



**TO:** Adult Career and Continuing Education Services  
(ACCES) Committee

**FROM:** Kevin G. Smith

**SUBJECT:** Supported Employment Information Directory (SEID) and  
UCS Vendor Performance Standards

**DATE:** January 25, 2012

**AUTHORIZATION(S):**

### **SUMMARY**

#### **Issue for Discussion:**

The Board of Regents will be provided information on the Supported Employment Information Directory (SEID) and the vendor performance standards developed for the Unified Contract Services (UCS) contracts.

#### **Reason(s) for Consideration**

To inform the Regents of the on-going progress being made in the development of a data driven system that evaluates and informs ACCES-VR staff and consumers on the performance of supported employment and UCS providers.

#### **Proposed Handling**

This item will come before the ACCES Committee at its February 2012 meeting.

#### **Procedural History**

In 2008 ACCES-VR began efforts to develop a system that would provide data-driven information to professional staff, consumers and providers to be used to make informed vocational rehabilitation service related decisions. This was initiated in both the Supported Employment and Unified Contract Services systems.

## Background Information

The **Supported Employment Information Directory** (SEID) is comprised of data and information from ACCES-VR's 197 supported employment providers including: vendor contact information, disabilities served by the vendor, vendor's proximity to public transportation, vendor's areas of expertise, accessibility of the facility, and vendor performance information. It also includes a selection tool that sorts providers by geographic location, ACCES-VR district office service area or disability served. ACCES-VR counselors use the SEID to assist consumers in comparing data on providers in order to select the best service to meet a consumer's rehabilitation needs.

The SEID also assists supervisory staff with the management of these contracts by providing performance information on individual providers including: percentage of successful closures; length of time in intensive service; the cost of successful and unsuccessful closures; consumer work hours per week and consumer's hourly wages. This data is helpful in assessing district office utilization of a vendor and the projected service needs of the region.

**Vendor Performance Standards** are being developed for all VR purchased services. These standards were included in ACCES-VR's most recently awarded contracts with providers of our UCS services. A system to determine if these standards are being met is currently being developed. The first phase of this project was the development of a system to evaluate performance-based Job Placement Services which make up a large portion of our UCS services. The data being provided to district offices and service providers includes: the percentage of successful outcomes a provider achieves over a two-year period, the length of time the consumer needed to obtain employment, and the number of hours a consumer is working per week. We are working to add information on consumers' hourly wages and the benefits they receive through employment. The data reported on a monthly basis is provider specific; however, it also includes regional and statewide averages of the data elements so staff and consumers are able to compare vendor performance and make appropriate program decisions.

The information in this system is also used by Central Office and district office staff during the providers' semi-annual performance review.

## Summary

ACCES-VR will continue to refine and expand both the SEID and our system to monitor UCS contracts using vendor performance indicators so we are able to monitor and compare the performance of our providers and ensure our consumers are receiving quality vocational rehabilitation services.