PETS Guidance FAQ - Providers:

* If we are currently approved for services, but not providing services in schools at this time, will we be called upon to provide services?
  + We may authorize additional services, based on student need and are able pursuant to the guidance from the Department of Health.
* Will monthly reports for PWE/job shadowing/etc. still be needed while services are on hold?
  + No, monthly reporting can be suspended while services are on hold.
* Will students that were given laptops/pads from schools be able to use said tools to receive services?
  + This may be appropriate on a case-by-case basis. Please discuss this request with the school district for permission.
* Has OVR informed customers that PETS are on hold or are providers supposed to do so?
  + OVR will be notifying customers about the availability of services.
* How will the students fill out the forms (PDF) at the end of each section for Self-Advocacy, ILS, etc.?
  + All student progress reports are in a fillable PDF format. They can be accessed in the [CWDS Forms Bank](https://www.cwds.pa.gov/staff/admin/ManageHelpCenter/HelpCenterHomePage.aspx?rlakEVYkOVC_DAeN1mq@4PW88k01YDJT2vzJIfoLcPw-PDr2B29fuBn7kYpzqCRFyBvxPSGJLtgnME8AseuEEQe9BWUn2xBF).
* When will PETS resume?
  + Group instruction services may continue virtually at this time. We will issue guidance on when community-based services may resume.
* For existing service assignments, are we able to immediately begin with remote services?
  + You need to confirm virtual platform and receive written approval from your local DO before you may move to virtual services.
* If we want to start our program in August, can we send our paperwork now or should we wait to submit the paperwork?
  + OVR Recommendation would be to wait until after the state fiscal year ends on June 30th.
* If we do virtual services, should we send links to counselors? Will early reach coordinators join the virtual meeting/service?
  + Please send login information to the OVR point of contact, which is typically a supervisor. Other OVR staff may join as appropriate.
* Can virtual intakes occur for referred PWE/Shadowing students during this time?
  + No, these services are currently on hold.
* Since schools are now officially closed for the rest of the year, is there any update on extending the date for graduating students who are not going on to post-secondary to complete a PWE?
  + Students in a plan status or higher may participate in a PWE using VR funds once community-based provider services return to operation. However, potentially eligible students will not be able to participate in group services after graduation at this time. We have reached out to RSA to request an extension on spending the PETS reserved funds, but we have not received a response yet.
* As a provider, we provide SE, Project SEARCH and PETS. Are we required to submit the licensing information 3 times if it’s all the same platforms?
  + No, you only need to submit this information once.
* Has OVR reached out to school districts to offer remote group services? Now more than ever, students in transition need this curriculum.
  + This information will be presented to educators. We are reaching out to schools as much as possible, understanding they have their own challenges with virtual instruction
* What online communication platform should we use to provide virtual services?
  + OVR will not approve meetings through social media platforms such as Tik Tok, Facebook, Twitter, and/or Instagram as there are significant issues around security, confidentiality, and HIPPA compliance.
  + While OVR does not endorse any specific web-based service, approved platforms must be accessible and HIPPA compliant. Each web-based service has advantages and limitations and your agency should determine what works best for your situation. In selecting a virtual format, we strongly recommend that you consider:
* Security vulnerability – is the platform encrypted
* Confidentiality – will confidentiality be maintained during meeting
* Accessibility – will that platform be accessible for all abilities
* Reliability – confidence in the ability to provide the service when agreed upon
* Connectivity quality – will your agency be able to handle the connections;
* User friendliness – will use be easy to use or understand by all involved
* Affordability – is it free or not a financial burden to your agency, as DORS will not reimburse for such services

See [U.S. Department of Health and Human Services Telehealth Guidelines](https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html) for more information about non-public facing platform