



BUISNESS TECHNOLOGY SURVEY

TECH CATEGORIES

1. Billing
2. Timekeeping
3. Accounting
4. Payroll

5. Health Records
6. Incident Management
7. Learning Management

8. Fleet Management
9. OOD
Documentation
10. Customer and
Donor Relations

SURVEY QUESTIONS

The same questions were asked across all technology categories.

1. Does your agency use software for {tech category}?
2. If yes, what software?
3. Would you recommend this software?
4. Can we list you or another person on your team as a contact for members to learn more about your experience?

NOTES ON THE REPORT

Number of respondents using the software

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Tech ABC, CO. (14) (72%)

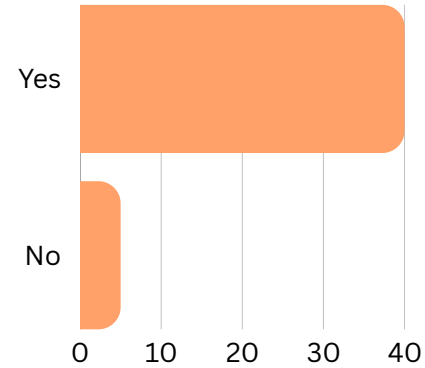
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Percentage of respondents who
reccommend the software

- The recommendation percentage is listed if 5 or more providers used the software.
- A (*) next to a name means the provider is transitioning away from the listed software.
- Not all respondents consented to sharing their contact information. Their responses are listed as "Other software."
- Clicking a name opens an email to that person.

For questions about the survey, please reach out to [Christine Touvelle](#).

Does your organization use billing software?



Other software: MITC

AccelTrax (1)

Doug Thompson and Dan Cochran- Choices in Community Living

Point Click Care (1)

Shayla Becze- Advancing Abilities/Scioto Trails

BRITTCO (14) (72%)

Melissa Ford- Ohio Valley Goodwill Industries

Jennifer Krach- Assured Health

Tom Lowry- Marca Industries

Regan Eveland, Leslie Amyx, Jamye Griffin,

Amanda Amyx- Center for Disability Services

Colleen Lang- Family Haven

Sara Tondra- Onebridge Support Services

Karen Brundrett- United Network Alliance

Sally Sutter- Brookhill Industries

Kim Cain- Belco

Liz Toney- ventureLINX

Celeste Isom- UCP of Greater Cleveland

Ann Glaze- RNI, Inc.

Jay Barnhart- PerCo, Inc.

SETWorks (2)

Linsey Hollingshead- Partners in Employment, Inc.

Kristine Willhite- Siffrin

Sandata/HHAexchange (4)

John Keverkamp- Hattie Larlham

Lisa Jacob- Bittersweet Farms

Seth Walker and Eric Danielson- Threshold Residential Services

Belcoy Wharton and Stephanie Wolf- The Society

Primary Solutions (14) (92%)

Tiffany Martin- Goodwill Columbus

Chris Wolf, Jennifer Riha, Kelly Freeman- I Am Boundless

Scott DeLong- CRSI

Lisa Reed and Kim Green- RHDD

Carrie Benner- Nick Amster

Jean Turner and Jim Westlake- LIFE, Inc.

Beth Devitt and Alan Zimmerman- The Workshops Inc.

Jim Steffey- Envision

Belinda Grassi- Help Foundation, Inc.

Rebecca Davis- Havar

Rachel Zidaroff- United Rehabilitation Services

Shayla Becze- Advancing Abilities/Scioto Trails

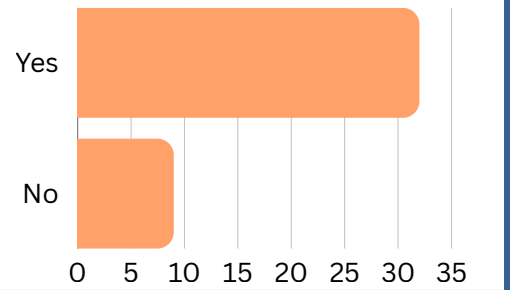
Vertex/Dura (1)

Brittany Hayes- Employment Development Inc

TenEleven (1)

Heather Fegan and Jimmy Mam- Alvis, Inc.

Does your organization use timekeeping software?



Other responses: **Dayforce (timekeeping)**, **Kronos**, **MITC**, **Google Sheets**, **QuickBooks Time**, and an **in-house-developed system**

SETWorks (1)

Linsey Hollingshead- Partners in Employment

Onshift (2)

Shelly Wharton and **Lynn Emmons**- The Society

ADP (5) (80%)

Chris Wolf- I Am Boundless

***Michelle Albertini**- Marca Industries

Kim Cain- Belco

Jim Steffey- Envision (Salaried staff timekeeping)

Heather Mclaughlin- RNI, Inc.

Sandata/HHAexchange (3)

John Keverkamp- Hattie Larlham

Seth Walker and **Mamie Tollas**- Threshold Residential Services

***Jennifer Cox**- The Epilepsy Center of NWO

Primary Solutions (7) (100%)

Scott DeLong and **Jennifer Baldwin**- CRSI

Jean Turner and **Jim Westlake**- LIFE, Inc.

Beth Devitt and **Alan Zimmerman**- The Workshops Inc.

Jim Steffey- Envision (DSP timekeeping)

Brittco (3)

Jennifer Krach- Assured Health (EVV timekeeping)

Regan Eveland, **Leslie Amyx**, **Jamye Griffin**, **Amanda Amyx**- Center for Disability Services

Sonya Saxton- PerCo

Paylocity (3)

Jennifer Krach- Assured Health (Scheduling)

Belinda Grassi- Help Foundation, Inc. (Timekeeping)

Paycom (2)

Kristine Willhite and **Ron Duff**- Siffrin

Celeste Isom and **Ali Weissert**- UCP of Greater Cleveland (Timekeeping)

Paycor (1)

Shelly Wharton and **Lynn Emmons**- The Society

CentrallyHR by CBIZ (1)

Heather Fegan- Alvis, Inc.

AccelTrax (1)

Doug Thompson and **Dan Cochran**- Choices in Community Living

I-Solved (1)

Regan Eveland, **Leslie Amyx**, **Jamye Griffin**, **Amanda Amyx**- Center for Disability Services

SLING (1)

Miranda Newton- Highco

Connecteam (1)

Rachel Moore- Work Leads to Independence

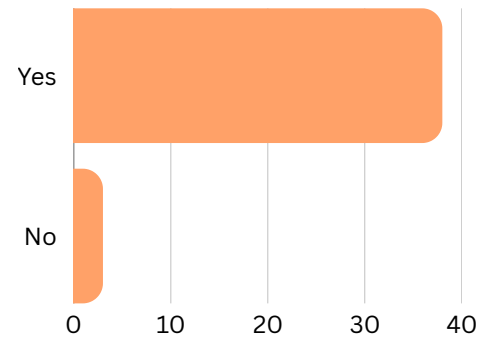
Payclock (1)

Brittany Hayes- Employment Development, Inc.

Paychex (1)

George Paroz- United Network Alliance

Does your organization use accounting software?



Other Responses: **Abila**

Quickbooks (19)(89%)

Michelle Albertini and **Tom Lowry**- Marca Industries
George Paroz and **Lisa Santry**- United Network Alliance
Heather Fegan- Alvis, Inc.
Miranda Newton- Highco
Carrie Benner- Nick Amster
Jim Westlake- LIFE, Inc.

John Schwartz- CLI

Jennifer Cox- The Epilepsy Center of NWO

Rachel Zidaroff and **James Michaud** - United Rehabilitation Services

Sonya Saxton- PerCo

Colin Miller- Medina Creative Accessibility

Brittany Hayes- Employment Development, Inc.

Jim Steffey- Envision

Sage (6)(83%)

Chris Wolf- I Am Boundless
Regan Eveland and **Leslie Amyx**- Center for Disability Services
Kim Cain and **Maggie Clark**- Belco
Doug Thompson- Choices in Community Living

Sandata/HHAexchange (4)

Seth Walker and **Eric Danielson**- Threshold Residential Services

Shelly Wharton, **Stephanie Wolf**, **Michael Beh**, and **Megan McElroy**- The Society

Celeste Isom- UCP of Greater Cleveland

Beth Devitt- The Workshops Inc.

Vertex / Navision (1)

Sally Sutter- Brookhill Industries

Great Plains Dynamics (1)

John Keverkamp- Hattie Larlham

Primary Solutions (2)

Tiffany Martin- Goodwill Columbus

Microsoft Dynamics (1)

Scott DeLong- CRSI

Business Central (1)

Tiffany Martin- Goodwill Columbus

Solver (1)

Tiffany Martin- Goodwill Columbus

MIP Accounting (1)

Belinda Grassi- HELP Foundation, Inc.

Brittco VR (1)

Tiffany Martin- Goodwill Columbus

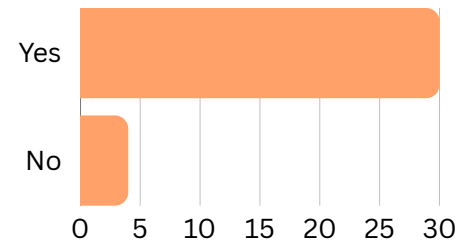
Oracle Netsuite (1)

Kristine Willhite and **Julie Diamond**- Siffrin

Google Sheets (1)

Carol Skeese- Echoing Hills

Does your organization use payroll software?



ADP (11) (44%)

Chris Wolf- I Am Boundless

***Michelle Albertini** and Tom Lowry- Marca Industries

***Jennifer Krach**- Assured Health

Kim Cain and **Maggie Clark**- Belco

Jim Steffey- Envision (Salaried staff timekeeping)

Heather McLaughlin- RNI, Inc.

Colin Miller- Medina Creative Accessibility

Paycom (3)

Kristine Willhite and **Ron Duff**- Siffrin

Celeste Isom and **Ali Weissert**- UCP of Greater Cleveland

Doug Thompson and **Dan Cochran**- Choices in Community Living

Quickbooks (4)

Miranda Newton- Highco

Sonya Saxton- PerCo

Beth Theibert- Sacred Ground

Brittany Hayes- Employment Development, Inc.

Sandata/HHAexchange (3)

John Keverkamp- Hattie Larlham

Seth Walker and **Eric Danielson**- Threshold Residential Services

Beth Devitt- The Workshops Inc.

Paycor (2)

Shelly Wharton, **Michael Beh**, **Megan McElroy**, and

Lynn Emmons- The Society

Lisa Reed and **Kim Green**- RHDD

Paylocity (4)

Mary Dearing- Havar Inc

Kari McDorman and **Heather Mawer**- RHAM

Belinda Grassi- Help Foundation, Inc.

AccelTrax (1)

Doug Thompson and **Dan Cochran**- Choices in Community Living

Paychex (2)

George Paroz- United Network Alliance

Rachel Zidaroff- United Rehabilitation Services

Dayforce (1)

Tiffany Martin- Goodwill Columbus

Vertex / Client Payroll Manager (1)

Sally Sutter- Brookhill Industries

CentrallyHR by CBIZ (1)

Heather Fegan- Alvis, Inc.

UKG (1)

Scott DeLong and **Jennifer Baldwin**- CRSI

I-Solved (1)

Regan Eveland and **Leslie Amyx**- Center for Disability Services

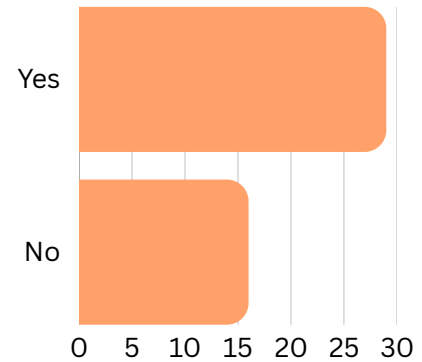
Asure (1)

Jennifer Cox and **Risa Trumbull**- The Epilepsy Center of NWO

Amplify HR

Jim Westlake- LIFE, Inc.

Does your organization use electronic health records software?



Other responses: MITC

Brittco (8)(63%)

George Paroz- United Network Alliance
Jennifer Krach- Assured Health
Sara Tondra- Onebridge Support Services
Rachel Moore- Work Leads to Independence
Lisa Reed and **Kim Green**- RHDD
Morgan Guisinger- PerCo

Primary Solutions (14) (92%)

Chris Wolf and **Kelly Freeman**- I Am Boundless
Jean Turner and **Jim Westlake**- LIFE, Inc.
Rachel Zidaroff- United Rehabilitation Services
Beth Devitt and **Alan Zimmerman**- The Workshops Inc.

AccelTrax (1)

Doug Thompson and **Dan Cochran**- Choices in Community Living

SETWorks (1)

Linsey Hollingshead- Partners in Employment, Inc.

Carasolva (3)

Scott DeLong and **Rachel Yoder**- CRSI
Seth Walker and **Sue Reynolds**- Threshold Residential Services
Jennifer Cox and **Sam Jess**- The Epilepsy Center of NWO

iCareManager (2)

John Keverkamp and **Shannon Ritchie**- Hattie Larlham
Shayla Becze- Advancing Abilities/Scioto Trails

ICANotes (1)

Jim Steffey- Envision

Caresuite (1)

Nicole Fox- Echoing Hills

TenEleven (1)

Heather Fegan and **Jimmy Mam**- Alvis, Inc.

Provider-Developed System (1)

John Schwartz and **Haven Helmstetter**- CLI

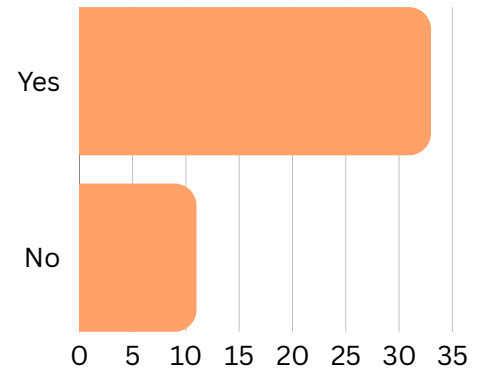
CaseWorthy (1)

***Tiffany Martin**- Goodwill Columbus

Simplemar (1)

Justin Doecker- Heinzerling Community

Does your organization use incident tracking software?



Other responses: OSTicket

BRITTCO (15) (93%)

Jennifer Krach- Assured Health
Jason Marcum- Marca Industries
Regan Eveland, Leslie Amyx, Jamye Griffin,
Amanda Amyx- Center for Disability Services
Rachel Moore- Work Leads to Independence
Lisa Reed and Kim Green- RHDD
Jessica Bowers- PerCo, Inc.
*Jennifer Cox- The Epilepsy Center of NWO

George Paroz and Tracy Walters- United Network Alliance
Sally Sutter- Brookhill Industries
Kim Cain- Belco
Celeste Isom and Paul Soprano- UCP of Greater Cleveland
Ann Glaze- RNI, Inc.
Beth Devitt and Sue Brogan- The Workshops Inc.

Primary Solutions (7) (100%)

Scott DeLong and Bonnie Pohlschneider- CRSI
Rachel Zidaroff- United Rehabilitation Services
Jim Steffey- Envision
Susan Berneike- HELP Foundation

iCareManager (2)

John Keverkamp and Shannon Ritchie- Hattie Larlham
Shayla Becze- Advancing Abilities/Scioto Trails

AccelTrax (1)

Doug Thompson and Dan Cochran- Choices in Community Living

Ethico (1)

Heather Fegan- Alvis, Inc.

Performance Health (1)

Chris Wolf and Debrah Randall-I Am Boundless

Sandata (1)

Seth Walker and Sue Reynolds- Threshold Residential Services

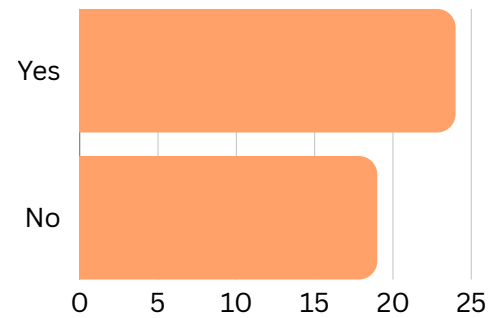
SETWorks

Kristine Willhite- Siffrin

In-House Developed System (2)

John Schwartz and Haven Helmstetter- CLI

Does your organization use learning management software?



Other responses: **Microsoft SharePoint**, **Litmus**, and a combination of **Microsoft Forms** and **Excel**.

Collins Learning (2)

Shayla Becze- Advancing Abilities/Scioto Trails

Dayforce (1)

Tiffany Martin- Goodwill Columbus

Brittco (6)(83%)

George Paroz and **Kristina Baker**- United Network Alliance

Jennifer Krach- Assured Health

Jessica Bowers- PerCo

Haylie Miller- RNI, Inc.

Rachel Moore- Work Leads to Independence

Regan Eveland and **Julie Guyant**- Center for Disability Services

***Jennifer Cox**- The Epilepsy Center of NWO

Relias (5) (100%)

Chris Wolf and **Sarah Chapman**- I Am Boundless

Heather Fegan and **Kristin Hough**- Alvis, Inc.

Scott DeLong and **Cindy Cantrell**- CRSI

Celeste Isom- UCP of Greater Cleveland

Paycor (1)

Shelly Wharton and **Lynn Emmons**- The Society

Safety Skills (1)

Kristine Willhite and **Ron Duff**- Siffrin

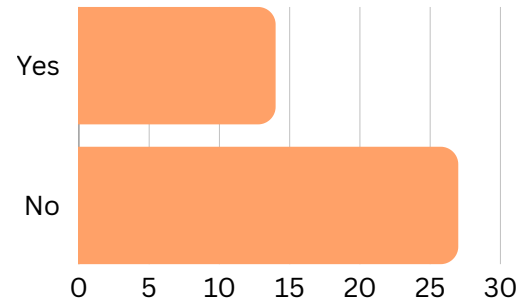
SkillPath (1)

John Keverkamp and **Faith Folds**- Hattie Larlham

TalentLMS (1)

John Keverkamp and **Faith Folds**- Hattie Larlham

Does your organization use auto fleet management software?



Other responses: [Enterprise](#)

7-11 Fleet (1)

George Paroz and **Ron Hawkins**- United Network Alliances

Advisor (1)

Rachel Zidaroff- United Rehabilitation Services

Azuga (3)

Doug Thompson and **Dan Cochran**- Choices in Community Living

Brittco (1)

Regan Eveland and **Jamye Griffin**- Center for Disability Services

SpirionGPS (1)

Regan Eveland and **Jamye Griffin**- Center for Disability Services

Fleetio (1)

Celeste Isom- UCP of Greater Cleveland

iCareManager (1)

Shayla Becze- Advancing Abilities/Scioto Trails

Motive (1)

Lisa Burke- Alvis

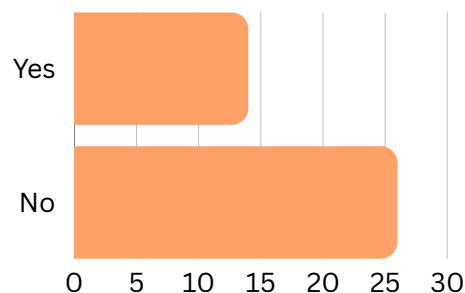
Verizon (2)

John Keverkamp and **Michele Layman**- Hattie Larlham
Seth Walker and **Mike Johnson**- Threshold Residential Services

Wex Telematics (1)

Rachel Moore- Work Leads to Independence

Does your organization use OOD software?



Other software: **CaseWorthy**

AccelTrax (1)

Doug Thompson and **Dan Cochran**-
Choices in Community Living

OnSeen (1)

Kari McDorman- RHAM

Brittco (5)(20%)

Celeste Isom and **Paul Soprano**- UCP of
Greater Cleveland

Melissa Ford- Ohio Valley Goodwill
Industries

John Keverkamp- Hattie Larlham

Kim Cain and **Jeremiah Williams**- Belco

Primary Solutions (2)

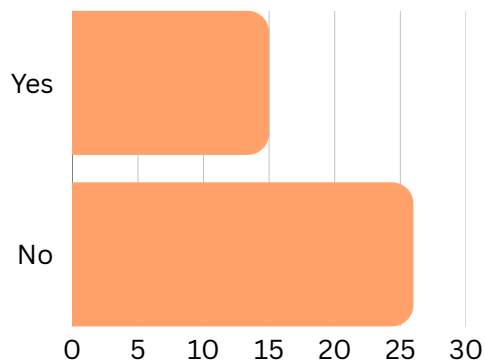
Chris Wolf- I Am Boundless

Heather Fegan and **Zach Moats**- Alvis,
Inc.

SetWorks (1)

Linsey Hollingshead- Partners in
Employment, Inc.

Does your organization use
customer or donor
relations management
software?



Other software: [Vertex/Navision](#)

GiveEffect (1)

Rachel Zidaroff and **Laura Lafakis**-
United Rehabilitation Services

Bloomerang (1)

Celeste Isom and **Sarah Zarcone**- UCP
of Greater Cleveland

Donor Perfect (3)

Shelly Wharton and **Laney Schoonover**-
The Society
Doug Thompson and **Dan Cochran**-
Choices in Community Living

Raiser's Edge (1)

Tiffany Martin- Goodwill Columbus
Chris Wolf and **Jodi Bopp**- I Am
Boundless

Levitate (1)

Kristine Willhite and **Jen Kennedy**-
Siffrin

Neon (2)

***Jim Steffey**- Envision
Jennifer Cox and **Nate Reid**- The
Epilepsy Center of NWO

Little Green Light (1)

John Keverkamp and **Joe Prada**- Hattie
Larham

GiveSmart (2)

Belinda Grassi- Help Foundation, Inc.