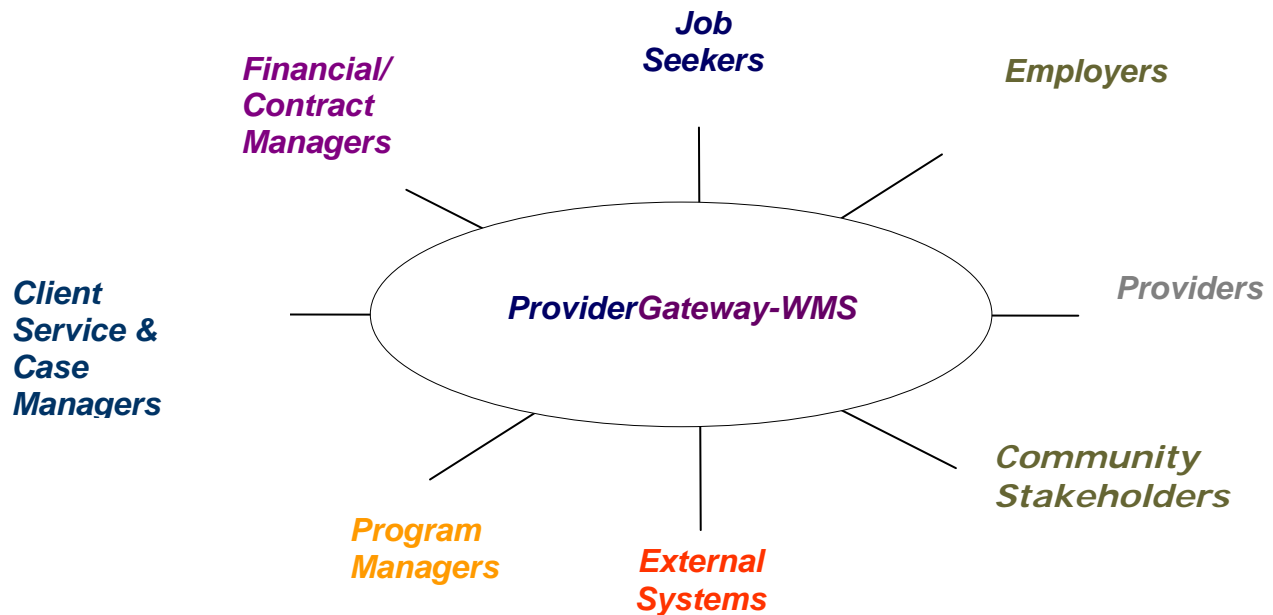


Tracking Services, Client Outcomes  
and Program Funds in  
Workforce and Employment Programs



2005

## ProviderGateway™ - Coordinates Client, Employer, and Provider Services for Workforce Development Agencies



### BENEFITS

- Helps Employers Match Qualified Candidates On-Line
- Supports Links to Labor Market Information
- Supports Job Seekers With Unassisted, Self-Service
- Connects Job Seekers, Job Developers and Employers On-Line
- Enables Efficient Tracking of Client Activity
- Accurately Tracks Service Charges To Funding Sources
- A complete One-Stop Management System
- Reports On All Data for the Workforce Investment Act (WIA), ensuring compliance and accountability.

For more information, contact Demo Solaru at (216) 592-2512. Look us up at [www.ProviderGateway.Com](http://www.ProviderGateway.Com), or email [info@providergateway.com](mailto:info@providergateway.com).

## Tracking Services, Client Outcomes And Program Funds

### The Problem

Achieving the goals of Workforce Development agency – to get more people into the workforce – is accomplished via a combination of in-house and outsourced contracted Provider services. Every step of the way, program and fiscal managers need to track accountability for funds and compliance with program requirements. Keeping track of services authorized, individual training or service accounts, outcomes achieved, job placements, costs and funding sources on a reliable and regular basis can be very paper-intensive, tedious, time consuming and error-prone.

### The Solution

**ProviderGateway:** A robust, web-based *Provider Network Management System* designed for Health and Human Services, which tracks costs, outcomes and job placements while agencies collaborate with their partners in one seamlessly integrated, on-line environment. ProviderGateway helps Workforce Development agencies to:

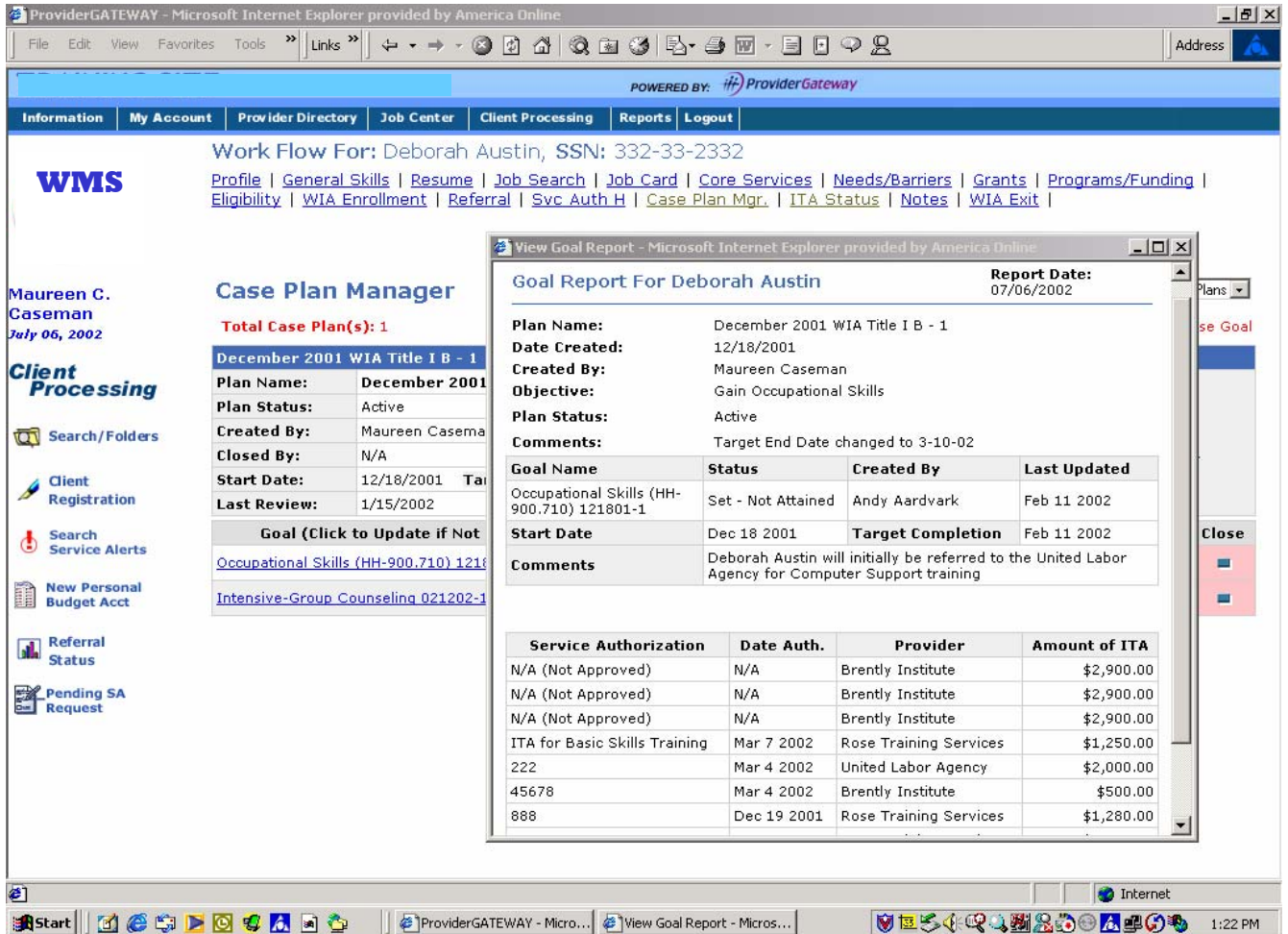
- Track job placement, service outcomes and total cost of services on an individual client or aggregate basis
- Monitor provider contract utilization in order to prevent overspending, or identify under-spending early in the program year or period
- Undertake and expand case management capabilities to improve service coordination between providers and client service professionals on a real time basis
- Decrease paperwork associated with provider referrals, service authorization, invoicing, charge processing and post service audits
- Create a complete and detailed audit trail of every transaction associated with Client services in one or multiple programs
- Interface with internal accounting / payment systems and other legacy systems.

### How it works

With ProviderGateway, agencies need only a browser and password access control to engage all members of their network. ProviderGateway allows user classes that include Financial Managers, Case Managers and Supervisors, Providers, Employers and Clients. Other classes can be defined based on an agency's specifications. ProviderGateway then supports day-to-day operations by:

1. Supporting on-line service referral delivery for multiple programs and providers
2. Tracking service authorizations based on program eligibility, case management, budget and contract parameters
3. Tracking service outcomes by program and service type

4. Maintaining contracted fee schedules and contract types (fee for service, performance based, cost reimbursement)
5. Reconciling funding source balances to services rendered.



The screenshot displays the ProviderGateway web application interface. The main page is titled "Case Plan Manager" and shows a "Total Case Plan(s): 1" for "December 2001 WIA Title I B - 1". A detailed view of the case plan is shown, including the plan name, status, created by, and start date. An embedded window titled "View Goal Report - Microsoft Internet Explorer provided by America Online" displays a "Goal Report For Deborah Austin" with a report date of 07/06/2002. The goal report includes a table of goals and a table of service authorizations.

Goal Name	Status	Created By	Last Updated
Occupational Skills (HH-900.710) 121801-1	Set - Not Attained	Andy Aardvark	Feb 11 2002

Service Authorization	Date Auth.	Provider	Amount of ITA
N/A (Not Approved)	N/A	Brently Institute	\$2,900.00
N/A (Not Approved)	N/A	Brently Institute	\$2,900.00
N/A (Not Approved)	N/A	Brently Institute	\$2,900.00
ITA for Basic Skills Training	Mar 7 2002	Rose Training Services	\$1,250.00
222	Mar 4 2002	United Labor Agency	\$2,000.00
45678	Mar 4 2002	Brently Institute	\$500.00
888	Dec 19 2001	Rose Training Services	\$1,280.00

## Results

In one integrated environment, up to the moment fiscal and program information is instantly available and current, ensuring better monitoring of clients receiving provider services. Case management and outcome information is shared between professional staff (with the proper authorization) for services provided to a client over an episode of care, a program year or on a historical basis. Fund administration problems such as exceeding budgets or under spending are prevented while account reconciliation to services rendered becomes automatic.

ProviderGateway presents a user-friendly environment to all classes of users, assuring an agreeable interface while maintaining the highest standard of integrity in programmatic and fiscal compliance.

**ProviderGateway configurations are available for WIA, Welfare-To-Work and other employment and training programs.**

## - Features -

---

### **Job Seeker Services**

ProviderGateway™ - WMS facilitates the job seekers process from resume preparation to matching jobs and submitting their qualifications to employers on-line. Job seekers are supported through easy-to-use features that help to:

- Create job matching preferences
- Build resumes on-line
- Browse listings of jobs by category
- Notify employers on availability
- Make job seeker available to labor pool for job developers and employment case managers

ProviderGateway™ - WMS is industry compatible, using the O\*NET database for its job classifications, and default job descriptions.

ProviderGateway™ - WMS maintains a directory of each provider's services, searchable by all users in the system. The directory, classified by type of service, allows users to review service descriptions, training services available, provider certifications, locations, slot availability, and eligibility requirements.

---

### **Client Tracking/ Case Management**

Client tracking features support the essential elements of the typical case management lifecycle, including:

- Intake
- Eligibility Determination
- Client Assessment
- Individual Training Accounts/ budgets
- Client Service Plan
- On-line Provider Referrals/ Service Authorization
- Client Progress Notes and Progress Reporting

Each professional who works directly with clients will have the best, most up-to date information about his or her client(s) through a central case notes repository

---

### **Employer Services**

ProviderGateway™ - WMS extends services to employers through a dedicated "Job Center" module which:

- Maintains employer's job listings-either posted by employers directly, or by agency personnel (for screening purposes)
- Enables a match on job seekers - resumes are viewed on-line
- Facilitate employer to job candidate communication allowing the employer to conveniently schedule interviews and request more information from the candidate

---

## **Labor Market Information**

ProviderGateway™ - WMS enables users access to labor market information links in the Information Center module and through interactive features in the Job Center module. ProviderGateway™ - WMS supports the links to premier job market resources such as America's Job Bank, ALMIS and other local links to get much needed information. These links provide access to job descriptions, job market information, prevailing wages, and comparisons by state. You can set up and update new links at anytime, in a few keystrokes!

---

## **Provider Services**

The system ensures that on-line client service reporting is tied to negotiated fee, applicable payment terms, and standard reporting classifications. Origin and time stamped transactions are maintained on-line for:

- Referrals
- Alerts/ case manager notification
- Service authorizations
- Confidential/shared progress notes
- Client charges by services rendered

---

## **Contract Management**

ProviderGateway™ - WMS removes the guesswork about service capacities, contract utilization, costs incurred on an ongoing basis, and outcomes reportable by client.

The contract management features of ProviderGateway™ - WMS enables the service and contract administrator(s) to have better control over the cost of services to a client, expenditure rates, and utilization rates for all services.

This capability includes:

- Strict access control for contract / accounting staff
- Ability to create fee, milestone, performance-based, and capitated contracts
- Independent tracking of funding sources
- Provider rates and contractually negotiated information (e.g., units of service)
- Up to the minute account status reports
- Interface to accounting systems
- Audit trails for contract amendments

---

## Information Center

The Information Center is the common location within ProviderGateway™ - WMS that assists the free-form exchange of program-specific information. It enables users to:

1. Publish information, categorized by specialty and type
2. Administer interactive surveys to providers, employers or clients
3. Gather and publish best practices information on WIA or other workforce development programs (local, national)
4. Administer feedback instruments to all or specific provider groups
5. Publish findings and results from information exchange activities
6. Link to Labor Market Sites and other websites

The Information Center provides a truly interactive “personality” in the network. It enables continuous two-way communication on topics and issues of interest within the community of users, and it fulfills the need to rapidly feel the pulse of users throughout the network.

---

## Reports

ProviderGateway™ - WMS simplifies reporting in two ways: (1) a limited set of on-line reports, and (2) data downloads in Excel, Access, and text formats for use with report writing tools. Standard reports include:

- Employment related / Job Postings
- Client Demographic Listings
- Referral Tracking Reports
- Outcome Report
- Provider Utilization
- Program expenditures

Off-line reports can be developed to satisfy your organization’s needs.

---

## Images/Paper Documents

Many pertinent pieces of information regarding a client are not in electronic form, such as signed documents, reports from providers or other Human Services Agencies, forms and other paper documents.

ProviderGateway™ WMS supports the attachment of documents, photos or any other material that can be scanned, making it possible to create a complete picture of client information. As with the rest of the WMS system, confidentiality is protected by system access rules that govern each type of transaction.

---

## Security and Confidentiality

ProviderGateway™ - WMS provides on-line access to partners, providers, employers, and clients on a 24-hour, web-accessible and security controlled basis. Access control is based on your organization's business rules. Features include:

- User Id and password control.
- Access controlled to data entry, printing, reporting, and downloading
- Features and modules are restricted to just those to which a user has access
- Workflow can be configured to reflect processing need by user category
- End-user (systems administrator) control of all user's security access

Externally, the system is protected by the most current protection mechanisms (secure socket layers, data encryption).

---

## The Technology

### Scalability:

ProviderGateway™ systems are built to be scalable. Based on a *three-tier architecture*, the system is scalable from as few as 50 users to over 1,000,000 users. The system is built using state-of-the-art, open platform software components.

### Client Interface

ProviderGateway™ - WMS uses the latest commercially available browsers (Netscape® 6.0+, Internet Explorer®5.0+), making access simple!

### Security

To ensure secure data transfer, your data resides behind firewalls, transactions are protected with Secure Socket Layer (SSL) encryption.

### Turnkey/ Hosting

To save our clients the costs and risks associated with implementation, ProviderGateway™ - WMS can host the application, thereby reducing or eliminating the need for servers, support personnel, transmission lines, and operating systems software.