

## VR Service Provider Choice Directory Performance Measures

Employment Services Measures	Definition/ Methodology	Comments
Number of Employment Service referrals accepted by the provider during the quarter.	Count of Employment Services customer referrals accepted by the provider during the reporting quarter.	All measures are based on certified providers only.
Number of Employment Service referrals rejected by the provider during the quarter.	Count of Employment Services customer referrals rejected by the provider during the reporting quarter.	Does not include system-closed referrals.
Percent of Employment Service referrals accepted by the provider during the quarter.	Number of Employment Service referrals accepted, divided by the total number of referrals received by the provider during a reporting quarter.	Does not include referrals for which there were no decisions in the quarter.
Percent of Employment Service referrals rejected by the provider during the quarter.	Number of Employment Service referrals rejected, divided by the total number of referrals received by the provider during a reporting quarter.	Does not include referrals for which there were no decisions in the quarter.
Percent of Employment Service referrals automatically closed by the system for this provider during the quarter due to inactivity.	Number of Employment Service referrals system closed, divided by the total number of referrals received by the provider during a reporting quarter.	
Percent of Employment Service referrals accepted by all Employment Service providers during the quarter.	Number of Employment Service referrals accepted by all providers, divided by the total number of referrals received by all providers during a reporting quarter.	
Percent of Employment Service referrals rejected by all Employment Service providers during the quarter.	Number of Employment Service referrals rejected by all providers, divided by the total number of referrals received by all providers during a reporting quarter.	
Percent of Employment Service referrals system closed for all Employment Service providers during the quarter.	Number of Employment Service referrals system closed for all providers, divided by the total number of referrals received by all providers during a reporting quarter.	
Number of Employment Service customers the provider worked with during the quarter.	Number of Employment Services customer referrals accepted by the end of the quarter whose referral closed during or after the reporting quarter.	
Number of Employment Service customers placed in employment by the provider during the quarter who maintained their employment for 90 days or longer.	The number of customer referrals a provider accepted who had a job placement benchmark during the reporting quarter. Only those referrals who had a 90-day placement benchmark approved by a contract manager are considered.	Reporting of placements could be delayed if there is a delay in submission and/or approval of the 90-day benchmark invoice.
Number of days it took this provider to find employment for customers placed during the quarter who were receiving Employment Services.	Average time to find a job for all placements during the reporting quarter. This uses the number of days between provider acceptance of a referral and the benchmark date, for all customers placed, divided by the total number of customers placed.	

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Average number of days it took all providers to find employment for customers placed during the quarter who were receiving Employment Services.	Average time to find a job for all placements by all providers during the reporting quarter. This uses the number of days between provider acceptance of a referral and the benchmark date, for all customers placed, divided by the total number of placements.	
Maximum number of days it took this provider to find employment for customers placed during the quarter who were receiving Employment Services.	The longest placement time for a provider, based on the number of days between provider acceptance of a referral and the benchmark date.	
Minimum number of days it took this provider to find employment for customers placed during the quarter who were receiving Employment Services.	The shortest placement time for a provider, based on the number of days between provider acceptance of a referral and the benchmark date.	

## VR Service Provider Choice Directory Performance Measures

Supported Employment Measures	Definition/ Methodology	Comments
Number of Supported Employment referrals accepted by the provider during the quarter.	Count of Supported Employment customer referrals accepted by the provider during the reporting quarter.	All measures are based on certified providers only.
Number of Supported Employment referrals rejected by the provider during the quarter.	Count of Supported Employment customer referrals rejected by the provider during the reporting quarter.	Does not include system-closed referrals.
Percent of Supported Employment referrals accepted by the provider during the quarter.	Number of Supported Employment referrals accepted, divided by the total number of referrals received by the provider during a reporting quarter.	Does not include referrals for which there were no decisions in the quarter.
Percent of Supported Employment referrals rejected by the provider during the quarter.	Number of Supported Employment referrals rejected, divided by the total number of referrals received by the provider during a reporting quarter.	Does not include referrals for which there were no decisions in the quarter.
Percent of Supported Employment referrals automatically closed by the system for this provider during the quarter due to inactivity.	Number of Supported Employment referrals system closed, divided by the total number of referrals received by the provider during a reporting quarter.	
Percent of Supported Employment referrals accepted by all Supported Employment providers during the quarter.	Number of Supported Employment referrals accepted by all providers, divided by the total number of referrals received by all providers during a reporting quarter.	
Percent of Supported Employment referrals rejected by all Supported Employment providers during the quarter.	Number of Supported Employment referrals rejected by all providers, divided by the total number of referrals received by all providers during a reporting quarter.	
Percent of Supported Employment referrals system closed for all Supported Employment providers during the quarter.	Number of Supported Employment referrals system closed for all providers, divided by the total number of referrals received by all providers during a reporting quarter.	
Number of Supported Employment customers the provider worked with during the quarter.	Number of Supported Employment customer referrals accepted by the end of the quarter whose referral closed during or after the reporting quarter.	
Number of Supported Employment customers placed in employment by the provider during the quarter who maintained their employment for 150 days or longer.	The number of customer referrals a provider accepted who had a final Supported Employment benchmark during the reporting quarter. Only those referrals who had a 150-day benchmark approved by a contract manager are considered.	Reporting of placements could be delayed if there is a delay in submission and/or approval of the 90-day benchmark invoice.
Number of days it took this provider to find employment for customers placed during the quarter who were receiving Supported Employment.	Average time to find a job for all placements during the reporting quarter. This uses the number of days between provider acceptance of a referral and the benchmark date, for all customers placed, divided by the total number of customers placed.	

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Supported Employment Measures	Definition/ Methodology	Comments
Average number of days it took all providers to find employment for customers placed during the quarter who were receiving Supported Employment.	Average time to find a job for all placements by all providers during the reporting quarter. This uses the number of days between provider acceptance of a referral and the benchmark date, for all customers placed, divided by the total number of placements.	
Maximum number of days it took this provider to find employment for customers placed during the quarter who were receiving Supported Employment.	The longest placement time for a provider, based on the number of days between provider acceptance of a referral and the benchmark date.	
Minimum number of days it took this provider to find employment for customers placed during the quarter who were receiving Supported Employment.	The shortest placement time for a provider, based on the number of days between provider acceptance of a referral and the benchmark date.	