



Office of Specialized Services

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Dear Families and Caregivers,

The Office of Specialized Services recognizes that the ongoing shortage of related service providers may be affecting your child's IEP services and we greatly appreciate your understanding. While we acknowledge the importance of direct, in-person services, the national shortage of qualified providers has made it challenging to secure specialists for your child's needs.

Please be assured that our team is working diligently to recruit and hire qualified providers. In the meantime, we remain committed to ensuring your child receives the support they need, including telepractice services and compensatory services to address the direct impact of missed IEP services.

If your child's services have been interrupted and you are able to find a qualified provider who meets the requirements outlined in your child's IEP, you have two options:

BPS Hires the Provider

If you find a licensed provider who meets your child's IEP requirements, BPS can contract with them to provide services either at school or another mutually agreed-upon location.

Parent/Caregiver Hires the Provider - District agrees to reimburse the family

In order to be eligible for reimbursement, the parent/caregiver must ensure following requirements are in place:

1. Provider has the appropriate credentials and licensure to provide the services;
and
2. Terms of contract must include required information and is sent to the City of Boston for final approval.

Reimbursement will cover the number of service hours listed in your child's IEP for the duration of the service interruption. BPS will reimburse at the following rates:

- Up to \$60 per hour for related service providers (e.g., speech therapists, occupational therapists, physical therapists, etc.)
- Up to \$40 per hour for paraprofessionals or behavior technicians (e.g., ABA Specialist, etc.)

Step 1: Parent/Caregiver must Register as a Vendor with the City of Boston

Before we can process your reimbursement, you will need to register as a vendor with the City of Boston. Once your registration is complete, you will receive confirmation that you are officially registered. Click below for a directions to register:

[English](#) | [Español](#) | [العربية](#) | [Cabo-Verdiano](#) | [中文](#) | [Français](#) | [Kreyòl Ayisyen](#) | [Português](#) | [Soomaali](#) | [Tiếng Việt](#)

If you do not have a social security number or tax identification number and are unable to obtain one, you may indicate that on the reimbursement request form.

Step 2: Parent/Caregiver will complete the request form below:

To request reimbursement for services, please fill out the following Google form:

[English](#) | [Español](#) | [العربية](#) | [Cabo-Verdiano](#) | [中文](#) | [Français](#) | [Kreyòl Ayisyen](#) | [Português](#) | [Soomaali](#) | [Tiếng Việt](#)

To receive reimbursement, the following documents must be submitted:

- **Proof of Payment** – This can be a **bank statement, credit card statement, or canceled check** that matches the service receipts.
- **Session Notes** – These must be **dated and time-stamped** and should include details about which **IEP goals were worked on** during each session.
- **Provider's License** – A **copy of the provider's license** is required. If the provider is a **paraprofessional or behavior technician**, please include a copy of their supervisor's license instead.

Reimbursement Process & Support for Services

Once you submit the required documents, they will be reviewed and approved by the Special Education Department. The BPS business office will process your request. Payment usually takes 5 weeks.

If you are unable to find an outside provider for your child's services, we will provide the necessary support to address any missed services as soon as possible.

Your child's school leader or related service provider will keep you informed as school-based services begin. Please note that once these services start, reimbursement for outside services will no longer be available.

If you have any questions, please contact the Compensatory Services at OSS-compensatory@bostonpublicschools.org. The OSS team will provide you with the necessary support throughout this process.