Completing a Special Education Recovery Services Document

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Introduction

This training guide provides step-by-step instructions to complete the Special Education Recovery Services (SERS) parent notice in SESIS. This document informs parents, in writing, of the Special Education Recovery Services that will be offered to their child during the 2021 - 2022 school year.

Students recommended for specialized transportation on their IEP should be among the first group of students to have their Special Education Recovery Services document finalized in SESIS, starting first with students in Group 1. In these instances, the case manager may finalize the SERS document without offering Intensive Small Group Intervention or SEED but may revise the SERS document later if either service will be offered.

For content guidelines, refer to the Special Education Recovery Services guidance on the Special
Creating the Special Education Recovery Services (SERS) Document

1. From the Create New Document dropdown menu, select Special Education Recovery Services.

2. Click Go.

3. Enter a Label/Comment (optional), then click New.

4. Change Contact Information is preselected to Primary Contact and can be changed to Secondary Contact, if necessary.

Note: The date field will automatically populate with the document’s finalization date.

Documenting Parent Outreach

5. Parent input must be sought in developing the SERS document. To record parental outreach attempt(s), complete the following fields (repeat as appropriate):
   a. Enter Date/Time.
   b. Enter Phone Number.
   c. Check Yes or No to Was the outreach successful? If No is checked, an additional row(s) will display to record additional required outreach attempt(s).
   d. Enter Notes.
6. After a successful attempt has been recorded, the following paragraph will be displayed.

**Note:** The date in this paragraph populates with the date of the latest successful outreach.

<table>
<thead>
<tr>
<th>DATE/TIME</th>
<th>PHONE NUMBER</th>
<th>NOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/14/2021 9:30 AM</td>
<td>21255521212</td>
<td>Notes</td>
</tr>
</tbody>
</table>

**Note:** You must make three parental outreach attempts on at least two days before completing this notice without parent consultation. If more than the required three (3) outreach attempts are completed, you can add rows (up to 8) to record additional attempts by checking the **Check if you want to add an outreach attempt** box underneath the 3rd outreach attempt.

**Note:** All outreach attempts must be conducted in the parent’s preferred spoken language. If the preferred spoken language is any language other than English, the guided message below will appear at the top of the document, and a note should be included in the textbox of the outreach field, explaining how the parent’s language needs were met. The user should indicate if the call was conducted in the parent’s language, if an interpreter was used, or if the parent communicates...
comfortably in English.

To complete this section, fill out the form below and click save above.

- The Date will be automatically populated with the date this document is finalized.

- The parent's preferred spoken language is Spanish; parent outreach and consultation must be conducted in that language. Please consult with your school's Language Access Coordinator (LAC) for assistance in arranging interpretation and document in the outreach notes below whether an interpreter was used. You may also visit the Translation & Interpretation Unit's InfoHub for additional guidance.

Understanding the Special Education Recovery Service Document in SESIS

The Special Education Recovery Services (SERS) parent notice includes an overview of the recovery services. The notice will update based on your selection. For example, when a parent declines an offered service, a paragraph is added at the bottom of the section (shown in the Offered–Parent Declined Service section of this training guide).

This school year, all students will receive additional supports and programs connected to daily instruction as part of the DOE's Academic Recovery Plan. In addition, and as we discussed on September 14, 2021, we are offering Special Education Recovery Services for your child this school year. Special Education Recovery Services are specialized instruction and related services, targeted to your child's individual needs and IEP goals.

The Special Education Recovery Services described in this notice are intended to address needs arising from learning disruption caused by the pandemic. We will contact you later in the school year to discuss whether further services will be needed, taking into account your child's progress and services that have been provided from March 2020 on.

Special Education Recovery Services do not replace your child's IEP-recommended programs and services. Special Education Recovery Services may differ from your child's IEP-recommended services. For example, a service may be provided in a group size that is different from the recommendation on the IEP.

For your child, we would like to offer the following Special Education Recovery Services:

Select Options

For each Recovery Service listed on the notice, you must verify or change the response type using the Select dropdown menus. The Select dropdown menu options are:

- Offered – parent agrees
- Offered – parent was not reached
- Offered – parent declined service
- Service not offered
Offered – Parent Declined Service

If the parent declines offered services, a new paragraph is added.

**Completing the Special Education Recovery Service Document**

**Small Group Instruction**

1. From the Select dropdown menus, **Offered – Parent Agrees** is pre-filled in for **Small Group Instruction**, when applicable; change as appropriate.

2. The Recovery Service is **Small Group Instruction**.

3. Under the Service Delivery Recommendation, verify the Language of Service with the student’s program recommendation language of service from their most recent finalized IEP.

**Note:** If the student’s IEP indicates that the student may require small group instruction in a language other than English, that language is pre-selected on the SERS document. Otherwise, English is pre-selected.

4. Select the **Total Hours** from the dropdown menu.

5. Use the calendar icon to enter the **Anticipated Recovery Service Start Date**.

6. Use the calendar icon to enter the **Anticipated Recovery Service End Date**.

**Note:** All required fields must be completed for all offered response types (i.e., **Offered – parent agrees**, **Offered – parent was not reached**, **Offered – parent declined service**), except when the service is not offered (i.e., **Service not offered**).
Intensive Small Group Intervention

When the recovery service is Intensive Small Group Intervention, select the appropriate response type from the Select dropdown menu and follow the remaining steps for Small Group Instruction.

**Note:** Intensive small group intervention should be offered to those students for whom screener results indicate the need for academic interventions either individually or in a group of 2. If screener data is not available at the time that the parent notice must be completed for the student (e.g., if the parent notice is being completed well in advance of the start of recovery services to arrange specialized transportation), Intensive Small Group Intervention should not be offered at that time. If screener results later indicate the need for Intensive Small Group Intervention, the SERS parent notice must be revised and sent to the parent.

Related Services

When the recovery service is Speech-Language Therapy, Occupational Therapy, Physical Therapy, or Counseling Services, the Select dropdown menu is pre-filled in with Offered – Parent Agrees. When applicable, change as appropriate and follow the remaining steps for Small Group Instruction.

**Note:** The Language of Service on IEP is displayed and not editable for Speech-Language Therapy and Counseling. If the student receives IEP-recommended services in a language other than English but might benefit from monolingual (English) recovery services, you must consult with the student’s provider and parent before recommending Special Education Recovery Services in English. If, after provider and parent consultation, it is determined that monolingual (English) recovery services are appropriate, check the box for monolingual.

Related Services will display on the Special Education Recovery Services (SERS) document only when this service was recommended on the student’s most recent finalized IEP. Case managers should consult with related service providers before contacting families to determine cases where a student should not be offered related services (when they are not needed). In all other cases, service(s) should be offered.
Sensory Exploration, Education & Discovery (SEED)

When the recovery service is Sensory Exploration, Education & Discovery (SEED), select the appropriate response type from the Select dropdown menu and refer to the steps for Small Group Instruction.

**Note:** The Service Delivery Recommendation is not applicable for SEED, and the Total Hours is 10 weeks and not editable.

If SEED enrollment has not already been confirmed, please contact relatedservices@schools.nyc.gov or speak with your OT supervisor prior to making this offer. If needed, the SERS notice can be revised at a later date to include a SEED offer.

Special Education Recovery Services for Individual Needs

1. Check **Yes** or **No** to the question: Does the student require Special Education Recovery Services delivered through a different means or at a different time or location due to their individual needs?

![checkbox](image)

**Note:** If **Yes** is checked, use the textbox to describe how and when the student’s Special Education Recovery Services will be delivered.

Special Education Recovery Services Additional Supports

**Note:** School Nurse Services and Paraprofessional will only display on the Special Education Recovery Services (SERS) document when these services are recommended on the student’s most recent finalized IEP. School Nurse Services and Health paraprofessionals cannot be unchecked and must be provided as a part of the Special Education Recovery Services.

Case managers must consider whether the student requires paraprofessional support during Special Education Recovery Services. When making this determination, the case manager should consider the school’s program, including the programmatic paraprofessional staffing available during Special Education Recovery Services, the small group size of the services that are being provided, and any other activities the student will be participating in during the afterschool/Saturday Special Education Recovery Services. If one of these types of paraprofessional support is appropriate, the case manager must check the box to indicate that the paraprofessional support will be provided to the student during the Special Education Recovery Services. The case manager must also indicate whether such services will be provided individually or in a group. Transportation paraprofessional recommendations are not listed on the SERS document. Refer to the next section for more information regarding transportation support.
1. Use the textbox to describe the student’s school nursing services.

2. Select **Group** or **Individual** service from the dropdown menu.

3. Use the textbox to describe the student’s paraprofessional services.

### Special Education Recovery Services Transportation

1. This section only displays for students with a special transportation recommendation on their most recent finalized IEP. This section provides an overview of the transportation supports available to these students.

   - If your child will be participating in after-school Special Education Recovery Services, transportation may be available at the end of the program each day if you register for the program by a date, to be announced by the school.

   - If your child will be participating in Saturday Special Education Recovery Services, MetroCards will be available upon request. For students who cannot use public transportation, reimbursement may be available for taxi, rideshare, and/or driving.
Special Education Recovery Services Pre-registration

1. This section invites the parent to pre-register for the Special Education Recovery Services using their NYCSA account.

**Note:** NYC Schools Account (NYCSA) is an app that helps parents track their child's education.

We will contact you before the anticipated start date to confirm your child’s schedule for Special Education Recovery Services.

You can pre-register for Special Education Recovery Services by contacting the school upon receipt of this notice. Beginning September 27, you can also pre-register in the “Forms” tab of your New York City Schools Account (NYCSA). If you do not have a NYCSA account, please contact the school.

Special Education Recovery Services Staff Contact

1. Use the **typeahead search** or **lookup link** to change the *staff contact*, as appropriate.

If you have questions about the special education process, you may contact the following sources:

NYC Department of Education:

- **Name:** ELETEACH02 (Teach.Emma)
- **Address:** 21 HINCKLEY PLACE
- **City:** BROOKLYN
- **State:** NY
- **Zip:**
- **Telephone:** 718-555-5555

Independent Resource:

- INCLUDEnyc (formerly Resources for Children with Special Needs)
  - 116 E. 16th Street, 5th floor
  - New York, New York 10003
  - 212-677-4660 (English)
  - 212-677-4688 (Spanish)
  - includenyc.org

2. **Click Save, Done Editing.**

Save, Done Editing
Printing the Translated Special Education Recovery Services Document

1. If the Parent Preferred Written Language is a DOE-covered language, click the guided message at the top of the page: Click here to print Special Education Recovery Services Translation.

Note: When the Click here to print Special Education Recovery Services Translation guided action is no longer visible, from the Set Document dropdown menu, click Sections. From the Set Document Sections popup window, check the Special Education Recovery Services Translation box and click Accept.

2. Click the Print icon to print the Special Education Recovery Services Translation.

3. Click Save, Done Editing.

Note: If the Parent Preferred Written Language is not one of the nine DOE-covered languages, the following message would display at the top of the notice in the Parent Preferred Written Language.

“This is an important document regarding the education of your child. Please have someone
Finalizing the Special Education Recovery Services Document

1. Click the guided action at the top of the page: **Click here to finalize this document.**

   ![Click here to finalize this document](image)

   **Note:** When the **Click here to finalize this document** guided action is no longer visible, from the Set Document dropdown menu, click **Status from Draft to Final** to finalize the document.

2. Click **Accept.**
3. Click OK to finalize the document.

![](image1)

**Printing and Sending the Special Education Recovery Services Document to the Parent**

1. Click **Send/Print Letter**.

![](image2)

2. Click OK to record an event.

![](image3)

3. Enter all the necessary information.

4. Click **Accept/Print** and send home to parent.

![](image4)

**Note:** If the parent has agreed to receive communications related to the IEP via email, the document may be saved as a PDF and emailed to the parent using email encryption. You may find instructions on **Saving a SESIS document as a PDF file** on the InfoHub.
Revising the Special Education Recovery Services Document

1. From the student's Document list, click the finalized Special Education Recovery Services document.

2. Click the More dropdown menu.

3. Click Create Revision of This Document.

4. Modify the text in the Label/Comment field, if necessary.

5. Click OK.

6. Click Edit This Section.

Note: You must record new parent outreach then make the necessary changes to the Special Education Recovery Services document. Continue from step 5 in the Documenting Parent Outreach section in this training guide.