



### LCBDD News & Updates!

Good afternoon to all of our Provider Partners! Hope your sunny spring Friday is going great. Sending you some items of interest. Please let me know if you have any questions or need information on other topics.

Thanks,

David

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### ***imagine* Information System Training 5/17/18 in Heath!**

DODD staff is offering FREE *imagine* IS training for Provider staff on Thursday, 5/17/18, 9:30-12:30 at the Service Coordination office (565 Industrial Parkway, Heath OH 43056). Please RSVP to David by 5/14/18. Please plan to send anyone you can spare who works in the IS. If staff needs access to the system please contact David.

### **FREE DSP Trainings to qualify for the Competency Add-On**

Direct service providers who provide homemaker/personal care services to someone with developmental disabilities can earn up to \$1 more per hour after two years of experience and 60 additional hours of training.

[Learn more about the proposed Competency-Based Training and Longevity Rate Add-On and requirements.](#)

**Free On-line Courses for DSPs!** DODD is offering more than 130 hours of free, online courses to choose from through Direct Course to count toward the Competency-Based Training and Longevity Rate Add-On. There is no cost to take these courses.



**Direct Course**  
ONLINE CURRICULA FOR LIFE IN COMMUNITY

Create an account or log in to Direct Course [here](#)

Help for first-time Direct Course users [here](#)

Help to download your Direct Course transcript and track your hours completed [here](#)



LCBDD News & Updates!

## **Competency Add-On Billing Info.**

Attached is information from DODD explaining how Provider agencies will bill for the Competency Add-On.

## **Building an Effective DSPOhio Provider Profile**

Your DSPOhio Provider Profile needs to appeal to people enough to get them to click on it! To view a recording of a recent webinar on making that happen, click on the link below.

<https://www.youtube.com/watch?v=urYmW8lh1IU>

## **ProviderGuide Plus**

The Provider Guide Plus website is scheduled to go live state-wide on May 14<sup>th</sup>. Attached are a user's handbook and postcards you can use to promote the site to people you serve. The more positive reviews posted the better!

## **Unusual Incident Reporting**

To send an Unusual Incident report to the Licking County Board, please email it to [ui.reporting@lcountydd.org](mailto:ui.reporting@lcountydd.org). Please be aware that this email DOES NOT notify the Service Coordinator. It goes to administrative staff at the Service Coordination building for distribution. DODD rule requires the Provider to notify the SC and someone where the person lives and the day of the incident. Best practice is to document your call, including date, time, and who you spoke to.

Training opportunity from our friends at OPRA:

## **8 Things You Need to Know When Making the Switch From Frontline Staff to Supervisor**

*Thursday, May 17, 10:00 am - 2:00 pm*

*OPRA Members - \$50.00; Non-Members - \$75.00*



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Moving from direct support to supervisor can be very rewarding, but it can also be very challenging. The in-service will cover the important steps newly promoted managers should take to achieve success.

The training will cover the following topics:

1. Changing relationships
2. Management style
3. The importance of fairness and respect
4. Establishing expectations
5. Avoiding venting and gossip
6. Teamwork
7. Setting goals
8. Asking for help

The Presenter, Samuel Hoar had over three decades of hands on experience supporting people with disabilities and others who support them.

**[Register Now!](#)**

### **Workforce Retention-Helpful Suggestions From an OPRA Member**

Brad Vincent, CEO of Siffrin, Inc. and OPRA Board Member, graciously shared some of the initiatives they've implemented to reduce staff turnover. Siffrin supports approximately 900 individuals with 275 staff. These steps resulted in a 14% reduction in turnover and a reduction in overtime of 8,000 plus hours in FY 2016-17

- Added floater positions, 7, at a slightly higher rate of pay and they agree to work anywhere, anytime to fill shifts. Paying \$10.50 an hour straight time was less expensive than paying staff with seniority overtime. Seniority staff were the ones accepting most the overtime. We assigned scheduling of these staff to one Manager. Having one point of contact for all homes worked well.



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- Our HR department held one on one meetings with Home Coordinators and DSP's to get their input, show support and provide for future contact if need be. This was especially effective for overnight DSP's. This takes a healthy relationship between HR and the COO/Services staff. HR reports their findings for Services to address suggestions and problems.
- We gave gift card incentives for DSP's picking up shifts that do not create overtime. The DSP's had to pick up 10 shifts that do not cause overtime, prevented overtime, within the 4<sup>th</sup> quarter of 2017. For every 10 shifts the DSP would get a \$25 gift card. We had 6 PT DSP's cover 170 shifts during the 4<sup>th</sup> quarter. We did this in the 4<sup>th</sup> quarter because the holidays always meant a significant increase in overtime.
- We gave DSP's gift cards for perfect attendance. They had to have perfect attendance or find subs that did not result in OT. At the end of the 4<sup>th</sup> quarter all DSP names that accomplished this were put into a drawing for a flat screen TV. The enthusiasm for this was incredible and staff are already talking about qualifying for next year.
- We use to have a staff appreciation luncheon every July. Of 300 staff, approximately 100 attended the event. We decided we wanted to reward all staff so we cancelled the luncheon, where we also gave awards to staff, and went with "summer giveaways". We give all staff the option of free Zoo passes or free movie tickets. The giveaways depend on the best deal HR can make at the time. Staff enjoyed this so much more because all staff received it and it involved their family members. As for the awards/acknowledgements we now do these during the course of the year and the presentation of individual or team awards are given during the Executive staff meetings. Staff of the month was initiated and their picture and name go on a plaque in our lobby.
- We give out Christmas bonuses to all staff that have a year or more seniority. The bonus goes from \$50 to \$100 depending on longevity.
- We distribute what we call Home Coordinator kits. The HC's are the supervisors in the homes. These kits contain Siffrin gear and they can hand them out to staff for exceptional performance or for appreciation, pens, usb chargers, stress balls, note pads, all with Siffrin's logo. This also helps to develop a corporate pride.
- We notify all Managers when we hold orientation classes so they can be in attendance. I also now attend all orientation classes so new hires can know the CEO



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and know I am supporting them. I give my Siffrin culture speech and the reason I am in this business.

- We have added trainings at the request of the DSP's. This gives them the skills to do their jobs better and gives them more confidence and comfort on the site.
- This had been about a decade ago but I added the Home Coordinator position in the homes. The HC reports to the Home Manager who is over 3-4 homes. The reason I added it was because there was little room for advancement internally. You were either a DSP or a Manager. By adding the HC position it gave DSP someplace to advance and it is a good place to groom future Managers. All of our current Managers have at one time been DSP's or Home Coordinators.
- Management's engagement with staff is an ongoing topic at my Executive meetings and at the Manager meetings. We are always looking at ways to let the DSP's know they are valued and heard.

# Billing the Competency-based Add-on

The authorization process for Homemaker/Personal Care in CPT/PAWS will not change. HPC will still be authorized on PAWS as A/F/E22 and ADL. County boards will not be entering differing codes for qualified staff, and the cost of the new add-on will not impact individuals' budgets. Providers, however, will need to bill the correct service codes to receive the additional reimbursement.

Independent providers must submit proof of experience/training to DODD through PSM to be able to bill the new "Q" codes referenced below.

All agencies certified to deliver HPC will also be able to bill the "Q" codes for qualified staff. Employees of agencies must submit proof of experience/training to their employer. The agency is responsible ensuring proper claims submission for qualified staff.

## Service Codes:

### 15-minutes

- If there are no trained staff, the standard 15-minute single staff and multi-staff codes can be used. (i.e. APC, AMW/X/Y/Z, FPC, FMW/X/Y/Z, EPC, EMW/X/Y/Z)
- New codes for staff sizes of 1-5 will be used if there is at least one of the staff that have the training.
- Proposed codes (Q is for qualified):
  - AQC                      EQC                      FQC
  - AQW                      EQW                      FQW
  - AQX                      EQX                      FQX
  - AQY                      EQY                      FQY
  - AQZ                      EQZ                      FQZ
- For these codes specifically, staff size can be re-purposed to indicate the number of qualified staff serving and assume that if the multi-staff code is being used that more than one staff is there.

Example: 2 staff (only one has competency based training), 5 individuals, 2 hours.

Each claim per individual

Code = AQW (2 staff code)

Group size = 5

Staff size = 1 (to indicate the trained staff)

Units = 8

- The appropriate add-on amount will be calculated based on \$0.39 cents per qualified staff member.
- The total unit cost, including all applicable add-ons, will need to be input into the Service Rate field in the claim.
- The number of qualified staff cannot exceed the multi-staff code that the service code indicates.
  - For example, AQX is a three-staff code. Staff size cannot exceed 3.
  - Staff size for any of the "Q" codes cannot be "0"
- An adjustment will be determined only if there is a difference in rate, units, group or county. This will allow for multiple groupings of qualified caregivers.

## Daily

- If there are no trained staff, the standard ADL service code can be used.
- New service code will need to be used if there is at least one of the staff that have the training.
- Proposed code (Q is for qualified):
  - AQL
- The contractor reference number field will be used to indicate the amount of the claim that is covered by the add-on for qualified staff.
- Work within DRA will need to be completed to allow for providers to indicate the total number of hours and total number of hours provided by qualified staff into the actuals.
- DRA will have to calculate the rates with the add-on as well as calculating for each daily rate the “portion” of the add-on costs. The “portion” of add-on cost will feed to the reference field in the bill file. This ensures that only the non-competency based costs encumber the PAWS and allow for match calculations.
- An adjustment will be determined only if there is a difference in rate or the contractor reference field.

Two-sided postcard - front and back:



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by:



## Rate. Review. Realize the value.

*Help make a difference for those seeking services  
for their loved ones with developmental disabilities.*



**ProviderGuidePlus—A new, online resource for rating providers  
of services for people with developmental disabilities in Ohio.**

This easy-to-use tool allows you to rate ***your provider*** and learn how ***other providers*** have been rated. It can help you select a provider and help improve services for people with developmental disabilities.



**Follow three simple steps to access *ProviderGuidePlus*:**

- Go to *www.ProviderGuidePlus.com*
- Click *Find, Rate or Review Provider*
- Type the name of the provider you want to rate or review

One-sided postcard: (Good to use on electronic media such as Facebook and emails.)

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March 22, 2018

**Dear Agency Providers and County Board Superintendents,**

The long-anticipated state-wide rollout of Ohio's ProviderGuidePlus is coming soon! This on-line provider review and rating tool was developed to help guide individuals and families in their search for a provider, give provider agency information, and facilitate the assurance of high quality services. You are receiving important information to prepare you to utilize this tool and guide individuals and families in using ProviderGuidePlus.

ProviderGuidePlus has been functioning as a pilot in Coshocton, Knox, and Cuyahoga Counties for the past two years. During this phase, input from providers, families, and professionals in the DD field has been gathered and used to make the tool easy to use. For it to be most useful for families, however, we all need to encourage individuals and families currently utilizing services to enter reviews about their providers.

Leading up to, and during this state-wide rollout, there will be opportunities to learn more about ProviderGuidePlus, receive assistance in setting up provider profiles, and gain information to help guide individuals and families.

By collaborating together, we can all make ProviderGuidePlus the type of helpful resource that families have been asking for.

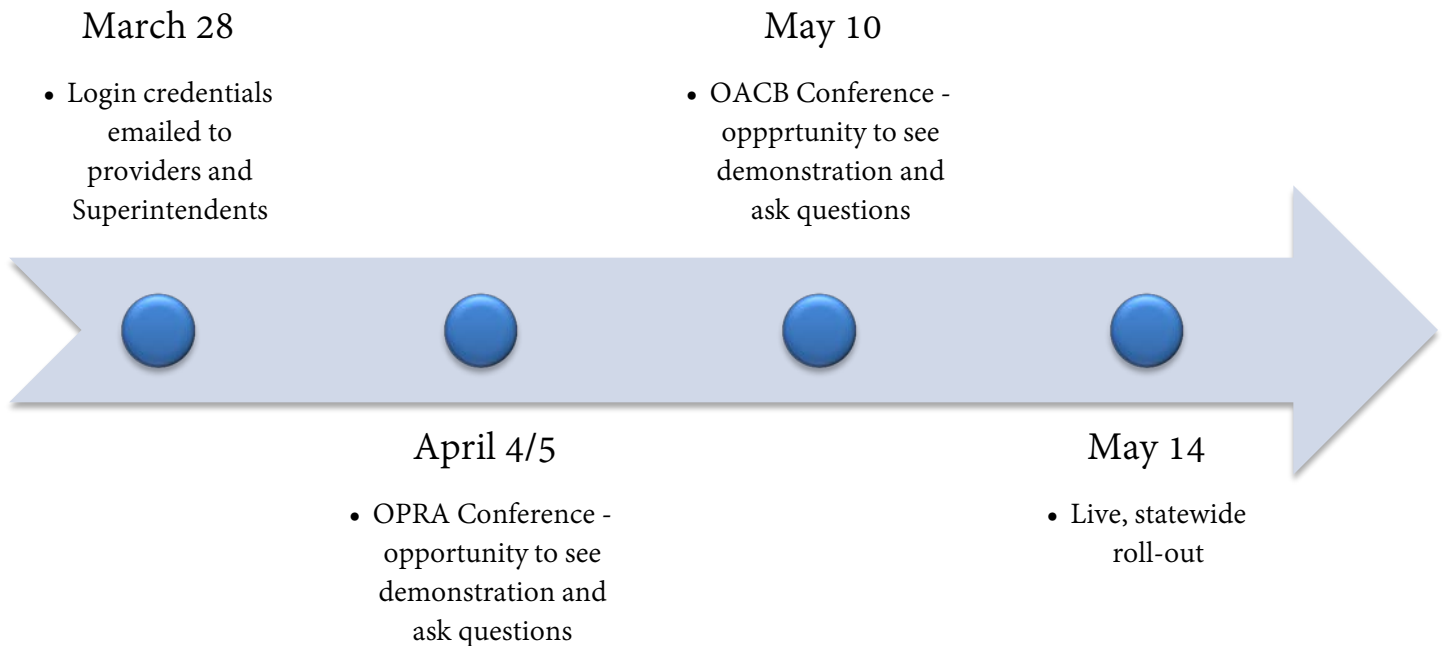
Included in this packet:

- Timeline for roll-out
- What to expect – Providers
- What to expect – Superintendents
- Helpful Resources
- ProviderGuidePlus User Guide
- Marketing Materials – postcards and letters (separate Word documents)

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## Timeline for roll-out:



## What to expect – Providers:

- Only agency providers will be included in ProviderGuidePlus. Information from the Ohio Department of Developmental Disabilities' (DODD's) Provider Services Management (PSM) is downloaded nightly into ProviderGuidePlus. Therefore, all agency providers are in this system.
- On or about March 28, 2018, providers will receive login information directly from the website developer, Tyler Burke, at providersearch.com. This email will contain information on how to login to "My Account" and how to customize the provider profile page. It will also contain a link to a tutorial video which will help with additional information on setting up the page.

## What to expect – Superintendents:

- On or about March 28, 2018, county board superintendents will receive login information directly from the website developer, Tyler Burke, at providersearch.com. This email will contain information on how to login to "My Account" and customize the county board's page. This page is where users will be directed if they do not know their funding source and would like to contact the county board to see what services and supports may be accessed. On this page, county board staff may insert a logo and a photo. There is also the ability to change contact information.
- A demonstration will be given at the upcoming OACB Spring Conference in May where county board staff will have the opportunity to ask questions.

## Helpful Resources:

Introductory video – This video features Kelly Petty, Superintendent & CEO of the Cuyahoga County Board of Developmental Disabilities, and Mark Davis, President of the Ohio Provider Resource Association (OPRA) and explains the purpose of ProviderGuidePlus. Click or enter this link: <https://vimeo.com/173074483>

Help Guide My Search video – This video may be accessed directly from ProviderGuidePlus.com and gives simple to follow instructions through a ‘virtual assistant’ on how to begin searching.  
[https://providerguideplus.com/search\\_guided.php](https://providerguideplus.com/search_guided.php)

Search Results help video – This video is found on ProviderGuidePlus.com after a user enters search criteria and the results are listed. The video features the same ‘virtual assistant’ as the Help Guide My Search video.  
[https://providerguideplus.com/search\\_results.php?search\\_type=service&county=&funding\\_type=&category=&keyword=&submit\\_search=&page=2](https://providerguideplus.com/search_results.php?search_type=service&county=&funding_type=&category=&keyword=&submit_search=&page=2)

Provider Page Help video – This video is found on the provider’s “My Account” page and guides the provider through making changes on their profile page. <https://vimeo.com/193939595/6e64965c3e>

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## Work Group Members available to help:

|                    |  |                                    |
|--------------------|--|------------------------------------|
| Ara Bagdasarian    | Board Member, Cuyahoga County Board of Developmental Disabilities                    | arabag1956@gmail.com               |
| Diane Beastrom     | President & CEO, Koinonia Homes, Inc. and Koinonia Enterprises                       | Diane.Beastrom@koinoniahomes.org   |
| Mark Davis         | President, Ohio Provider Resource Network (OPRA)                                     | mdavis@opra.org                    |
| Jennifer Krzynowek | Provider Development Manager, Cuyahoga County Board of Developmental Disabilities    | krzynowek.jennifer@cuyahogabdd.org |
| Tim Neville        | Regional Vice President, Northern Ohio, Echoing Hills                                | tneville@ehvi.org                  |
| Steve Oster        | Superintendent & CEO, Coshocton and Knox County Boards of Developmental Disabilities | soster@knoxdd.com                  |
| Trish Otter        | President & CEO, United Cerebral Palsy of Greater Cleveland                          | totter@ucpcleveland.org            |
| Kelly Petty        | Superintendent & CEO, Cuyahoga County Board of Developmental Disabilities            | petty.kelly@cuyahogabdd.org        |
| Lisa Reed          | Executive Director, Residential Home for the Developmentally Disabled, Inc. (RHDD)   | lreed@rhdd.org                     |
| Terri Rice         | Executive Assistant to the Superintendent, Cuyahoga County Board of DD               | rice.teresa@cuyahogabdd.org        |



Rate • Review • Realize the Value

ProviderGuidePlus: User Guide

## Users

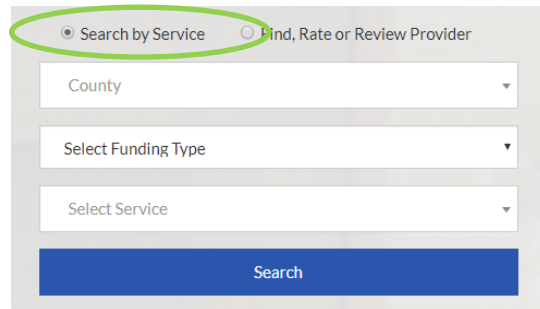
### When to use ProviderGuidePlus

The purpose of this tool is to help people and families make an informed decision during the provider selection process. ProviderGuidePlus can be used to rate and review a provider and to explore how a provider has been reviewed by others.

### Searching for a Provider

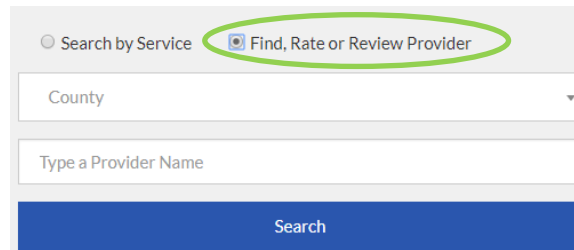
There are two ways to start a provider search: visit <https://providerguideplus.com>

- 1) The user can search by county, funding source, and/or service.



A screenshot of the search interface. At the top, there are two radio buttons: 'Search by Service' (selected) and 'Find, Rate or Review Provider'. Below the radio buttons are three dropdown menus: 'County', 'Select Funding Type', and 'Select Service'. At the bottom is a blue 'Search' button.

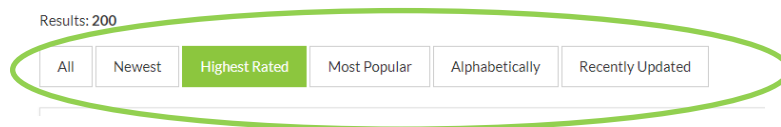
- 2) The user can search for a specific provider by entering the county name and the provider name.



A screenshot of the search interface. At the top, there are two radio buttons: 'Search by Service' and 'Find, Rate or Review Provider' (selected). Below the radio buttons are two input fields: 'County' (a dropdown menu) and 'Type a Provider Name' (a text input). At the bottom is a blue 'Search' button.

### When Searching

Searches can be filtered and narrowed down by entering the service and funding source. A maximum of 200 providers will display. Search results can be filtered even further by clicking on one of these tabs:

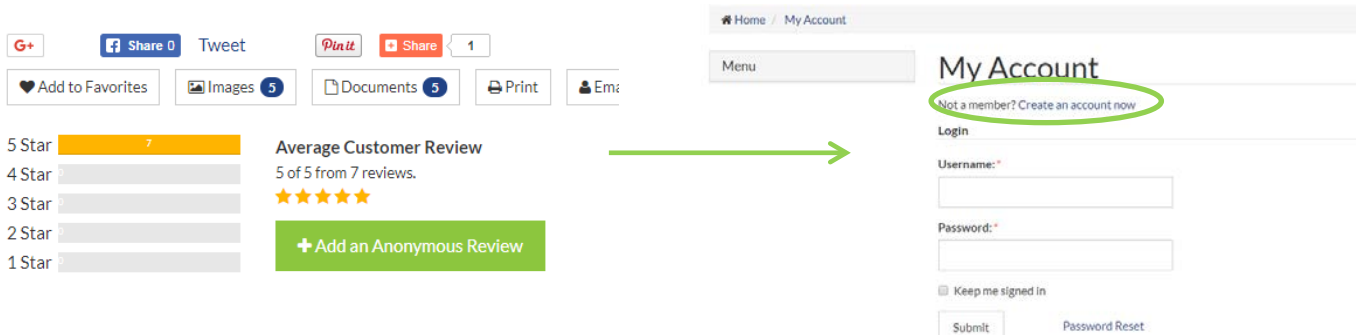


A screenshot of search result filters. At the top, it says 'Results: 200'. Below that are six tabs: 'All', 'Newest', 'Highest Rated' (highlighted in green), 'Most Popular', 'Alphabetically', and 'Recently Updated'.

To view the provider profile; click on the provider name.

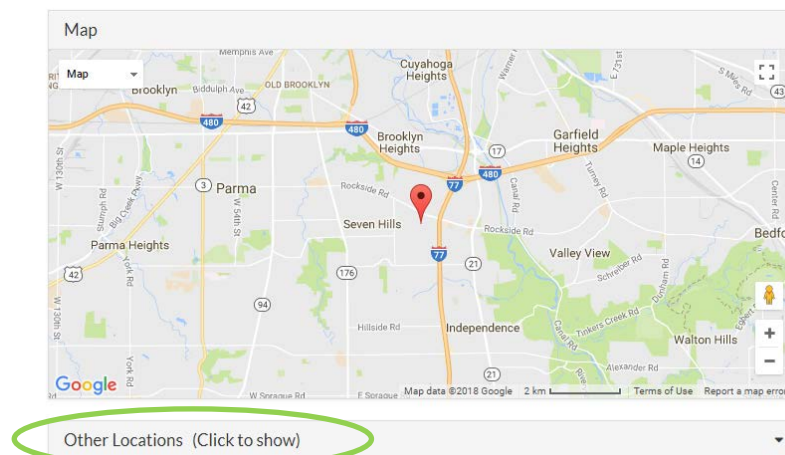
## Favorites

There is an option to add providers as “favorites.” This allows the user to keep track of providers they are interested in. By clicking the “add to favorites” button, the user will be directed to either log in to an account or to create an account.



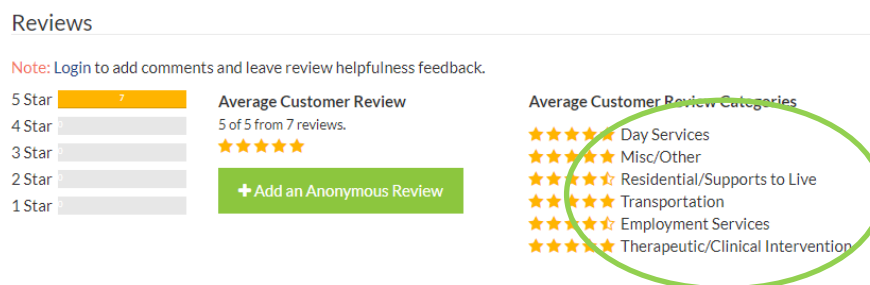
## Other Locations

Some providers operate in many locations. The user has the option to view those locations when looking at a provider profile.



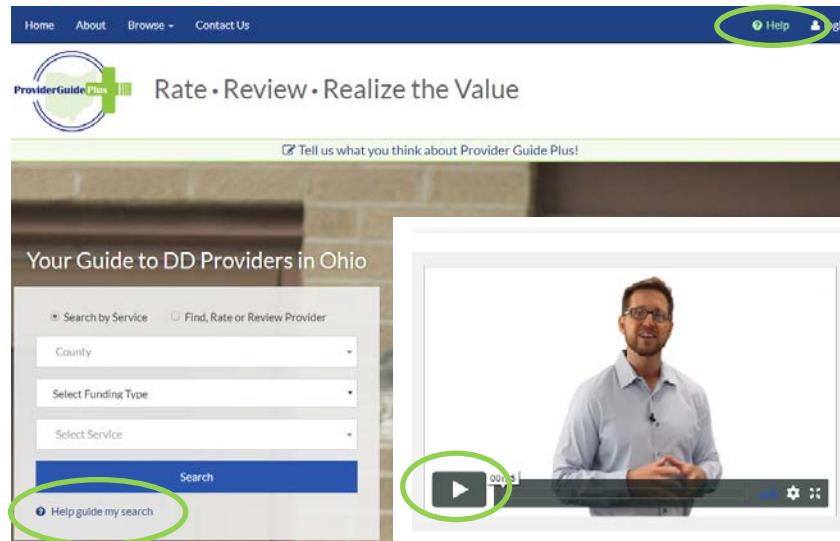
## Provider Ratings:

The user can click on a posted review to see how specific services were rated.



## Help to Navigate the Website

There are a few links on the main page to help the user navigate the website, and to help the user guide the search. There is also a tutorial video that the user can watch once they begin a search.



## County Board Profile

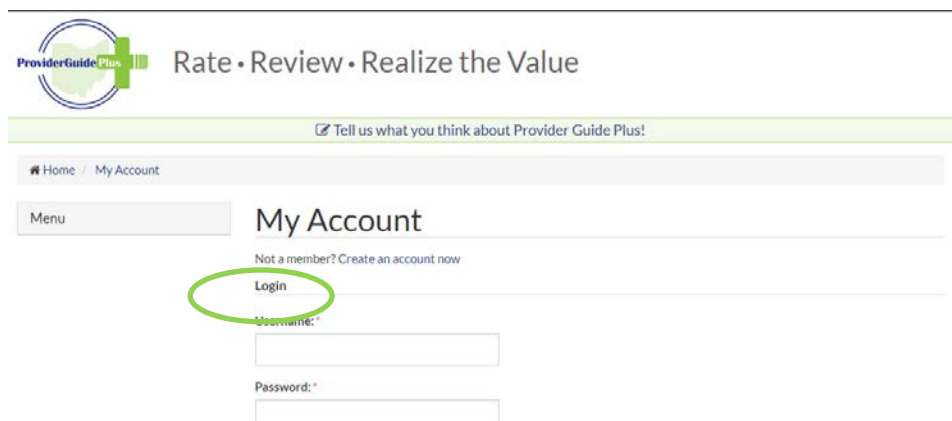
If the user is not sure of the funding that they have, they can visit their local county board profile page for additional information about who to contact.

## Rating a Provider

Users who have received services from a provider and would like to enter a rating for that provider can do so after creating an anonymous account.

## Creating a User Account

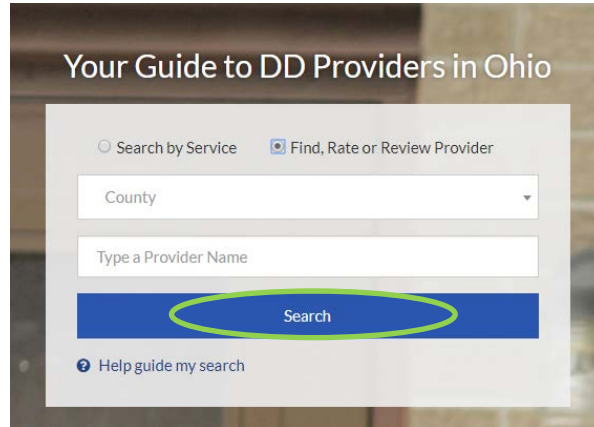
The user can click on the "login" button to create a user account for the first time or to login to an account that has already been created.



Another way to create an account is to select a provider, click “add anonymous review,” and the website will direct the user to create an account.

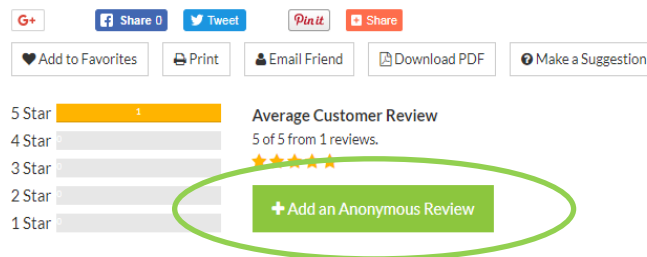
### Find, Rate, or Review

After logging in, the user can return to the home page to search for a provider that they would like to review.



### Entering the Review

After finding the provider, click on the “Add an Anonymous Review” button to add a review.



This is the area where a review can be entered. There is guidance about what can and cannot be posted in a review. The user can click on the number of stars they would give the provider in the relevant areas; one star being the lowest rating and five stars being the highest rating. **The review is anonymous.** If the review includes names, profanity, or allegations of abuse or neglect, the user will receive an email from the website developer informing them the review cannot be posted as written. The user will have the opportunity to adjust the language in the review.

## ' Add an Anonymous Review

[← Return to Listing](#)

Inform others and be informed!

Public Review

Would you recommend this provider?:

- yes
- no

## Posting the Review

After rating the provider in all of the relevant areas, and writing about the experience, the user can click the [submit](#) button. It can take up to 24 hours for the review to display in the provider profile. After the review is posted, the provider has the opportunity to respond to the review.

## Providers

### Creating a Provider Profile

All certified agency providers in Ohio will automatically be listed in [ProviderGuidePlus](#). Providers are added to the webpage via an automatic download from the Ohio Department of Developmental Disabilities' (DODD's) Provider Services Management System (PSM). This download occurs every evening, so that the most up to date certification information is displayed. All providers will receive a login and password from the website developer, so they can begin to customize their provider page.

### Customizing the Provider Profile Page

The provider profile page is customizable. This is a feature that allows providers to display information they want users to know about their organization. To begin to customize a profile page, the provider must login with the information sent to them. Once logged in, the provider can customize their provider profile. There is a video tutorial that provides guidance about customizing the profile page.

The screenshot shows the 'My Account' page on the ProviderGuidePlus website. The page has a dark blue header with navigation links (Home, About, Browse, Contact Us) and user options (Help, My Account). Below the header is the ProviderGuidePlus logo and the tagline 'Rate • Review • Realize the Value'. A green banner encourages users to provide feedback. The main content area is titled 'My Account' and includes a 'View Tutorial Video!' button, an 'Update your profile' section with 'Update user profile image' and 'Update your company logo, description and images' buttons, and two summary boxes: 'Account Summary' for 'Demo Provider' and 'My Listings' for 'Demo Provider Agency (ID: 12126)'. Several elements are circled in green: the 'View Tutorial Video!' button, the 'Update your profile' heading, and the two update buttons.

### Marketing Statement

Once logged into the provider account, a marketing statement can be added. This is a field where providers can enter a statement about who they are and what they offer.

## Links to Social Media

After entering a marketing statement, providers have the option to link to their social media accounts.

## Uploads

Providers have the option of uploading documents to their profile. Providers can add recent newsletters, annual reports, and/or internal initiatives or other marketing material that promotes their organization.

## Contact Information and Basic Demographics

There is an area that providers can add a picture and contact information. The demographics can also capture hours of operation, the provider website, services offered, social media links, and a way for a user to direct message the provider.

The screenshot shows a user interface for a provider dashboard. On the left is a 'Menu' with options: 'Return to Dashboard', 'View/Edit Account', 'View/Edit Listing', 'Messages', and 'Logout'. The 'View/Edit Account' and 'View/Edit Listing' items are circled in green. The main content area is titled 'Demo Provider Agency' and contains a navigation bar with buttons for 'Summary', 'View Public Listing', 'Edit Listing', 'Service Funding Types', and 'Statistics'. The 'Edit Listing' button is also circled in green. Below the navigation bar are buttons for 'Images +', 'Documents +', and 'Reviews'. The 'Edit Listing' section includes a 'Logo:' field with a 'Browse' button, a 'Current Logo:' field showing a 'generic logo company' logo, a 'Delete Logo:' checkbox, and a 'Short Description: (Displayed on Search Result Page):' text area containing the text 'This is the short description line... I'm trying to get you to click my profile...'

## Locations and Services

The locations and services are automatically added from the data download from DoDD's PSM. The locations of service delivery and the services that the provider is certified to provide will be displayed in these areas.

## Images

Providers have the option of uploading images to further promote their business. Providers can upload pictures of events, locations, and/or other affiliations.

## Reviews and Review Responses

Provider reviews are listed on the profile page. Providers will receive an email from the website developer when a new review is posted and have the option to respond to reviews that have been posted.

Home About Browse ▾ Contact Us Help My Account

ProviderGuidePlus Rate • Review • Realize the Value

Tell us what you think about Provider Guide Plus!

Home / My Account / Orders /

Menu

- Return to Dashboard
- View/Edit Account
- View/Edit Listing
- Messages
- Logout

Summary View Public Listing **Edit Listing** Service Funding Types Statistics

Images + Documents + **Reviews**

### Reviews

2 found, Page 1 of 1 Results 1 - 2 of 2

| Title          | Status | Date               | Rating | Manage        |
|----------------|--------|--------------------|--------|---------------|
| Great Provider | Active | 06-27-2016 07:19PM | ★★★★★  | Respond Share |
| Great!         | Active | 01-26-2017 04:44PM | ★★★★★  | Respond Share |

<< < 1 > >>

The menu is designed to assist providers to review or make changes to their account or provider listing. This is the area that providers use to design their listing, maintain their account, and read and respond to reviews. Providers also may receive direct private messages from someone looking at their provider listing. Providers can read and respond to those messages in the menu area as well.

## Survey

Please take a few minutes to complete a short survey. The survey informs how ProviderGuidePlus functions. Take the survey by clicking the link.

Home About Browse ▾ Contact Us Help login

ProviderGuidePlus Rate • Review • Realize the Value

Tell us what you think about Provider Guide Plus!