THE SESIS TEAM | Ensuring all students have access. Together we can!

NYC Department of Education

# Provider Assignment FAQs

## Navigating the Services Recommendations Grid

**Q. How do I confirm that my scan was successful?**

**A.** After scanning into SESIS, you will receive a Scan Status page.

**Q. How do I access Provider Assignment?**

**A.** Log into SESIS and click **Provider Assignment** from the SESIS home page.

**Q. Can I see more than twenty mandates on each screen?**

**A.** Yes. Click the desired number of mandates to be displayed from the *Page Size* dropdown menu at the bottom center of the screen (up to 50). Navigate the pages of mandates using the **Next/Last** and **First/Prev** links.

**Q. How can I change the sort order?**

**A.** The mandates may be sorted – either in ascending or descending order – by clicking on an underlined column header. Column headers that are not underlined, cannot be sorted on that column. Mandates located on the *Receiving* tabs may also be sorted by clicking on an underlined column header.

**Q. Why are some of the rows in the Provider Assignment grid color-coded?**

**A.** The rows highlighted in **Yellow** text have been in awaiting status for nine days or more. The rows highlighted in **Red** text have been in awaiting status for 13 days or more.

**Q. How do I locate a specific mandate?**

**A.** Click the **Awaiting** or **Receiving** tabs where the mandate resides and complete the *Search* filters to display the student mandate.

**Note:** Users with the proper security in Provider Assignment, will be able to search via the *All Mandates* tab.

**Q. What is the purpose of the Mandate Status column?**

**A.** The *Mandate Status* column indicates how much of the mandate has been assigned to a provider.

- *Unassigned* indicates that the assignment of a provider is pending

- *Partially Assigned* indicates that the mandate was split, and that a portion of the mandate is pending assignment of a provider

- *Fully Assigned* indicates the mandate has been assigned to one or more providers

**Q. What is the purpose of the Assignment Status column?**

**A.** The *Assignment Status* column indicates the assignment stage of the mandate. For example:

- A value of *Requested Contract Agency* means the mandate is ready to be contracted to a contract agency.

- A value of *Awaiting First Attend* means the mandate has been assigned to a provider.

**Note:** *Assignment Status* listed will vary based on the tab.

**Q. Can I download student mandate information from the service recommendation grid?**

**A.** Yes, click the **Export to Excel** button. You do not need to select specific rows in order for them to be exported; all rows will be exported to Excel.

**Q. What do the (P) and (C) icons represent on the far left of each mandate row?**

**A.** The (P) icon is displayed on mandate rows that correspond with a previous IEP, while the (C) icon is displayed on mandate rows that correspond with a current IEP. Clicking either icon will bring you to the *All Mandates* tab where all mandate rows corresponding to the selected student NYCID are displayed.

**Q. How often are student mandates imported into Provider Assignment from finalized IEPs/IESPs/SPs and CSPs?**

**A.** Provider Assignment imports mandates from finalized IEPs/IESPs/SPs and CSPs daily.

**Note:** For Initial cases, the mandates will only be loaded into Provider Assignment after parental consent for services has been obtained (faxed or scanned into SESIS). Manually adding a new mandate row is not permitted if the parent has not provided written consent for the program and/or service(s).

**Q. What is the purpose of the All Mandates tab?**

**A.** The *All Mandates* tab provides the ability to view all assignment rows for students, whether they are from a previous or current IEP. This tab is only available to users with city-wide access and Contract Agency Supervisors. DOE users with city-wide access can see all assignment rows for the student they search for, regardless of the *Assignment Status*. Contract Agency Supervisors will only see students assigned to their specific agency.

# Contracting Out to a Primary Contract Agency

**Q. When do I initiate contracting out for service?**

**A.** Initiate contracting out for a service when a DOE provider is not available to assign to a mandate.

**Note:** Users should only contract out a (C) row if a change is made to the mandate on the current IEP that differs from the previous IEP.

**Q. How do I assign a mandate to a primary contract agency?**

**A.** From the Awaiting → Awaiting Contract Agency tab, check the box next to the Student NYCID and then click the **Locate Primary Agency** button.

**Q. How do I know a mandate has been assigned to a primary contract agency?**

**A.** The mandate's *Agency* column will contain the name of the primary agency and the *Assignment Status* will be *Awaiting Contract Agency Provider*.

**Q. If a primary agency is found, how long does the agency have to assign a provider?**

**A.** The agency has **five** school days to assign a provider.

**Q. What happens to the mandate if the agency doesn't assign a provider within the five school days?**

**A.** After five school days, the *Assignment Status* on the mandate automatically changes to *Contract Agency Timeout*. A search for a secondary or tertiary contract agency may begin.

**Q. Can I select and locate the primary agency for multiple mandates at one time?**

**A.** Yes, you can; but the mandates must contain the same *Service Type*, *Language,* and *District*. From the *Awaiting Contract Agency* sub-tab, check the box next to the Student NYCID for each mandate row and click **Locate Primary Agency**.

**Q. What should the agency supervisor do if they do not have a provider to assign to the mandate?**

**A.** A button available to primary agency supervisors in *Provider Assignment* allows the supervisor to reject the case and send it back to the DOE. The mandate's *Assignment Status* will change to *Contract Agency Rejected*.

**Q. How will I know when a primary contract agency rejects an assignment?**

**A.** Use the Search feature to filter for an Assignment Status of Contracted Agency Rejected.

**Q. After a primary agency timeout or rejection, can I assign the mandate back to the primary agency?**

**A.** Yes.

**Q. What should I do if a primary agency cannot be found?**

**A.** A search for a secondary or tertiary contract agency may commence when a primary agency is not found.

# Contracting Out to a Secondary or Tertiary Contract Agency

**Q. Can I select multiple mandates and contract them out to multiple secondary or tertiary contract agencies at one time?**

**A.** Yes. Using the *Search* panel on the *Awaiting Contract Agency* sub-tab, select the service from the *Service Type* dropdown menu. Enter the **Authorized Physical Location DBN** in the *Auth Phys Loc DBN* field. Select either **Unassigned**, **Partially Assigned,** or **Not Fully Assigned** from the *Mandate Status* field. Select the language from the *Language* dropdown menu. Then click **Search**. Select the mandate(s) to be contracted out, and click the **Locate Sec/Tert Agency** button.

**Note:** Users should only contract out a (C) row if a change is made to the mandate on the Current IEP that differs from the Previous IEP.

**Q. How do I know bids have been solicited from secondary or tertiary agencies?**

**A.** The mandate's *Assignment Status* will have a value of *Pending Contract Agency Bid Responses*.

**Q. How long do secondary and tertiary agencies have to submit a bid?**

**A.** The invitation to submit a bid includes a *Response Due Date*. The bidding process is automatically closed after the *Response Due Date* has passed, preventing any more bids from being submitted in *Provider Assignment*.

**Q. How do I know a secondary or tertiary agency declined to bid?**

**A.** The agency will not have entered a provider's name for the bid.

**Q. How do I know when secondary and tertiary agency bids should be awarded?**

**A.** The mandate's Assignment Status will have a value of Bidding Closed/Ready to Award.

**Q. How do I know a mandate has been awarded to a secondary or tertiary contract agency?**

**A.** The row in the grid will contain the agency's name, the name of the agency provider and the *Assignment Status* will be *Awaiting First Attend*.

# Manually Adding a Mandate

**Q. When is it appropriate to manually add a mandate to Provider Assignment?**

**A.** Add a new mandate when an authorized service recommendation on the most recent finalized IEP is not displayed in *Provider Assignment*.

Manually adding mandates for all service types is limited to the following roles:

**CSE SEEPPO** (Special Education Placement Officer)

**CSE Chairperson**

**Central Office: Division of Students with Disabilities and English Language Learners**

**ORCS: Contract Administrators**

**Note:** All other roles can manually add compensatory or non-compensatory services for all Paraprofessional Services, Oral Transliterators, and Sign Language Interpreters. These roles are not able to manually add non-compensatory services for all other service types.

**Q. How do I manually add a mandate to Provider Assignment?**

**A.** Click the **Miscellaneous** link at the top of the *Provider Assignment* screen and select **Manually Add a New Provider Assignment Row**. Input the **Student NYCID** and click on the **Retrieve** button; the system will populate the available student and IEP information. Complete all of the required mandate fields, including the *Reason for Manually Creating New Row* field, and click **Add New Row** to add the mandate to the *Awaiting DOE Provider* sub-tab's service recommendation grid with an *Assignment Status* of *Awaiting DOE Provider*.

**Note:** You may also add a new mandate by clicking the student's **Student NYCID** link in the service recommendation grid.

## Deleting or Terminating a Mandate

**Q. When can I delete a mandate in Provider Assignment?**

**A.** A mandate must be located on an *Awaiting* sub-tab in order to delete it; and it must have an *Assignment Status* of *Awaiting DOE Provider, Awaiting Contract Agency*, *Awaiting RSA*, or *Awaiting Authorization for Independent SETSS Teacher*.

To delete the mandate, navigate to the **Awaiting** sub-tab and search for the student mandate. Click the **check box** adjacent to the mandate and click **Delete Row**.

Manually deleting mandates for all service types is limited to the following roles:

**CSE SEEPPO** (Special Education Placement Officer)

**CSE Chairperson**

**Central Office: Division of Students with Disabilities and English Language Learners**

**ORCS: Contract Administrators**

**Note:** All other roles can manually delete compensatory or non-compensatory services for all Paraprofessional Services, Oral Transliterators and Sign Language Interpreters. These roles are not able to manually delete non-compensatory services for all other service types.

**Q. When can I terminate a mandate?**

**A.** You can only terminate a mandate if a provider is assigned. To terminate the mandate, navigate to the sub-tab to search for the student mandate. **Check the box** adjacent to the mandate and click **Terminate**. In the *Terminate Provider* pop-up window that displays, select the reason code.

**Q. Can I delete a mandate that has been split?**

**A.** A mandate which has been split cannot be deleted if services have commenced on any of the partial mandates.

**Q. How do I open a new Awaiting line for a terminated mandate from a Previous IEP?**

**A.** As there could be a legitimate need for a retroactive assignment for a (**P**)revious IEP (eg. Compensatory services), the PA application will prompt the user to select **YES** or **NO** for the mandate row when terminating. Or, if a new line was not opened at the time of termination, from the *All Mandates* tab check the box next to the terminated mandate and click **Open New Awaiting Line**.

## Provider First Attend Date

**Q. I am a DOE provider. How do I record a first attend?**

**A.** For DOE providers, the student's first attend dates will be automatically populated from the earliest certified and saved *Encounter Attendance* service completed in SESIS . However, if the *First Attend* page and *Placement* page of the student's profile do not reflect the *First Attend* date, you can manually enter it on the student's profile.

**Q. I am a contract agency provider or independent provider. How do I record a first attend?**

**A.** You will select the mandate in *Provider Assignment*, click the **First Attend** button and input the date services were first provided.

## Compare IEPs Tab

**Q. How can I utilize the Compare IEPs tab in Provider Assignment?**

**A.** Use the *Compare IEPs* tab located under the *Summary of Student Mandates* screen to verify if any changes were made to the mandates from the previous IEP to the current IEP.

**Q. What should I do if the (C)urrent mandate is identical to the (P)revious mandate (no changes)?**

**A.** If the (**C**)urrent mandate is identical to the (**P**)revious mandate, continue to service the (**P**)revious mandate until the end of the term.

**Q. What should I do if the (C)urrent mandate is different than the (P)revious mandate (changes were made)?**

> **A.** If mandates are not identical on the *Compare IEPs* tab:

## DOE CENTRAL STAFF

Confirm with the agency/provider whether the current provider (or a new one identified by the same agency) can service the new mandate. If so, terminate (P)revious mandate and assign (C)urrent mandate to new agency/provider without going through the assignment cascade (primary, secondary/ tertiary, RSA)

## CONTRACT AGENCIES

Terminate the (P)revious mandate and withdraw the transmittal (see additional guidance below) *

*\* For Contract Agencies: If it is assumed your agency can continue to satisfy the new mandate requirements, a new transmittal may be sent to your agency. If this happens, the new (C)urrent mandate row will appear on your grid. Record all subsequent assignment activity on this (C)urrent mandate row for the remainder of the term. To retroactively record assignment activity to the (P)revious mandate formerly transmitted to your agency, use the REASSIGN\*\* or TERMINATE\*\*\* actions.*

*\*\* The REASSIGN action will behave the same way for both (P)revious and (C)urrent mandates. The former provider's assignment row will be terminated and a new assignment row will be generated on the grid with the subsequent provider assigned and in Awaiting First Attend status.*

*\*\*\* The TERMINATE action will behave differently for (P)revious and (C)urrent mandates. When this action is taken on a (P)revious mandate, it will no longer generate a new awaiting row for a subsequent provider UNLESS the checkbox for creating a new line is checked. The best practice would be to use the REASSIGN action when you know there is a subsequent provider, and use the TERMINATE action when you know you are terminating the final provider in the succession of assignments on that row*