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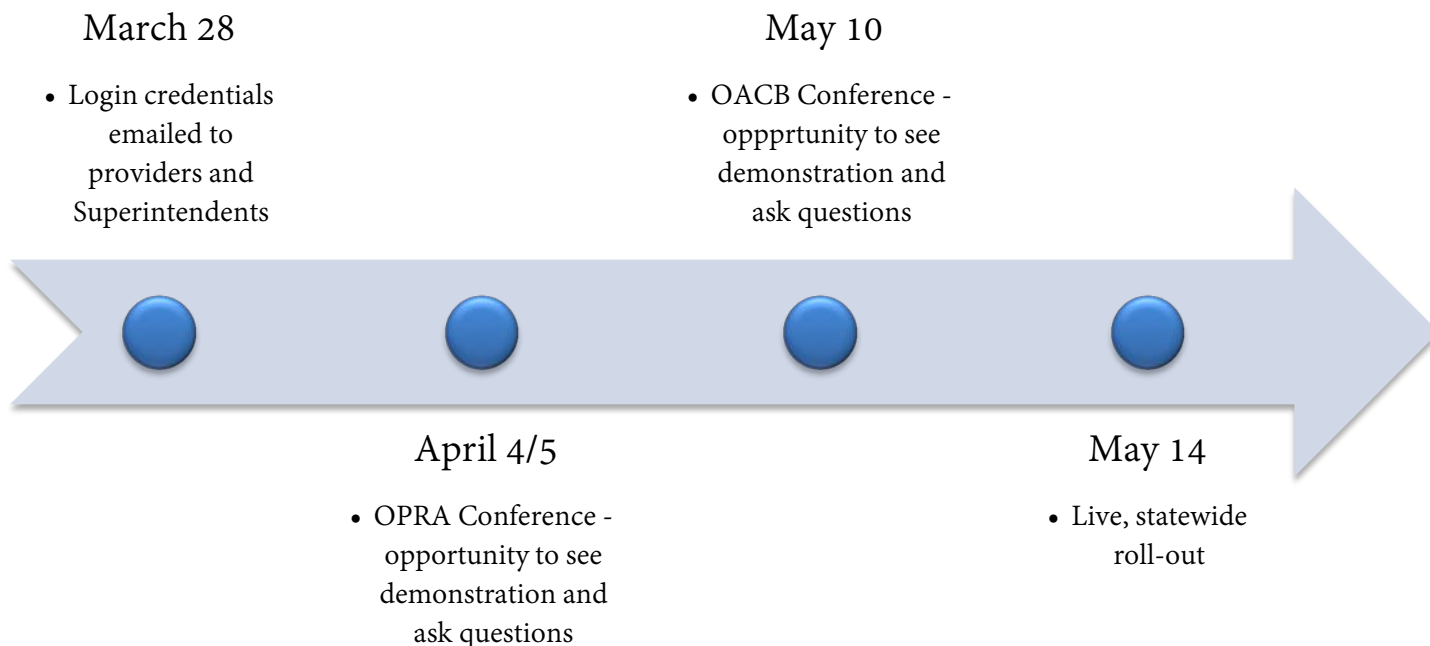
Included in this packet:
- Timeline for roll-out
- What to expect – Providers
- What to expect – Superintendents
- Helpful Resources
- ProviderGuidePlus User Guide
- Marketing Materials – postcards and letters (separate Word documents)

Sponsored by:

Timeline for roll-out:

March 28

- Login credentials emailed to providers and Superintendents

May 10

- OACB Conference - oppprtunity to see demonstration and ask questions

April 4/5

- OPRA Conference - opportunity to see demonstration and ask questions

May 14

- Live, statewide 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

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

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

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

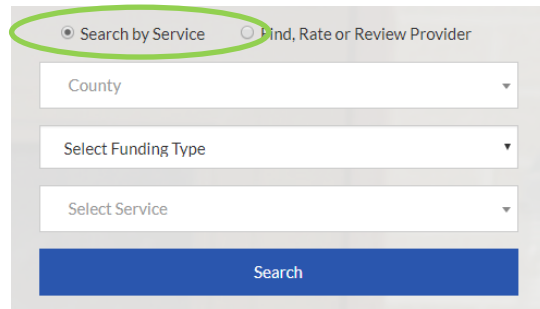Rate • Review • Realize the Value

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.
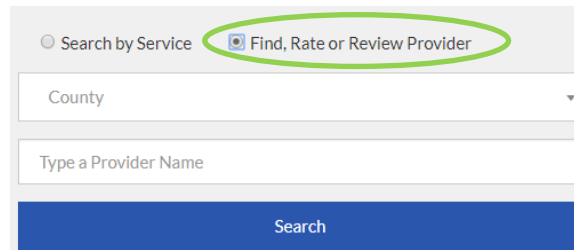
Searching for a Provider

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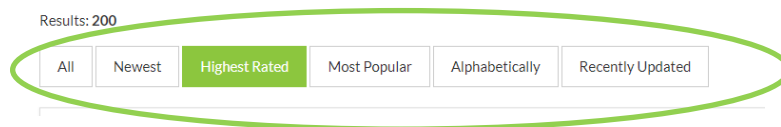
2) The user can search for a specific provider by entering the county name and the provider name.

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:

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.
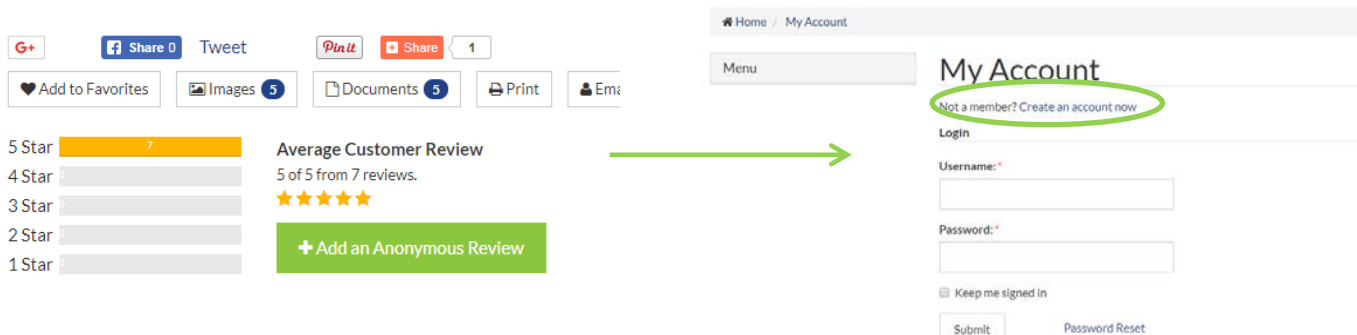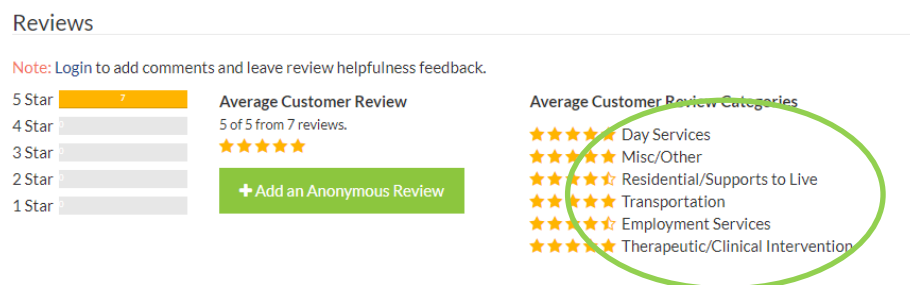

Other Locations

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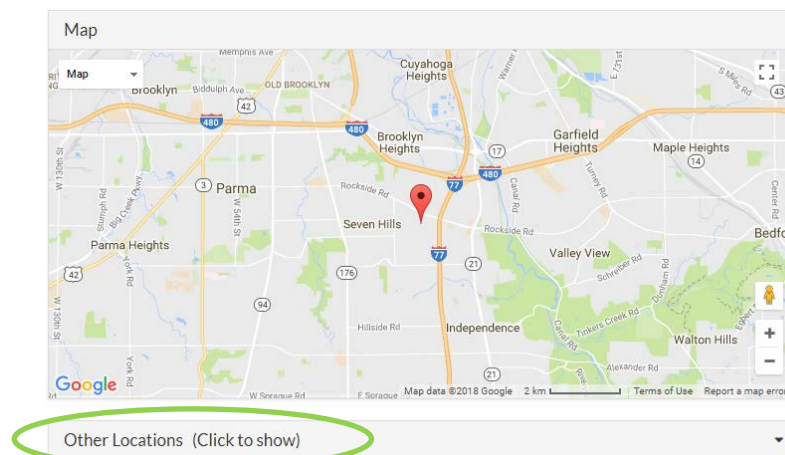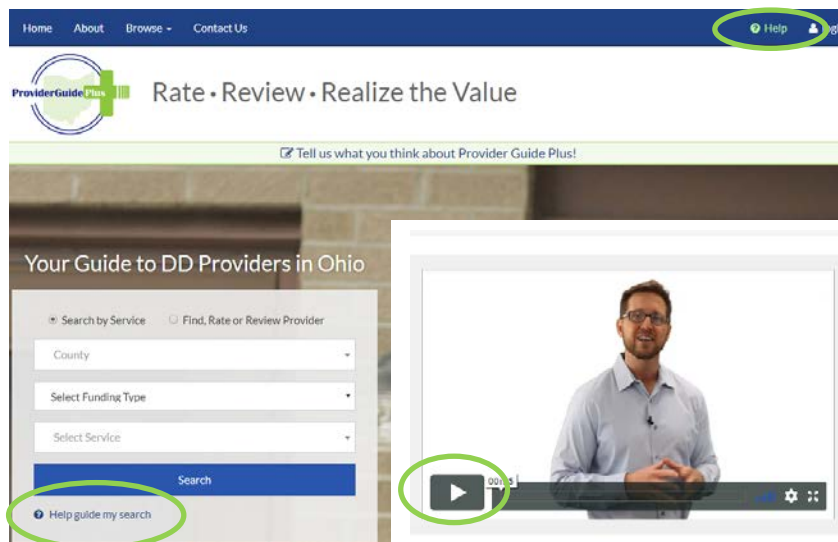

Provider Ratings:

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
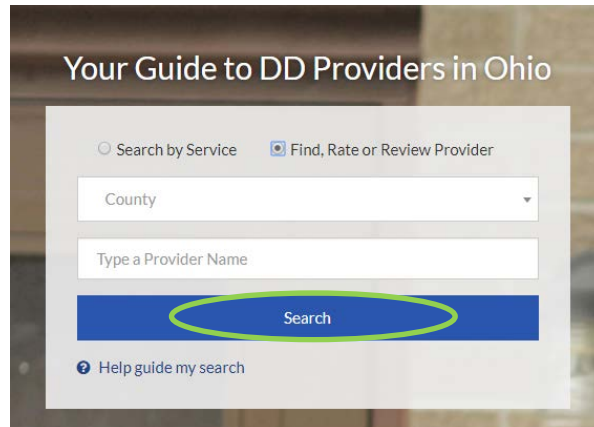
The user can click on the "login" button to create a user account for the first time or to login to an account that has already been created.
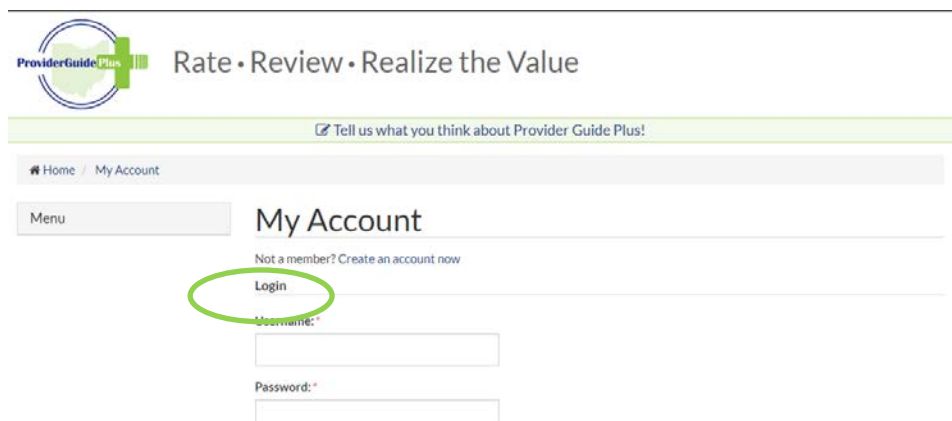
Another way to create an account is to select a provider, click "add anonymous review," and the website will direct the user to create an account.
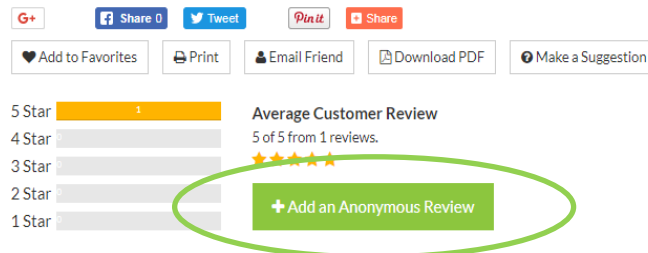
Find, Rate, or Review

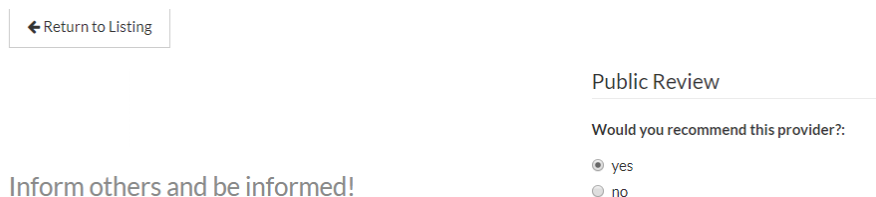After logging in, the user can return to the home page to search for a provider that they would like to review.

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.

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.
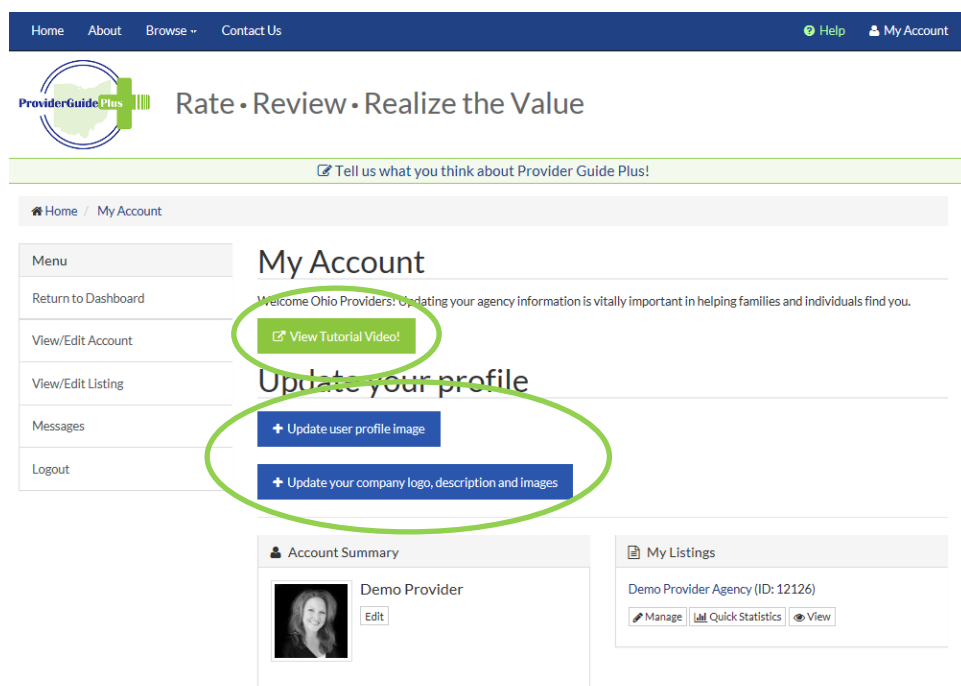
Providers

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.

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.

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.

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.