



How are percentages calculated?

For percentage of referrals accepted, rejected, system closed, etc. the formula looks at the total number of referrals a provider accepted, rejected or was system closed and then divides it by the total number of referrals received by that provider.

How is the performance data formulated?

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.

Can providers see data from other providers?

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.

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

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.

Are the averages compiled and sorted by quarter or annual or historic?

By quarter.

If a VRC sends a referral that needs to be closed and resent, does that negatively affect our total percentage acceptance? To follow up on that question, what if VR sends very few referrals to my organization?

The Directory will not display the number of rejected referrals or percentages related to rejection for the time being; however, we recommend that you document in REBA the specific reason for rejection and it may be something that can be handled when that quarter's data is sent for review.

When will the system start calculating the performance rates?

All calculations are done prior to data being uploaded into the system. The first quarter for which data will be released is January-March 2017.

What if a provider notices errors in our performance data?

All providers will have the opportunity to review their data before it's posted. If you find an error in your performance information, please contact SPCD-Performance@vr.fldoe.org.

If we get a referral that is mistakenly sent to us, i.e., sent from a county we do not service, we have been rejecting with a comment that it is not in our area of service. Will this be counted into the referral rejected percentages?

The Directory will not display the number of rejected referrals or percentages related to rejection for the time being; however, we recommend that you document in REBA the specific reason for rejection and it may be something that can be handled when that quarter's data is sent for review.

Is there new documentation we'll need to submit quarterly to clarify the reasoning for certain closures (i.e., on hold, medical leave, etc.) so that it does not negatively affect provider data?

Not at this time.

We have Project Search candidates. Will that work into the surveys?

Currently, performance data will only be displayed for Employment Services and Supported Employment referrals.

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

Data for previous quarters will remain in the Directory when a new quarter's data is uploaded.

How about difficult to place clients that remain on our client for a long time – how will that affect our percentages?

We understand that there may be customers who take longer to place in employment. During the quarter you accept the referral, they will count under the number of referrals accepted and until they are placed in employment, they will be counted under the number of individuals with whom the provider worked during the quarter. Once the customer is placed in employment, the number of days from referral acceptance to placement will be figured into the average length of time to place a customer when that quarter's data is reviewed and posted.

The number of placements per quarter will be posted to our profile, correct?

Each quarter's report will show the number of customers placed in employment by the provider during the quarter who maintained their employment for 90 days or longer.

Will the system track how long it takes for a provider to receive a referral?

No.

Is the methodology used for each performance measure available?

Yes. Information will be included in the e-mail from the Bureau of Planning and Performance which contains the performance data for your review.

Will the number of referrals placed in the quarter be broken down by referral type (ES vs SE)?

Yes, all performance data will be separate for Employment Services and Supported Employment.

Will it show if the client has been referred to more than one agency – worked with one, then after a period of time, requested another agency?

No. The data will appear as it relates to each individual provider, but the customers associated with the referrals will not be disclosed.

Customers will be able to see how many individuals are being serviced with a given provider, correct?

They will be able to see how many customers a provider worked with during the quarter.

Will this system communicate with REBA to pull data over?

Not directly. The data is pulled from REBA then cleaned, organized and sent for review. So, while it is REBA data, it is not posted to the SPCD directly from there.

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 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.fl DOE.org and enhancements to performance data to SPCD-Performance@vr.fl DOE.org.