebulizer treatments, Tracheostomy Care, Oral/Pharyngeal Suctioning, Oxygen Administration, Gastrostomy or Naso-Gastric feedings, Ostomy Care, Dressing Changes, Injections, Blood Glucose Monitoring Insulin Pump Bolus & monitoring, Monitoring of Central Venous Line, Chest Clapping, Chest Percussion or Postural Drainage.
- Progress Reports forms are not completed by nurses.
- Nurses are not required to use the IVR system to call in the first day of service for each student as are other providers of related services. For nurses the service start date will be captured from the first date the skilled nursing service is provided for each student that school year.

## V. START DATES

As students are being served for the first time all service providers (**except nurses**) must use the IVR system to record the first day of attendance for each student. For nurses, the service start date will be captured from the first quarterly attendance form. **Please note that there is a separate IVR Help Desk to answer questions related to IVR.** Staff at the DOE Help Desk phone number on page 1 of this FAQ (and on the cover of the Attendance Booklet) are not authorized to respond to questions related to IVR beyond the information contained in this FAQ).

### **Where can I get more information regarding use of the IVR system?**

There is a "First Attendance Reporting System for Related and Support Services, Special Education Teacher Support Services (SETSS) and ESL" document which explains IVR use on the DOE Intranet site at:

[http://portal.nycboe.net/sites/EducationPolicy/SpecialEducationInitiatives/Shared%20Documents/Updated%20%20Voice%20Interactive%20System\(IVR\)%20Instructions%20for%20Providers%208-07%20v2.pdf](http://portal.nycboe.net/sites/EducationPolicy/SpecialEducationInitiatives/Shared%20Documents/Updated%20%20Voice%20Interactive%20System(IVR)%20Instructions%20for%20Providers%208-07%20v2.pdf)

### **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 718-758-7702.

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

Contact the IVR Help Desk at 718-758-7702.

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

For nurses, the service start date will be captured from the attendance grid on the first day the skilled nursing 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. 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. **Forms from one booklet must be used for only one student.**
- 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 quarter the student is being served.
- Signature and date are required. Provider must sign and date forms at the end of each quarter 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's booklet 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 buff covers and are entitled "Attendance Record for Related & Support Services and SETSS & ESL SCHOOL YEAR 2009-2010."

**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 to be used, 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 quarter. If the error is in a **previously submitted** quarter's attendance, you can enter the correction for that quarter on the current sheet, using code "D" to delete an incorrect entry, or one of the other codes to indicate omitted or corrected information.

**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 or filed for the school year, discard the unused portions of the booklets in accordance with confidentiality procedures.

**B. 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.

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

**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 Name, 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. School Information**

Complete all of the following information on the top portion of the attendance form for each student at the beginning of the school year or at the initiation of service.

- **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 (For all other schools)
  - 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)

**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 from each booklet you use for each student. Refer to the "Student & Service Information (A)" instructions on the inside cover of the attendance booklet.

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

It depends. Refer to table below:

	<b>DIST (District Code)</b>
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)



### E. 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 frequency, duration or group size 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  
 Toilet Trainer Paraprofessional

**Code:**

(AP)  
 (CP)  
 (CU)  
 (HP)  
 (IP)  
 (MP)  
 (OR)  
 (SC)  
 (SN)  
 (ST)  
 (TN)  
 (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 frequency, duration or group size. **This is not for service start dates.**

**F. Attendance Information**

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

**Which codes are acceptable in the attendance grid?**

The only acceptable codes are those in the list of “Acceptable Attendance Codes”. These codes are:

<b>Code</b>	<b>Description</b>
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 quarter after that form has been submitted to SOURCECORP.

**I am being told by DOE that there aren't any attendance records for a given quarter, 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, 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 his/her hard copy at the top of the attendance sheet and confirm that the student information, provider information and attendance were written correctly. Provider should resubmit missing information with the next quarterly attendance sheet.

**G. Service Termination Date**

- If your service to the student is terminated due to an IEP recommendation, change in service provider, etc. record the date the service actually stopped.

**What do I put in the Service Termination Date?**

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

**H. Signatures**

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

**Does the provider need to sign the form every quarter?**

Yes.

**Does the principal have to sign each form every quarter?**

The principal only needs to sign the forms for contract agency or independent providers. The only exception is when the service is provided in the child's home. In this case, the parent/guardian signature is required.

**I. Submitting Forms**

**Where do I send the quarterly attendance forms?**

Quarterly 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 quarterly attendance forms?**

Quarterly attendance forms should be submitted to the school attendance liaisons 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](mailto:DOEHELP@SRCP.COM) to request more booklets. The CSEs and/or ISCs 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](mailto: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 2009-2010 School Year:**

The provider now records the student's NYC ID #, the last name and the first name on the Progress Report.

**2009-2010 School Year:**

Progress Reports are for Related Services only. Nurses are not required to complete Progress Reports. 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. Submit the progress report at the end of the school year or if your service to the student is terminated, and forward 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 student 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 student's 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

**Where do I mail the attendance forms?**

It is the responsibility of agencies and independents **not in DOE schools** to mail quarterly attendance forms. Mail the forms to:

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

Agency and 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 Non-Public School Payables  
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 contact, as specified on the top portion of the RSA-2 form. RSA-2 forms for nursing should be sent to the student's parent/guardian exclusively from the Central Office of School Health.

**How can I inquire about payments?**

Call the New York City Department of Education, Bureau of Non-Public School Payables at 718.935.4789.