



Department of Developmental Disabilities
Division of Information Technology Services

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Onboarding Guide for County Boards



A STEP-BY-STEP GUIDE TO ONBOARD
YOUR COUNTY BOARD WITH OHIOISP
ONLINE

Agency Name:



CONTENTS


Before You Begin	2
What is OhioISP	2
Training & Support	3
Agency Self-Assessment.....	4
Ensure Access to DODD Applications	5
SSAs and SSA Supervisory Staff	5
SSA Supervisory Staff	6
Onboarding OhioISP Online	7
Tips to Prepare for Onboarding	7
OhioISP How-To Resources	7
Onboarding Support	7
OhioISP Online – Onboarding Planning worksheet (Optional)	8



BEFORE YOU BEGIN

What is OhioISP


- **OhioISP Easy Explanation** – [Download full document](#)



The OhioISP places the needs of the person receiving services in the center of the planning process. The person leads the planning process by making choices, setting goals, and deciding how they want to live their life.


Why OhioISP?

- One plan for all of Ohio.
- Designed for you.
- Direct ISP access and sharing.
- Easy to understand.




What is the new OhioISP?

- Single plan.
- Covers the supports you need.
- A plan for your ideal life.
- Real time changes.
- Paper [version](#) available now.



How will it affect me?

- Access and ask questions about your plan.
- Move locations without changing where to find your information.
- One team.
- Less meetings.
- Easily contact your team.
- More questions answered.





- **OhioISP Paper Version** – [Download document](#)
- **OhioISP Overview Training Video** – [Register here and watch the recording](#)

Training & Support

- **All SSAs need to complete OhioISP training parts 1-3 prior to onboarding** – These trainings may be completed in either, or a combination, of the following ways:
 - **MyLearning** – Will receive CPDs individually
 - **OhioISP Website** – Document completion using [OhioISP Group Training Attendance Verification Form](#) and maintain for your records
- **SSAs should attend monthly [regional support gatherings and office hours](#) to discuss OhioISP and other trending topics** – The Gatherings are intended to build confidence, competence, and connections for QIDPs and SSAs.
 - SSAs can watch [previous regional support gatherings](#) in preparation as well



Agency Self-Assessment

Consider the following tasks as you develop a timeline and plan for implementation and onboarding – This is meant to provide your agency with a place to start and is certainly not all-inclusive list of activities. This [self-assessment](#) is meant for your agency's use only. DODD will not be requesting this information.

- Evaluate current team process, does it include:
 - Necessary people?
 - Appropriate places?
 - Quality conversations?
 - Accurate priorities?

- Evaluate current processes, procedures, and associated documents to determine what is/is not required or adding value as it relates to:
 - Ongoing Team Process
 - Assessment
 - Planning
 - Monitoring
 - Revision

- Evaluate current (or develop/implement) processes that support learning, quality, and the new approach to assessment, planning, monitoring, and revision. Consider:
 - Peer, team, and/or supervisor reviews
 - Scheduled quality assurance reviews

- Identify current strengths and challenges, both individually and as groups, across your agency.
 - Consider training, learning, mentoring, and connect to internal and external resources.
 - Discover and challenge thinking and culture that will prevent successful adoption of OhioISP.



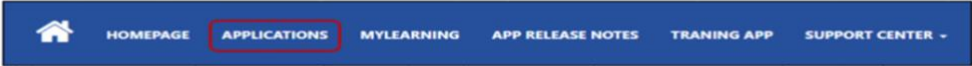
ENSURE ACCESS TO DODD APPLICATIONS

SSAs and SSA Supervisory Staff

Employees who develop and review OhioISP assessments and plans (SSAs and SSA Supervisory Staff) must ensure access to OhioISP Online:

- **Do you already have a DODD account?**
 - **Yes:**
 - Login to DODD Applications via <https://dodd.ohio.gov/> and click the silhouette in the upper right corner.
 - Enter **OH|ID(Username)** and **Password** and click **Log in**.
 - **Not sure:**
 - Have you ever logged in to **My Learning**? If so, you should be able to use those login credentials.
 - If you are still unsure, please contact the **ITS Call Center at 1.800.617.6733, option 4**.
 - **No:** If you are certain that you do not have an OH|ID account, create one by clicking the **Create Account** button and subscribe to **My DODD** applications. [Follow this link for instructions](#).
- **Once logged in, use [this guide](#) to ensure correct roles and access in Support Center** – Once the correct roles have been confirmed, complete the following steps to access OhioISP Online:

4. Click **APPLICATIONS** on the blue navigation bar.




5. Select the **OhioISP** application tile in the **APPLICATIONS** dropdown menu.

6. Select the appropriate button:

- ICF: **I am a Provider, Individual, Family Member, Guardian, Delegator, QIDP**
- DC: **I am a County Board, COG, or DC**

7. Click **ODX**.



Step 5 **Step 6** **Step 7**



- **Were you able to make it into the OhioISP Online system after following the instructions?**
 - **Yes:** You're all done for now!
 - **No:** If you have worked your way through the instructions and were not successful, select from the following options:
 - Join a [Live Help Session](#)
 - Contact the ITS Call Center at 800.617.6733, option 4



Is your CB planning to use DODD's free system, OhioISP Online?

- **Yes:** Go ahead and move on to the next step.
- **No:** If your CB will be using a third-party system to complete OhioISPs, you do not need to complete the next step of assigning SSAs to individuals.

SSA Supervisory Staff

- Assign SSAs to individuals using [this guide](#).



ONBOARDING OHIOISP ONLINE

Tips to Prepare for Onboarding

How to prepare for completing an OhioISP in the online system:

- Select an individual to complete an OhioISP
 - OhioISP assessments may be started at any time and can be kept in draft. This allows SSAs to begin the discovery assessment far in advance to avoid long meetings with the person and their team.
 - Consider plan start dates, but the schedule does not have to be based solely on this factor.
- Individual information that will be helpful as you complete the OhioISP in the online system:
 - Names and contact information for team members (including emails)
 - Work you have completed on the OhioISP – Paper Version
 - Electronic image of the person
 - Span dates (start and end date for the individual’s new OhioISP)

OhioISP How-To Resources

- [OhioISP Online SSA & QIDP Dashboard User Guide](#)
- [Ohio ISP Online SSA and QIDP Tip Sheet](#)
- [OhioISP Online "How-To" Playlist](#) – SSAs and other CB employees may select from the playlist. Each video is three minutes or less.

Onboarding Support

There are several ways to receive support as you are onboarding:

- Visit our [OhioISP website](#) or email us at ohioisp@dodd.ohio.gov
- **Contact your third-party vendor (as applicable) for any questions related to the systems they have developed** – If using a third-party vendor, OhioISPs will be developed in their systems and then will transmit to DODD's system
- **Attend a regional support gathering** – SSAs and other CB staff may join monthly [regional support gatherings](#) and office hours to ask questions
- Contact the ITS Call Center at 800.617.6733, option 4



OHIOISP ONLINE – ONBOARDING PLANNING WORKSHEET (OPTIONAL)

- **Keep in mind the following dates:**
 - All agencies must begin using OhioISP by September 1, 2022.
 - All agencies must have plans completed in OhioISP by September 1, 2023. *Note: DODD will not issue any citations related to the implementation of the OhioISP until January of 2024.*

- **Select the online system your agency will use to develop OhioISPs and select an onboarding date:**
 - **OhioISP Online** – DODD's free online system
 - Onboarding date: (Enter Date)
 - **OhioISP Online via a third-party vendor** – Input OhioISPs into a vendor's system, which will transmit to OhioISP Online
 - If you select this option, email the DODD ITS Call Center at ITSCallCenter@dodd.ohio.gov to get started with the required process
 - Discuss an onboarding date with your third-party vendor: (Enter Date)

- **Develop a timeline for onboarding**

Agency Name:		
Activity	Completion Date	Notes
Pre-Onboarding Planning		
Ensure Access		
Assign Individuals to SSAs		
Onboarding		



- **Develop a plan for communication with individuals, families, and other stakeholders about when you will onboard the OhioISP** – Share information and resources included in the onboarding packet.

- **Develop a list of SSAs, individuals, and other important team members** – Determine a date in which each individual will have a completed OhioISP.

Individual's Name	Individual Email	Assigned SSA	Waiver Type/Span Date	Guardian Name/Email	OhioISP Completion Date

Add more rows as needed by hovering on the left side of the last row and clicking the + sign.



- **Develop a list of all employees, roles needed, and user information to ensure proper access in OhioISP Online** – Completing this table allows for ensuring employees accounts are set up properly. Reference the [OhioISP County Board Access and Roles Guide](#) to determine which roles will be needed for employees to have for the OhioISP online. This section may also be provided to DODD IT Support Team, if any issues arise while preparing to onboard, as requested.

Employee Name	Employee Email	Working Title	Role(s) needed	OH/ID Username

Add more rows as needed by hovering on the left side of the last row and clicking the + sign.