



EXECUTIVE DEPUTY COMMISSIONER
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October 27, 2023

Ms. Amanda Eveleth
Audit Manager
Office of the State Comptroller
110 State Street
Albany, NY 12236

Dear Ms. Eveleth:

The New York State Education Department (NYSED) appreciates the opportunity to respond to the Office of the State Comptroller's (OSC) follow up assessment of our implementation of the three recommendations included in their initial audit report issued March 2022 Vocational Rehabilitation's (ACCES-VR) Supported Employment Program (2020-S-46).

OSC provided three (3) recommendations:

Recommendation 1

Develop and implement improved controls to ensure eligibility determinations, IPE finalizations, and IPE annual reviews are being completed timely.

Recommendation 2

Develop and implement procedures to ensure that IPEs are fully developed for each participant who requires one and contain sufficient detail.

Recommendation 3

Develop a process to periodically evaluate the effectiveness of the ACCES-VR program based on individual participants' goals and achievements to ensure that participants are receiving the full benefit of its services and ACCES-VR is meeting the goals of its mission.

ACCES-VR is gratified the OSC auditors acknowledge the work ACCES-VR has completed and find their Recommendations 1 and 2 have been fully implemented, and Recommendation 3 is partially implemented.

ACCES-VR agrees that the RSA performance measures allow us to monitor the performance of our vocational rehabilitation program. We also recognize there is additional data analysis we can do to identify trends, related to employment outcomes for our customers.

Planned Actions

ACCES-VR's implementation of the new AWARE electronic case management system and the use of resources like PowerBI, has enabled us to expand the data we review and monitor. ACCES-VR's Quality Assurance and Monitoring Unit will be adding factors that impact employment outcomes into their reviews. These factors include:

- Length of time from application to employment;
- Number of contacts with counselor; including types of contacts;
- Types of barriers to employment noted for each customer and,
- Services or group of services provided.

We anticipate that this additional data analysis will allow us to identify trends, develop strategies to improve service delivery and improve employment outcomes for our customers.

We thank the OSC Auditors for their input and professionalism.

Sincerely,



Sharon Cates-Williams

c: Ceylane Meyers-Ruff
Linda Schramm
Monica Toye-Smith
James Kampf
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