Service Provider Choice Directory

Provider Webinar

Vocational Rehabilitation
FLORIDA DEPARTMENT OF EDUCATION

Today's Objectives!

- Providing an overview of the project
- Discussing the data shown in the Directory
- Reviewing timelines for the project
- Talking about provider participation

We're really excited to introduce the Service Provider Choice Directory to our provider community. For us here at VR, it represents another major step toward transparency and strengthened informed choice.

Today we'll provide you with an overview of the project, discussing the types of demographic and performance information represented, the timelines associated with our rollout, and how you can help move the process along.

The Service Provider Choice Directory is the first of its kind for Florida VR in that providers, customers and VR staff now have on-demand access to provider information.

VR Staff can use the Directory to support customers when they are choosing a provider, wherever they may meet. Customers don't have to wait for an appointment with their counselor to do a little research. As long as they have internet access, customers can find and compare providers at their convenience.

One of the biggest benefits of having a single source for both demographic and performance data is that Providers get to see the same thing customers see, making the selection process much more transparent for everyone.

The Directory's demographic information starts with Parent, or Headquarters, Details. This screen gives information about a provider's corporate or main office, as well as the available locations.
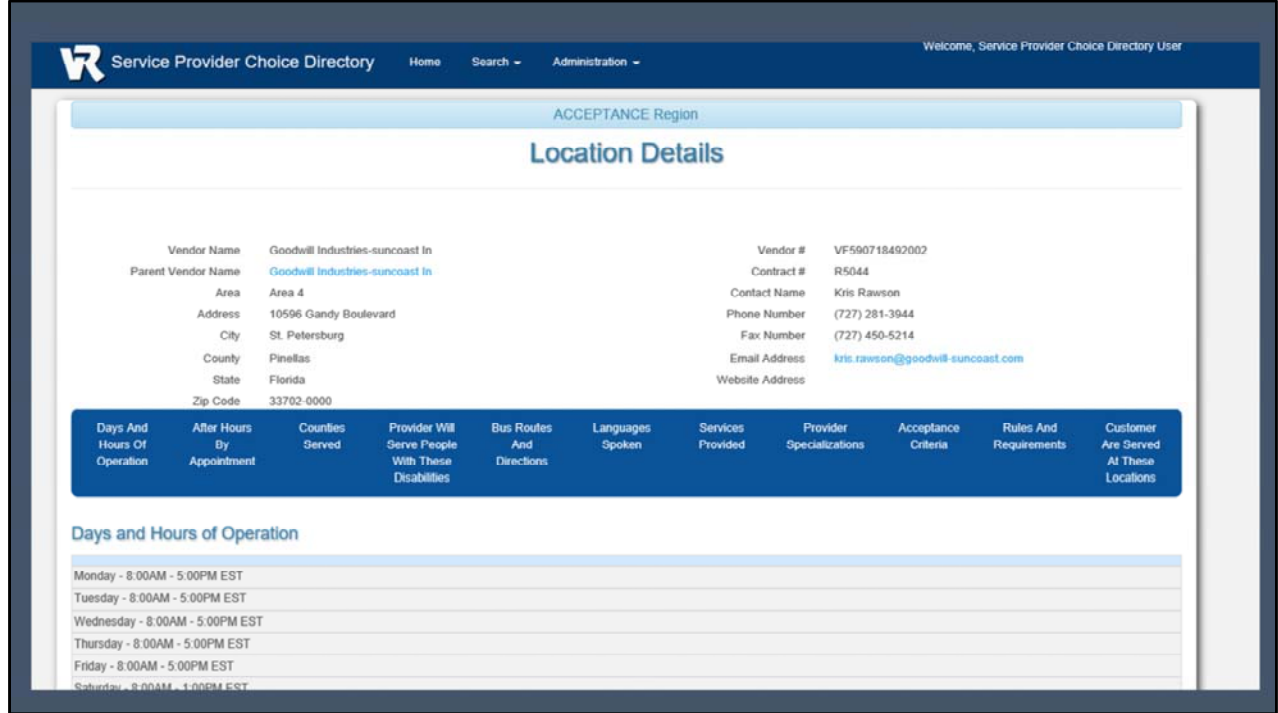
When a user clicks on the desired location, they'll have access to
- Days and Hours of Operation
- How and when you can make appointments
- Counties Served
- Types of Disabilities Served
- Bus Routes and Directions
- Languages Spoken
- Services Provided
- Provider Specializations
- Acceptance Criteria for Services
- Rules And Requirements
- Customer Service Locations

The information for the Directory entries is a combination of RIMS records and data you provide on the Service Provider Demographic Form you received from Vendor and Contracted Services.

Service Provider Choice Directory

Demographics

- Combination of RIMS entries & the Service Provider Demographic Form
- To update, contact your Provider Manager or Provider Liaison
- For the initial release, make changes on or before July 19th

You can update these entries at any time by contacting your Provider Manager or Liaison. For our initial release, you'll have until July 19th to review your current demographic data and make changes as needed before the launch date.

Service Provider Choice Directory
Performance Reporting

Location Inclusive
Performance data is reported at the parent vendor or headquarters level, and includes data for all individual locations.

Quarterly Reporting
Updated reports are posted to the Directory in the following quarter, which allows time for the data to be reviewed and prepared for reporting.

Vendor Reviewed
Providers have time to review and ask questions about the data before it's posted in the directory.

The Directory also has information about provider performance.
Quarterly performance data is reported at the parent vendor or headquarters 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.

Service Provider Choice Directory

Performance Reporting

Measures Include

- Quarterly number of employment service referrals accepted/rejected by an individual provider
- Quarterly percentage of employment service referrals accepted/rejected by an individual provider
- Quarterly percentage of employment service referrals system closed by an individual provider
- Quarterly percentage of employment service referrals accepted/rejected/system closed by all ES providers
- Quarterly number of customers referred for employment services for an individual provider
- Quarterly number of days to place in employment for an individual provider
- Quarterly minimum/maximum number of days to place in employment for an individual provider

Reports are currently available for Employment Services and Supported Employment Services, and include measures such as-

- Quarterly number of employment service referrals accepted/rejected by an individual provider
- Quarterly percentage of employment service referrals accepted/rejected by an individual provider
- Quarterly percentage of employment service referrals system closed by an individual provider
- Quarterly percentage of employment service referrals accepted/rejected/system closed by all ES providers
- Quarterly number of customers referred for employment services for an individual provider
- Quarterly number of days to place in employment for an individual provider
- Quarterly minimum/maximum number of days to place in employment for an individual provider

The Service Provider Choice Directory is scheduled for launch in early August. VR staff have been receiving information and updates on the project and will have their formal training closer to the project release date.

We need your help to make this launch a success. You recently received an email requesting information.
It was from Vendor and Contracted Services and it asked you to complete the Service Provider Demographic Form. That information is due by close of business on this Wednesday, July 19th.

You will receive another email from Planning and Performance, asking you to review the data that will be posted publicly to your directory entry. You can submit questions about any specific data we intend to post. The deadline for comment is two weeks following receipt of your performance data.

Questions?

Send questions about demographics and registration to SPCD-Provider@vr.fldoe.org

Send questions about performance data to SPCD-Performance@vr.fldoe.org

Icons provided by Flaticon.com

If you have questions, we suggest you contact SPCD-Provider@vr.fldoe.org for questions about demographics and registration and SPCD-Performance@vr.fldoe.org for questions about performance data rather than calling counselors directly.