



Ohio Provider Resource Association



# BUSINESS 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%)**

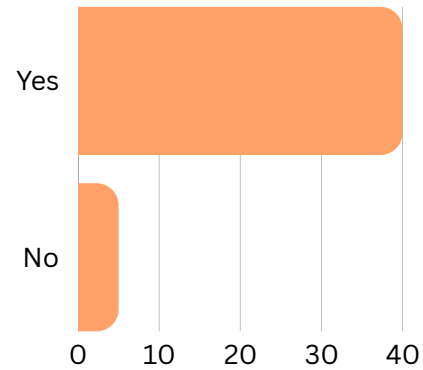
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Percentage of respondents who recommend the software

- 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

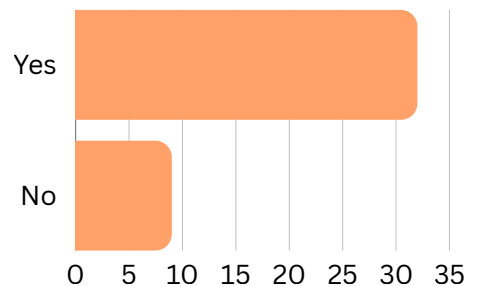
### Vertex/Dura (1)

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

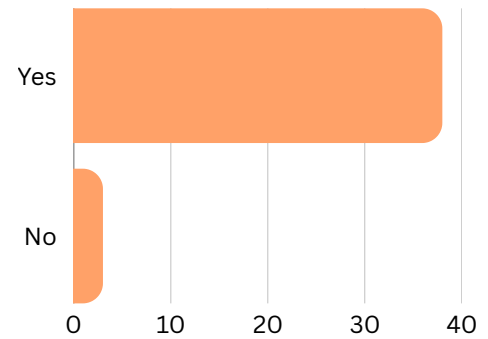
## **Payclock (1)**

**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

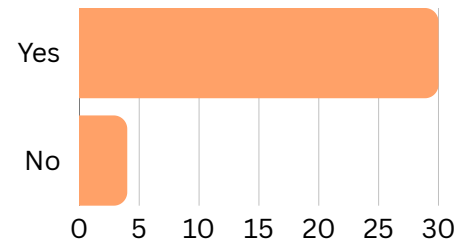
### Oracle Netsuite (1)

**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

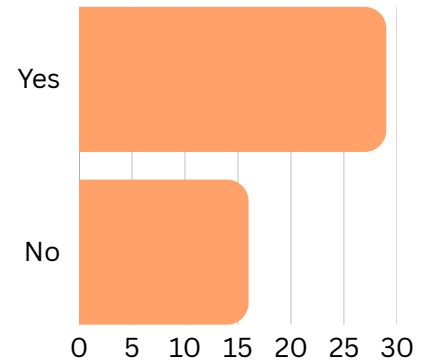
## Asure (1)

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

## Amplify HR

**Jim Westlake**- LIFE, Inc.

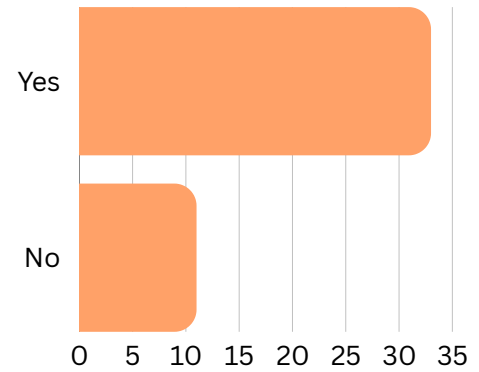
# Does your organization use electronic health records software?



## Other responses: MITC

<p><b>Brittco (8)(63%)</b>  <u>George Paroz</u>- United Network Alliance  <u>Jennifer Krach</u>- Assured Health  <u>Sara Tondra</u>- Onebridge Support Services  <u>Rachel Moore</u>- Work Leads to Independence  <u>Lisa Reed</u> and <u>Kim Green</u>- RHDD  <u>Morgan Guisinger</u>- PerCo</p>	<p><b>Primary Solutions (14) (92%)</b>  <u>Chris Wolf</u> and <u>Kelly Freeman</u>- I Am Boundless  <u>Jean Turner</u> and <u>Jim Westlake</u>- LIFE, Inc.  <u>Rachel Zidaroff</u>- United Rehabilitation Services  <u>Beth Devitt</u> and <u>Alan Zimmerman</u>- The Workshops Inc.</p>
<p><b>AccelTrax (1)</b>  <u>Doug Thompson</u> and <u>Dan Cochran</u>- Choices in Community Living</p>	<p><b>SETWorks (1)</b>  <u>Linsey Hollingshead</u>- Partners in Employment, Inc.</p>
<p><b>Carasolva (3)</b>  <u>Scott DeLong</u> and <u>Rachel Yoder</u>- CRSI  <u>Seth Walker</u> and <u>Sue Reynolds</u>- Threshold Residential Services  <u>Jennifer Cox</u> and <u>Sam Jess</u>- The Epilepsy Center of NWO</p>	<p><b>iCareManager (2)</b>  <u>John Keverkamp</u> and <u>Shannon Ritchie</u>- Hattie Larlham  <u>Shayla Becze</u>- Advancing Abilities/Scioto Trails</p>
<p><b>ICANotes (1)</b>  <u>Jim Steffey</u>- Envision</p>	<p><b>Caresuite (1)</b>  <u>Nicole Fox</u>- Echoing Hills</p>
<p><b>TenEleven (1)</b>  <u>Heather Fegan</u> and <u>Jimmy Mam</u>- Alvis, Inc.</p>	<p><b>Provider-Developed System (1)</b>  <u>John Schwartz</u> and <u>Haven Helmstetter</u>- CLI</p>
<p><b>CaseWorthy (1)</b>  <u>*Tiffany Martin</u>- Goodwill Columbus</p>	<p><b>Simplemar (1)</b>  <u>Justin Doepker</u>- Heinzerling Community</p>

# 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

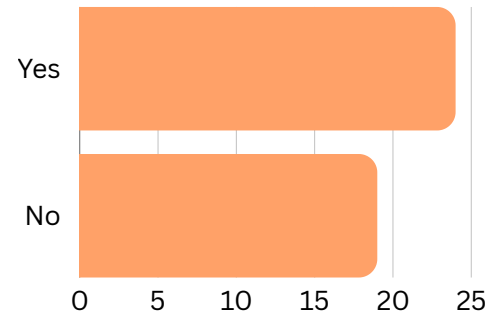
### SETWorks

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

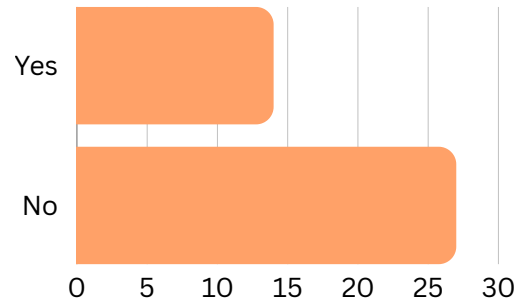
## SkillPath (1)

**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)**

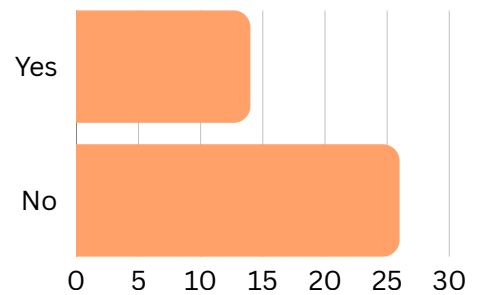
**John Keverkamp** and **Michele Layman**- Hattie Larlham

**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)**

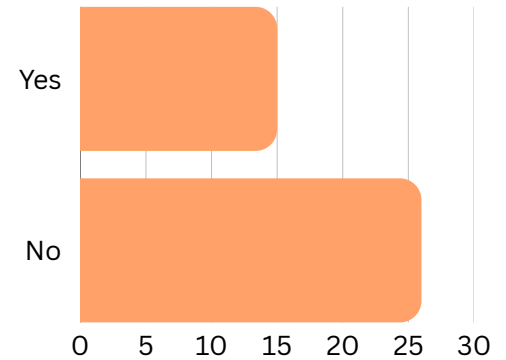
**Chris Wolf**- I Am Boundless

**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.