



NORTH EAST OHIO NETWORK

721 BOARDMAN-POLAND ROAD SUITE 103, YOUNGSTOWN, OH 44512

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ADMINISTRATION, FINANCE FAX – (330) 793-8284

QARN FAX – (866) 847-6505

MUI FAX – (330) 779-8592

PROGRAM OPERATIONS FAX – (330) 797-4075

WEBSITE · WWW.NEONCOG.ORG

Dear Providers

NEON continues to provide various services that support providers in the North East Ohio Region area. Your roles of providing continued services and care to the individuals we service is valuable, yet understandably difficult during these trying times. As you face the need to recruit and hire new employees and maintain current staffing, NEON wants you to be aware of the services we offer. Included below are pamphlets that describe our services.

NEON is committed to developing services that offer providers with supports that will help them manage their business; services that can be contracted out to reduce costs of doing routine business, as well as support in managing your internal compliance. We would love to hear what some of your current needs are so that we can work to develop new services that will offer your agencies the support you need! Please share your ideas by emailing us at services@neoncog.org.

On behalf of the NEON team, we thank you for your service!

Diana Anderson

Diana Anderson, Executive Director NEON



OUR PROMISE

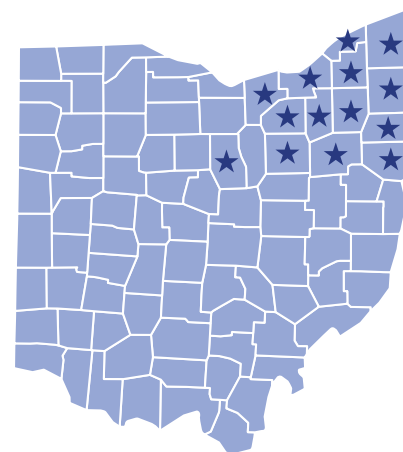
We adhere to high professional standards and provide original, creative, and alternative approaches to everyday issues and long-term challenges.



North East Ohio Network (NEON)
721 Boardman-Poland Rd.
Suite 103
Boardman, Ohio 44512
(800) 237-6828

Serving these counties:

Ashtabula, Cuyahoga, Columbiana, Geauga,
Lake, Lorain, Mahoning, Medina, Portage,
Richland, Stark, Summit, Trumbull, Wayne



NEON provides a high-quality, regionalized approach to administrative and professional services that enhance and support an agency's mission to improve the lives of individuals with intellectual and developmental disabilities.

WE HELP YOU...
navigate compliance standards,
educate your staff, and enhance
your operational support



Specialized services for
Providers who serve people with
intellectual and developmental
disabilities

www.neoncog.org

PROFESSIONAL

FINANCIAL/ACCOUNTING SERVICES

- Financial Account Clerk Services
- Business Manager Consulting Services
- Accounts Payable/Accounts Receivable
- Bank Reconciliations

PROVIDER BILLING

- Secure transfer of billing information from Provider to NEON
- Neon will review and confirm billing and enter billing claims into eMBS
 - Frequency to be determined by Provider

BENEFITS ANALYSIS

A Certified Work Incentive Practitioner will complete a Benefits Analysis to determine how obtaining employment and any other changes to salary/hours while employed will impact government benefits such as SSI, SSDI, etc.

INTERNAL COMPLIANCE MANAGEMENT

Assistance with the development of a system that ensures quality of services and support, regulatory compliance, and mission integrity.

UNUSUAL INCIDENT LOG ADMINISTRATION

Compile UI log information, assess trends and patterns, and provide a written report. Frequency of report to be determined by Provider.

ADMINISTRATIVE

HUMAN RESOURCE ADMINISTRATION

- Advertise open positions
- Accept and screen applications for employment eligibility
- Schedule/reschedule and confirm interviews on behalf of the Provider
- Registry checks upon hire and as mandated by the Ohio Department of Developmental Disabilities
- BMV driver abstracts (can be rechecked with a frequency determined by the Provider)
- Schedule criminal records checks (FBI and BCI convictions)
- Enrollment of employees into RAPBACK
- Schedule pre-employment drug screenings and physical exams
- New hire orientation onboarding
- Position descriptions
- Customized Employee Performance Evaluation Templates (Executive, Administrative and Direct Service Staff)
- Policy development
- Development of Employee Handbook
- Offboarding (exit survey)
- Other Human Resources-related functions upon request

SERVICES

TRAINING

- DODD Day Service Requirements for Agency employees
- DODD Residential Service Requirements for Agency employees
- Required annual CEO Training
- CPR/First Aid/AED – American Red Cross certification
- Billing and Documentation
- Medication Administration Certification
- MUI and Consumer Rights
- Community Integration
- Self Advocacy
- Person Centered Planning
- Self Determination
- The Provider's Role in Providing Behavior Supports
- Health and Safety Alerts
- Overview of Developmental Disabilities - Initial Requirement for Providers
- Universal Precautions - Initial Requirement for New Providers

RN NURSING SERVICES

NURSING DELEGATION

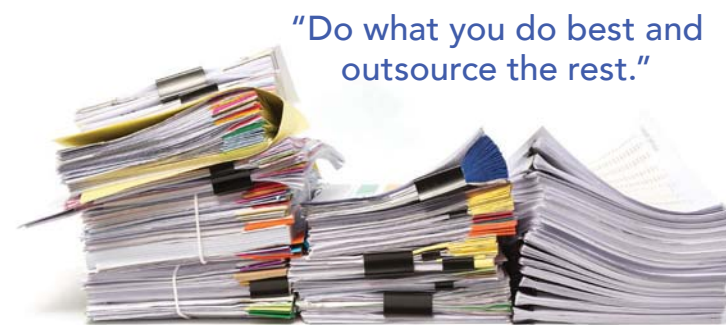
Conduct and analyze assessments, plan and evaluate nursing care including delegation.

SUPERVISOR OF NURSING

- Review documentation, conduct in-services/training, consult with physicians as needed, and other duties as requested by the Provider
- Supervision of nursing practice for LPNs

ON-CALL SERVICES

A Registered Nurse can be on call to assist/advise Provider staff as needed.





OUR PROMISE

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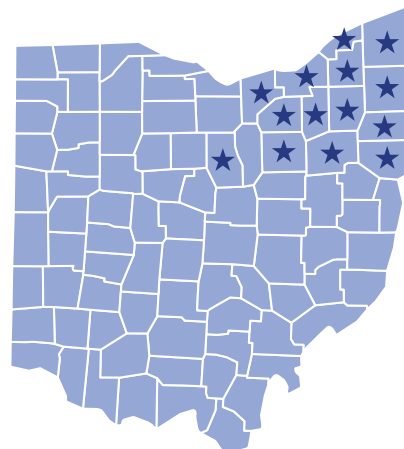


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NURSING SERVICES



www.neoncog.org

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NURSING DELEGATION — ASSESSMENT

The following services are performed by a Registered Nurse:

- Complete an assessment to determine that the physical health of an individual is appropriate for nursing delegation
- Evaluate the ability of unlicensed personnel to perform the delegated task
- Verify that unlicensed personnel have successfully completed prerequisite training, and observe a return demonstration of a delegated task performed by unlicensed personnel
- Complete required documentation for Nursing Delegation Assessment



CONSULTATION

The following services are performed by a Registered Nurse:

- Develop and implement a delegation plan
- Verify medications and treatments ordered by physicians
- Create or modify individual-specific instructions for performing delegated nursing tasks
- Identify expected outcomes of delegated nursing tasks
- Identify possible side effects of prescribed medication being administered under nursing delegation

- Provide instructions for documenting when a delegated task is completed or omitted
- Confirm medications/supplies necessary for the delegated tasks are available in the service setting
- Complete delegation-related documentation such as medication administration records
- Evaluate progress of nursing delegation
- Consult with the individual receiving services, physicians, or unlicensed personnel performing delegated nursing tasks via in-person contact, telephone calls, teleconferencing, videoconferencing, or other means
- Review delegation-related documentation such as medication administration records, progress notes, physician's orders, or hospital discharge records
- Complete required documentation for Nursing Delegation Consultation

SUPERVISOR OF NURSING

- Review documentation, conduct in-services/ training, consult with physicians as needed, and other duties as requested by the Provider
- NEON provides supervision of nursing practice for LPNs

ON-CALL SERVICES

A Registered Nurse can be on call to assist/ advise Provider staff as needed.



RED CROSS CPR / FIRST AID / AED TRAINING

NEON will provide the training and track expiration dates for employees.

MEDICATION ADMINISTRATION TRAINING

NEON will provide training to qualified DD Personnel to perform Medication Administration and Health Related Activities.

NEON will track med cert expiration dates.

- **Medication Certification 1 Training**
Administer oral and topical medications and performance of Health Related Activities
- **Medication Certification 2 Training**
Delivery of nutrition and/or prescribed medication through gastrostomy or jejunostomy tubes, if the tubes being used are stable and labeled
- **Medication Certification 3 Training**
Administer prescribed insulin by subcutaneous injection, inhalation, and insulin pump and prescribed medication for the treatment of metabolic glycemic disorders through subcutaneous injection
- **Re-Certification 1, 2 and 3 Trainings**



Contact us today
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