Provider FAQ Document

General Inquiries

Service Provider Choice Directory

Who will have access to your directory?

Everyone with internet access, particularly during meetings between counselors and customers.

How will the customers gain access to the SPCD? Will they be given a login or instructions how to register? Will customers need a login to access? Or can anyone access without a login?

The Directory does not require login information. It is an externally-facing website that can be accessed by anyone with an internet connection.

Will the directory be on computer or printed handbook? How would customers access it?

The directory will be electronic, and can be accessed via the outward-facing webpage.

Will this site be provided in languages other than English?

 Not at this time.

Area 4 implemented something like this and the VRC's simply circled their favorite providers. How will this initiative prevent a similar practice?

Customers will have access to the system from anywhere with an internet connection, so they won't be tied to the counselor's advice. Counselors will receive training and instruction on using the system so that customer choice is informed by more than the counselor's opinion.

What type of training and instruction will counselors receive and will there be a formal policy governing provider choice or will 'ethics' continue to drive the practice?

Counselors will receive formal training closer to the time when the tool will launch. The tool is intended to provide more types of information to customers when choosing providers, and ethics will continue to drive the process of informed choice.

Will customers be able to review or rate providers?

Not using this application. We are considering some methods for assessing customer satisfaction with service providers; however, that's down the road.

Will providers need to continue to provide local VR offices with flyers/brochures of their services?

Yes.

Is there a search function where customers can find providers based on services provided or specific populations served?

Yes.

What about OJT referrals that get closed because the client gets a job first – will that negatively affect the percentages?

Currently only Supported Employment and Employment Services are reported as a part of the Directory.

Can VRC's provide information that is not included in the profiles?

Yes. The Directory is intended to provide more information for customers to base their provider decisions on, not to replace the relationship with their counselor.

Is this for WIOA services as well?

VR offers a wide variety of services, all of which are authorized by WIOA, and some of which were newly created by WIOA. Pre-employment Transition Services are the most well-known of the new services. Currently, performance data will only be displayed for Employment Services and Supported Employment referrals.

Any rollout date for Customized Employment?

No.

Will we still get calls from customers to find out information about our services as we do now?

Yes. The Service Provider Choice Directory is not an alternative to a phone. Customers are still welcome to contact providers to ask any questions they may have.

What happens when you get them a job and they quit after one month and/or refuse another job?

It is critically important that VR and service providers work together to identify career paths for our joint customers so that we minimize this type of event. VR is looking at how to change business processes in response to new performance indicators, including employment rate after the second and fourth quarter after exiting the VR program. Stay tuned! In the meantime, customers who do not maintain their job for 90 day for Employment Services, or 150 days for Supported Employment (and the provider is not paid for the 90/150 day benchmark) are not counted in the figure for "number of customers placed in employment…".

On the demographic form, can there be more than one contact? Example: Employment Consultant and Manager.

Yes, you may add as many contacts as you need.

Some individuals take longer to place due to barriers (often times unrelated to disability). Our agency often takes referrals for people, who other providers reject due to the length of time it takes to place. How will that be monitored?

Service providers should continue to use other marketing materials and information to inform individuals with disabilities about services. If a provider has an acceptance policy that promotes taking individuals with the most significant disabilities, or if the provider has a practice of continuing to work with the customer until there is a placement without regard to how long it takes, the provider should communicate that.

Will customers be guided on how to use this tool? For individuals needing reasonable accommodations to access or understand the information, how will those be requested/provided? So it is a self-serve tool?

Yes, the Directory is a self-serve tool that can be accessed by anyone with an internet connection; however, customers are encouraged to navigate the Directory during meetings with their counselor if they want or need assistance.

After the initial launch, how soon will providers be able to update their profiles?

You may update your demographic information at any time. Performance data will be sent out quarterly and you will have 2 weeks to review it before it is posted.

Are we able to still receive referrals from the counselors as well?

Absolutely. The tool is simply intended to provide more information to our customers when they are choosing providers for the services listed on their Individualized Plan for Employment.

Are there plans in the works to have this same type of online directory available for WIPA?

That has not been discussed yet, nor has a timeframe for enhancements to the Service Provider Choice Directory.

Will surveys be completed with customers, and satisfaction rate posted?

Regarding satisfaction surveys – not via this application. We are considering some methods for assessing customer satisfaction with service providers; however, that's down the road. Regarding speed of placement data – individuals who access the website will be also be able to see the number of customers placed during the quarter who held their job for 90+ days.

Will a provider's training or professional development be posted to assist customer choice?

Provider training and education will not be posted to the Directory; however, provider specializations will be (working with specific disabilities, etc.).

Will introduction of this new tool occur in orientations as well as in meetings with a counselor?

We expect that the tool will be utilized throughout the lifetime of a customer's VR case, whenever there is a decision to be made about which provider to use for Employment Services or Supported Employment.

During plan development meetings, will customers be encouraged to also reach out to organizations that interest them or is the goal to select a vendor using the tool with the aid of the counselor?

The tool is intended to provide more "information at customers' fingertips" when choosing providers, but they are still welcome and encouraged to contact providers to ask any questions they may have.

Will there be monitoring in place to ensure that counselors are closing out individuals on time? We show people in REBA that have been inactive for over a year and ask counselors to close, but they sometimes don't get around to it. This could affect the number of actual active clients that customers see.

We are actively working with the counselors to close inactive referrals. There will be ongoing monitoring of this issue as we work to get the number of inactive referrals reduced.

Will providers be able to send their ideas/suggestions to VR, regarding things they'd like clients to see on their profiles?

Sure, we're very interested in hearing your feedback! While we can't guarantee that all suggestions will be implemented, you can send any suggestions for future enhancements to demographic information to SPCD-Provider@vr.fldoe.org and enhancements to performance data to SPCD-Performance@vr.fldoe.org.