

Process for Collecting and Posting Provider Data to the Service Provider Choice Directory

Vocational Rehabilitation Bureau of Planning & Performance (BPP) – Data Collection

1. BPP will capture the quarterly performance data based on the end-of-month extract.

BPP – Data Validation, Correction and Calculation

2. BPP will calculate measures, populate a spreadsheet with the data, and conduct an accuracy check. Data will then be parsed out into individual Provider reports.

BPP & Provider - Receive/Review/Edit

3. BPP will submit the performance data report to each provider via email. Separate reports will be included for Employment Services and Supported Employment, if applicable.

4. Before the data is uploaded into the Directory, providers will have an opportunity to review, ask questions and provide feedback on whether they agree or disagree with the data. Providers have two weeks from receipt of initial email to notify BPP of disagreement with the data.

5. If a provider agrees with the performance data, or if no response is received during the two-week review period, BPP will upload the performance data into the Service Provider Choice Directory.

6. If a provider disagrees with the data, specific details explaining the perceived inaccuracy are required so BPP can investigate. This information should be emailed to SPCD-Performance@vr.fldoe.org.

7. Once BPP receives the detailed explanation, the data will be reviewed and a final determination made. This review process can take up to two weeks. While data is under review, it will not be visible in the Directory.

8. After review, BPP will send an update back to the provider. This update will either be a correction or notification that the data was concluded to be accurate.

9. At this point, the provider has one week to respond. If provider agrees or does not respond, BPP will post the data. If provider continues to disagree with the data, BPP will refrain from posting until the situation is resolved.

Data-related questions and answers from the SPCD Provider Webinars

Question: How are percentages calculated?

Answer: Using ‘accepted referrals’ as an example, percentages are calculated by dividing the number of accepted referrals by the total number of referrals received by a specific provider during the quarter.

Question: How is the Performance data formulated?

Answer: The performance data is extracted from RIMS and REBA (VR data systems). Data is cleaned, calculations are performed and data is prepared for Provider Reports.

Question: Can providers see data from other providers?

Answer: Yes, after a provider has reviewed and agreed to their own data, it will be uploaded into the Directory and visible to all system users.

Question: How, where and when can we see this data now and when it is updated?

Answer: Quarterly performance data is reported at the parent provider level, and includes data for all individual locations. Updated reports are posted to the Directory in the following quarter, which allows time for the data to be reviewed and prepared for reporting. This also allows time for you- the provider, to review and ask questions about your data before it is posted in the Directory. Reports are currently available for Employment Services and Supported Employment Services.

Question: Are the averages compiled and sorted quarterly, annually or historically?

Answer: Quarterly

Question: In a new quarter, is the previous quarter's data deleted or will it remain tabbed (like an MPR for instance)?

Answer: Data will stay in the system

Question: What services are included in the Employment Services Report?

Answer: Employment Services are services provided to VR Customers designed to help the Customer secure and maintain integrated, competitive employment. Employment Services include services provided both prior to and after job placement.

Services provided prior to placement may include, but are not limited to, activities such as:

- Providing the Customer instruction on grooming, punctuality, attendance, and other job readiness skills;
- Assisting the Customer with creating a resume, cover letter, or employment portfolio;
- Providing the Customer instruction on employment related responsibilities such as payroll deduction, insurance, retirement and other benefits, and workplace safety;
- Developing job possibilities in the community by contacting potential Employers;
- Assisting the Customer with reviewing and submitting job applications;
- Assisting the Customer in locating potential employment and Employers well suited to his or her employment goals; and
- Assessing potential work environments and providing job-site consultation.

Job site services, including job retention services, may include, but are not limited to, activities such as:

- Negotiating job accommodations with Employers;
- Work site analysis and job site consultation;
- Job carving, including redesigning a current position or creating a new position to meet the needs of the Employer and Customer;
- Assisting the Customer with the development of natural supports;
- Assisting the Customer on the job-site with learning the new job tasks, understanding the job culture and industry practices, and understanding appropriate work behaviors;
- Training the Customer on how to complete new tasks, make changes in his/her work schedule, adjust to a new supervisor, and manage changes in both work and non-work environments;
- Helping the Employer and coworkers understand the training methods and accommodations needed by the Customer;
- Providing regular follow-up with the Employer, the Customer, the Customer's family or other authorized representatives; and
- Providing other appropriate support services needed to promote continued job success.