NYC Department of Education
Office of School and Youth Development

Procedure for Related Service Providers - Counseling
Check Mandates

- If there are any discrepancies between the information on the SEC Database and the student’s IEP, please bring this to the attention of your School Based Support Team or Borough ISC.

- Verify this information before reporting to IVR.

- First attend calls must be made for each MANDATE on your list. (If a student has group and individual counseling, it must be recorded separately.)
Access the School Report

Student Information System/Student Educational Component (SIS/SEC)

https://ats.nycboe.net
Outlook ID
Outlook Password
Reports

NYC Department Of Education

Special Services

SPECIAL SERVICES

Reports
- Projected Register Report
- Overage Allocation Report (Elementary and Middle Schools)
- Overage Allocation Report (High Schools)
- Student Service Receipt Report
- Register, Class and Utilization Reports

Click on student services receipt report→
Directions to the Related Services Status Information

- Click on “School Aged for Public School
- Click on (+) All Regions
- Click on (+) Region #
- Click on (+) District #
- Click on School Number
Click on the Receiving/Not Receiving Total

The New York City Department Of Education
Division Of Instructional And Information Technology
Related Service Status Information For School Age Students

Note: Click on "Receiving Mandate" or "Provider Acquired No Start DT" label for Provider Type CI

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Student List and Mandates

The New York City Department Of Education
Division Of Instructional And Information Technology
Student RS Service Status Information

Note: To sort this report by School with DrillDown, Click on "ATS_School" Label.

<table>
<thead>
<tr>
<th>Student</th>
<th>Student ID</th>
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<th>Recommendation</th>
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Done
First Attend Reporting System

Telephone number to report first attend dates:

718-596-4080
You may use the keypad or speak your answer.

- Press 1 for **YES**
- Press any other key for **NO**
Identify Yourself

**Question 1**
What is your File Number?

**Question 2**
Please enter your four digit PIN
(last 4 digits of your SS#)

**CONFIRMATION:**
One moment while we verify that.
Question 3
Are you [your name here]?

Question 4
What service did you deliver?
Enter 1 or say COUNSELING

CONFIRMATION
(yes/no to verification of service delivery)
STUDENT INFORMATION

**Question 5**
Delivered in a Group or Individual?
Say
or Press 1 (individual) Press 2-8 (for group size)

**Question 6**
What is the student ID?
Say or enter the **nine digit** number

**VERIFICATION:**
Please wait while I look up that student.


Question 7
Is [student name], [age of the student] years old the student you’re calling for?
Yes/no. If no you’ll be asked to enter the student ID again.

Question 8
How many times per week will this service be delivered?
Say or press the number
Question 9
How long was the session?
Say or press the time in minutes (30 for 30 minutes.)

Question 10
What was the group size?
(question 5 might answer this)
Language

**Question 11**
In what language was the service delivered?
*Say or listen to the prompt for the corresponding keys.*
*Example:*
1. English
2. Spanish
3. Chinese
4. Bengali
5. Arabic
6. Haitian Creole
7. Russian
8. Korean
9. Urdu
Question 12:  
When did you first deliver this service?

- MMDDYY

- (Service date must be on or before the day of the call)

- Thank you. (The attendance was recorded)
Recording Additional Attendance

Question # 13

Do you want to enter attendance for another student with the same frequency, duration, group size and language? (If yes, return to question #6)

Question # 14

Do you want to enter attendance for another student with the same service? (If yes, return to question #6: duration/frequency/group size or language must be different)
Revised IVR Directions

Please note that starting **January 11th 2007** the IVR First Attend system will be providing confirmation numbers for all attendance that is recorded. Please have a pen ready to note the confirmation number down after recording the attendance. The confirmation number will be 6 digits. Once you have successfully recorded the attendance the IVR system will slowly read out your 6-digit confirmation number, twice. Please note down the confirmation number and save it for future reference.

In the event your attendance does not show up in the reports later on, you can call the Helpdesk at **(718) 935-2400** and provide the confirmation number to get the situation rectified.

Please note that if you did not receive your confirmation number from the IVR system, your attendance did not get recorded successfully. Please try again and if you continue to have trouble getting a confirmation number please contact the SEC-IVR Helpdesk at **(718) 935-2400**.
Help

Problems with IVR
(718) 935-5100
IVRsupport@schools.nyc.gov

Problems with SEC Management
secsupport@schools.nyc.gov