



OOD Provider Scorecard FAQ

What is the purpose of the Provider Scorecard? How was it developed?

The Provider Scorecard was designed to be a helpful tool to use for Informed Choice. During the Informed Choice conversation, the Provider Scorecard can be used as a tool to identify, on average, the length of time it may take for the participant to be successfully closed when working with a provider. It can also assist in helping participants identify providers who have had a successful outcome in employment fields (industries) of interest to the participant as well as review the average wage and amount of hours a provider has been able to assist participants in obtaining from Job Development. The Provider Scorecard was developed by incorporating input from a group that consisted of OOD staff, providers, as well as provider associations. OOD currently completes a 2-step validation process to ensure all data is valid and reliable.

How recent is the Provider Scorecard data? When I see previous years in the date range does that mean the information is outdated?

The Provider Scorecards are not outdated, but they do cover 18 months of information. Following the end of a service authorization, providers have up to 90-days to bill OOD. In order to encompass data through the 90-day billing period, OOD waits until approximately 90 days after the end of the most recent quarter before generating Scorecard data. OOD starts running Provider Scorecards approximately 90 days after the quarter closes. From that point, OOD looks at 18 months of data to incorporate into the Provider Scorecard (the dates go back 21 calendar months due to the 90 days providers have to bill OOD). OOD received feedback from providers who agreed 18 months was a sufficient timeframe to adequately showcase services provided in the reporting data versus a shorter period of time.

Does the Provider Scorecard count job placements? Would the Provider Scorecard capture multiple placements made on the same case?

The Provider Scorecard captures cases closed with a rehabilitation outcome, which is different than a placement. A successful outcome results from a placement in which the individual successfully maintains stable employment for at least 90 days. Not all placements become successful outcomes. Although some cases have multiple placements, they only have one (1) successful outcome.

Do the Provider Scorecards include successful outcomes from hourly (UOS) Job Development?

Yes, successful outcomes on the Provider Scorecard include those resulting from both hourly (UOS) Job Development and Performance Based/Supported Employment Job Development.



Are Non-Permanent Job Development placements included on the Provider Scorecard?

No, the Provider Scorecard does not measure outcomes from Non-Permanent Job Development authorizations, Site Development, and/or Subsequent Placement authorizations. It measures successful outcomes from Performance Based Job Development, Supported Employment Job Development, and Job Development UOS. OOD focused on successful outcome because participants are typically more interested in obtaining and maintaining a successful outcome. Having this data to review is more relevant than the number of placements.

Why is demographic information included on the Provider Scorecard? How should we use the demographic information?

Demographic information was included on the Provider Scorecard to assist in the Informed Choice discussion to help participants determine what provider they feel will be a good fit. Transition Services information is beneficial to have on the Provider Scorecard as it allows students and parents/guardians to discern the providers who have experience working with youth. Including additional demographic information on the Provider Scorecard allows participants to identify providers that have experience providing services to others with similar backgrounds.

What if a Provider Scorecard appears different than a providers' internal data?

OOD asks that providers review their data to verify it does not include information such as placements, rehabilitation outcomes outside of the timeframe of the Provider Scorecard, subsequent placements, , etc. After reviewing data for this information, providers who would like to have their Provider Scorecard data reviewed in comparison to their data may do so by sending, via secure email, a list of individuals which they believe should be included in the Provider Scorecard to pcmu@ood.ohio.gov. OOD will cross reference the provider list with the cases included in the Provider Scorecard sample and indicate if the case was included or the reason it was not included.