



Welcome to the Ohio Web-Based Tools

OVERVIEW

Through a Competitive Leadership Grant awarded by the Centers for Medicare & Medicaid Services to the Ohio SHIP program (OSHIIP) in April of 2005, OSHIIP and the Health Assistance Partnership (HAP), a nonprofit organization dedicated to supporting the SHIP network, partnered on the development of a series of Web-Based Collaborative Tools. These tools help OSHIIP better serve the Medicare beneficiaries in their communities by promoting the flow of communication between OSHIIP staff, volunteers and the general public, better organizing volunteer efforts within their local communities and providing a virtual 'jumping off point' for everything related to the OSHIIP program.

The goal of the Collaborative Tools is two-fold: to provide SHIPs with a branded web portal that is a central reference point for SHIP activities while offering volunteers their own 'space' or intranet that connects them to other aspects of the SHIP program.

Web Portal

This provides the virtual 'jumping off point' or central point of reference for anything to do with a SHIP program such as what the SHIP program is, how it is administered or information about finding a local SHIP office. Branded with the look and feel of the SHIP program, in this case, OSHIIP, this virtual space is designed for use by two types of audiences; the general public and SHIP staff and volunteers.

It is important for SHIP programs to establish a web presence because they are the trusted resource for Medicare information in their communities. The web portal provides SHIPs a means to explain what the SHIP program is, where to go for more information and what SHIP activities are occurring. The content on the web portal is easily changed which means that as new information becomes available, it is easily uploaded and accessible to different audiences via the Web Portal. In this way, SHIP programs can point the general public and volunteers alike to one central location where they can access items that may be of interest to them.

Volunteer Intranet

While the public portion of the web portal contains SHIP information for a general audience, there is a space for volunteers and SHIP staff to log in to access information specific to their participation in the SHIP program. As funded through the Competitive Leadership Grant, the volunteer intranet contains three modules at present: resources, an interactive calendar and a volunteer database.

In addition, under a grant from The Atlantic Philanthropies, HAP integrated its eNPR Service, Electronic National Performance Reporting, into the volunteer intranet of the Collaborative Tools to assist in measuring the success of Ohio's Competitive Grant. HAP's eNPR Service is a web-based reporting tool designed to capture the information necessary for SHIPs to satisfy their National Performance Reporting requirements set forth by CMS.

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To maximize the potential to meet ongoing SHIP needs, the volunteer intranet and subsequent Collaborative Tools are designed to accommodate technology modules such as HAP's eNPR Service, Iowa's Online Recertification System or others yet to be developed. These modules are not necessary for the volunteer intranet to work properly, but instead are enhancements that SHIP programs can select if they so choose.

- **Resources**

The volunteer intranet provides SHIP staff and volunteers the ability to post recommended resources to support the provision of SHIP services. It also allows for flexibility in providing and accessing those resources. For example, the resources a local program posts are only accessible to those volunteers and staff within that organization. However, state SHIP staff have the ability to publish resources accessible to all SHIP program participants statewide.

- **Interactive Calendar**

The volunteer intranet provides a calendar to post information about SHIP sponsored outreach events and trainings at the state and local level. Once an event is posted, it will show up on the volunteer's calendar after they have logged into the intranet. When entering an event that is open to the general public, it can also be posted to a public calendar that can be seen from the public portion of the web portal. The calendar function accommodates multiple views such as displaying all events, specific topical events, events in a particular county, or events hosted by a particular organization. In this way, it promotes coordination of outreach activities between state and local SHIP programs while also providing the general public with ways to access events based on geographic area or by organizational preference.

- **Volunteer Database**

To manage SHIP volunteers, a web-based volunteer database is included in the volunteer intranet. This allows SHIP staff and volunteers to view and update information relevant to them and their organizations without having to contact the SHIP state office. Because the Collaborative Tools are role-based with different access privileges, volunteer information is only available to appropriate people based on an administrator's oversight. This serves to protect the integrity of the information as well as the privacy of volunteers.

- **HAP's eNPR Service**

Through its integration into the volunteer intranet of the Collaborative Tools, volunteers and staff can complete their client contact forms, record their outreach events and view reports on SHIP program activities in the same place that they update volunteer information, check the calendar for SHIP events, browse program news items and review recommended SHIP resources. Please refer to the eNPR Flyer for more details.

For more information on the Collaborative Tools, please contact: Gretchen Margraf, Director of OSHIIP, 614.644.3399 or Rachel Gussett-Williams, Director Natl Technology Initiatives, 202.737.6340 RGWilliams@hapnetwork.org

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