

Vendor Score Card Terms and Definitions

Score Card Sections

The Vendor Score Card consists of three major sections: *Who We Serve*, *Services We Offer*, and *Service Results*.

Who We Serve

The *Who We Serve* section includes information about the people that have received services from the identified vendor. This section includes a table called “Disabilities We Serve” showing a list of disability groups and the percentage of people that reported a primary impairment in that group, as well as the percentage of people who indicated that they have more than one impairment that impacts their ability to work. Please see the **Disability Type Definitions** list on the following pages of this document for additional information.

This section includes a map showing the counties served by that particular vendor, as well as a breakdown of the ethnic backgrounds reported by people that have been served in the past. The *Who We Serve* section also includes the ratio of males and females served.

Finally, this section provides the percentage of “Transition” people served, and the percentage of people who fall outside of that group. The “Transition” group includes people who were between the ages of 14 and 24 when they applied for services. The term “Transition” is meant to describe the idea that many people in that group face different challenges related to making the transition from the school environment (after high school or college) to the competitive employment environment, often for the first time in their lives.

Services We Offer

The *Services We Offer* section provides a list of services available from the identified vendor. This list reflects the services listed in each vendor’s Provider Agreement. Please see the **Service Descriptions** list on the following pages of this document for additional information.

Service Results

The *Service Results* section provides information specifically about the Job Placement service category, offering details about the impact of the services provided by the identified vendor. This section will be filled in only for those vendors that offer Job Placement services. If the identified vendor does not offer Job Placement, this section of the Vendor Score Card will show “N/A” entries, meaning the section is not applicable to that vendor.

This section includes a table called “Types of Jobs” that lists the number of people who have been placed in those jobs in the last twelve months. The items included in the list reflect major occupation categories under the Standard Occupational Classification (SOC) system. This information is based on codes entered into AWARE when a person is placed in a job; those codes correspond to major occupation categories in the SOC system. The table reflects the top 5 major occupations in which people have been placed by the identified vendor.

The *Service Results* section also includes information about the wages received by people placed in jobs by the identified vendor, the number of hours they work per week, and whether or not their employers offered benefits, such as health insurance. This information is split into two tables: one table showing results for people who received Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) benefits from the Social Security Administration, and a second table showing results for people who did not receive those benefits. Many people who are placed in a job by a vendor have to determine how their wages, hours, and employment benefits will affect the SSI or SSDI benefits they receive. Some people elect to work at a lower wage per hour or fewer hours per week, or they may decline available benefits, if accepting the maximum offered would make them ineligible to receive SSI or SSDI benefits. The two tables illustrate the different outcomes produced by the group of SSI or SSDI beneficiaries and the group that does not receive those benefits.

The final item in the *Service Results* section is an indicator of how much time has passed between when the vendor was asked to find a job for someone and when that goal was actually accomplished. This is shown as the average number of days from the date when the service was first requested (the Authorization Date in AWARE) to the date when the service was completed (the Item End Date in AWARE). This gives a very general idea of how long it might take for the vendor to find a job for someone, but the number of days indicated should be viewed from a perspective that considers the variation and complexity of different cases. The actual time it might take to get a job may be less than the average or more than the average.

Disability Type Crosswalk

The list below provides the disability types shown in the *Who We Serve* section of the Vendor Score Card. The list consists of six general disability types and five other specific conditions. The percentage shown on the Score Card indicates the portion of total people served by the identified vendor who reported that particular disability type or condition. The disability types and conditions are:

- Visual disabilities
- Hearing disabilities
- Communicative disabilities
- Physical disabilities
- Psychosocial disabilities
- Cognitive disabilities
- Traumatic Brain Injury
- Developmental Disability
- Autism
- Drug Use
- Alcohol Abuse

There are 69 specific impairments or diagnoses available for selection in AWARE. Each of those impairments or diagnoses falls under one of the disability types or conditions listed above. The percentages shown on the Score Card reflect a crosswalk from specific impairment or diagnosis to the appropriate disability type or condition. The crosswalk is shown below:

Specific Impairment or Diagnosis	Disability Type or Condition
Alcohol Abuse or Dependence	Alcohol Abuse
Drug Abuse or Dependence	Drug Use
Amputation (both mobility and manipulation)	Physical disabilities
Amputation/Manipulation/Dexterity/Ortho	Physical disabilities
Amputation/Mobility/Orthopedic	Physical disabilities
Amputations	Physical disabilities
Arthritis and Rheumatism	Physical disabilities
Autism	Autism
Cancer	Physical disabilities
Cardiac and Circulatory System	Physical disabilities
Cognitive impairments	Cognitive disabilities
Mental Retardation-Mild 50-(69)-75	Developmental Disability
Mental Retardation-Moderate 35-(49)-55	Developmental Disability
Mental Retardation-Profound (Below 25)	Developmental Disability
Mental Retardation-Severe 20-(34)-40	Developmental Disability
Specific Learning Disabilities	Developmental Disability
Communicative impairments (Expressive/Receptive)	Communicative disabilities
Deafness, communication auditory	Hearing disabilities
Deafness, communication visual	Hearing disabilities
Hearing loss, communication auditory	Hearing disabilities
Hearing loss, communication visual	Hearing disabilities

Specific Impairment or Diagnosis	Disability Type or Condition
Other Hearing Impairments	Hearing disabilities
Deaf-Blindness	Hearing disabilities
Alzheimer's Disease	Cognitive disabilities
Depressive and other Mood Disorders	Psychosocial disabilities
Digestive	Physical disabilities
Diabetes Mellitus	Physical disabilities
Diabetic Neuropathy	Physical disabilities
General physical debilitation	Physical disabilities
Manipulation/Dexterity Ortho/Neuro Imp	Physical disabilities
Mobility Orthopedic/Neurological Impairments	Physical disabilities
Mobility/Manipulation/Dexterity Imp	Physical disabilities
Other orthopedic impairments	Physical disabilities
Other physical impairments	Physical disabilities
Physical Disorders/Not Elsewhere Classified	Physical disabilities
Blood Disorders	Physical disabilities
HIV and AIDS	Physical disabilities
Immune Deficiencies excluding HIV/AIDS	Physical disabilities
Cerebral Palsy	Physical disabilities
Muscular Dystrophy	Physical disabilities
Polio	Physical disabilities
Epilepsy	Physical disabilities
Multiple Sclerosis	Physical disabilities
Parkinson's Disease and Other Neuro Disorders	Physical disabilities
Stroke	Traumatic Brain Injury
Anxiety Disorder	Psychosocial disabilities
Attention-Deficit Hyperactive Disorder (ADHD)	Psychosocial disabilities
Eating Disorders	Psychosocial disabilities
Mental Illness	Psychosocial disabilities
Other Mental Illness (Not Dementia)	Psychosocial disabilities
Other mental impairments	Psychosocial disabilities
Personality disorders	Psychosocial disabilities
Psychosocial impairments	Psychosocial disabilities
Schizophrenia/Psychotic disorder	Psychosocial disabilities
End Stage Renal/Genitourinary System Disorders	Physical disabilities
Asthma and Other Allergies	Physical disabilities
Cystic Fibrosis	Physical disabilities
Respiratory Disorders Other Than Cystic Fibrosis	Physical disabilities
Respiratory impairments	Physical disabilities
Spinal Cord Injury	Physical disabilities
Traumatic Brain Injury	Traumatic Brain Injury
Cataracts	Visual disabilities
Diabetic Retinopathy	Visual disabilities
Glaucoma	Visual disabilities
Legal Blindness	Visual disabilities
Macular Degeneration	Visual disabilities

Specific Impairment or Diagnosis	Disability Type or Condition
Other visual impairments	Visual disabilities
Total Blindness (LP or NLP)	Visual disabilities
Visual Impairment Leading to Legal Blindness	Visual disabilities

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Service Descriptions

The following table offers descriptions of the various services that may appear in the *Services We Offer* section of the Vendor Score Card. The descriptions below provide a general overview of the purpose of each service and what activities or steps are involved. Additional information about the services provided by a specific vendor can be found on the OOD website under the Provider Information section (<http://ood.ohio.gov/ood-home/provider-information/vr-partner-provider-services/2013-provider-agreements-and-addendums>).

Service	Description
Activities of Daily Living	Service to help individuals with vision loss or other disabilities be able to live independently and enhance employability. Topics can include: selecting/organizing clothes, preparing meals, money management, and proper hygiene.
Benefits Analysis	Service to assist individuals in understanding the benefits of going back to work and how income can affect benefits such as SSDI/SSI, housing, medical coverage, etc. Benefits Planners help individuals use work incentives to maximize earnings and minimize impact to benefits.
Blind and Low Vision Services	Service to evaluate, recommend, and train individuals to use low vision aids, such as Closed Caption televisions (CCTV), magnifiers, optics, lighting, etc. to address functional impairments of vision loss.
Career Exploration	Service to help a person select an employment goal by participating in informational interviews and job shadowing in a specific career field.
Community Based Assessment	Service to assess the individual's aptitudes, abilities, strengths, interests, behaviors or to determine if a specific position is a suitable match.
Discovery (Customized Employment)	Service to identify the best possible employment match for an individual by observing the individual in various settings, home, community, etc. and then creating a position based upon the individual's unique strengths and interests.
Job Coaching	Service to help an individual learn job tasks, develop peer supports, and acclimate to the work environment.

Service	Description
Job Development	Service to help an individual identify, apply for, or interview with employers who are hiring.
Job Readiness Training	Program that is designed to assist individuals, primarily transition youth, learn appropriate work behavior and ethic. Program consists of both education and several work experiences (“internships”) with partner businesses and intended to lead to the individual being permanently hired.
Job Retention	Service to maintain contact with the individual and employer, after job coaching, to ensure the placement continues to be a good match.
Job Seeking Skills Training	Service to assist an individual to complete resumes, applications, and answer interview questions. One of the goals of the service is to prepare people to be able to conduct a job search.
Orientation and Mobility	Service to an individual who is visually impaired to assist in navigating the community and the employment setting independently.
Personal Adjustment	Service to teach individuals, in a group or individual setting, how to manage disability related issues, such as behavior management, work ethics, money management, hygiene and grooming issues, etc.
Rehabilitation Technology	Service that includes training and adaptive aids designed to reduce or eliminate disability related barriers to employment.
Sign Language Interpreting	Service to assist individuals with hearing impairments to communicate effectively.
Summer Youth	Program that includes both education and work experience that is designed to assist youth transition from school to work.
Travel Training	Service to assist individuals to learn how to use public transportation independently.
Vocational Testing	Service to assist individuals to identify a viable employment goal. Service consists of standardized interest, aptitude, behavioral tests.

Service	Description
Work Adjustment	Service to assist individuals to develop and apply appropriate work ethic and behaviors in a supported employment setting.

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