

MinnesotaHelp.info Provider Portal (2011)



What is MinnesotaHelp.info®?

- Service of the MN Board on Aging on behalf of State of Minnesota
- 1999 legislative mandate for a long-term care database that grew into a larger initiative
- Online at www.minnesotahelp.info since 2003
- A Web-based means of finding information about health and human services in Minnesota



What's in MinnesotaHelp.info?

- More than 31,500 services
- Nearly 12,000 providers
- Over 22,500 locations
- Data is maintained regularly
 - Average age of the data is about half a year



Provider Portal

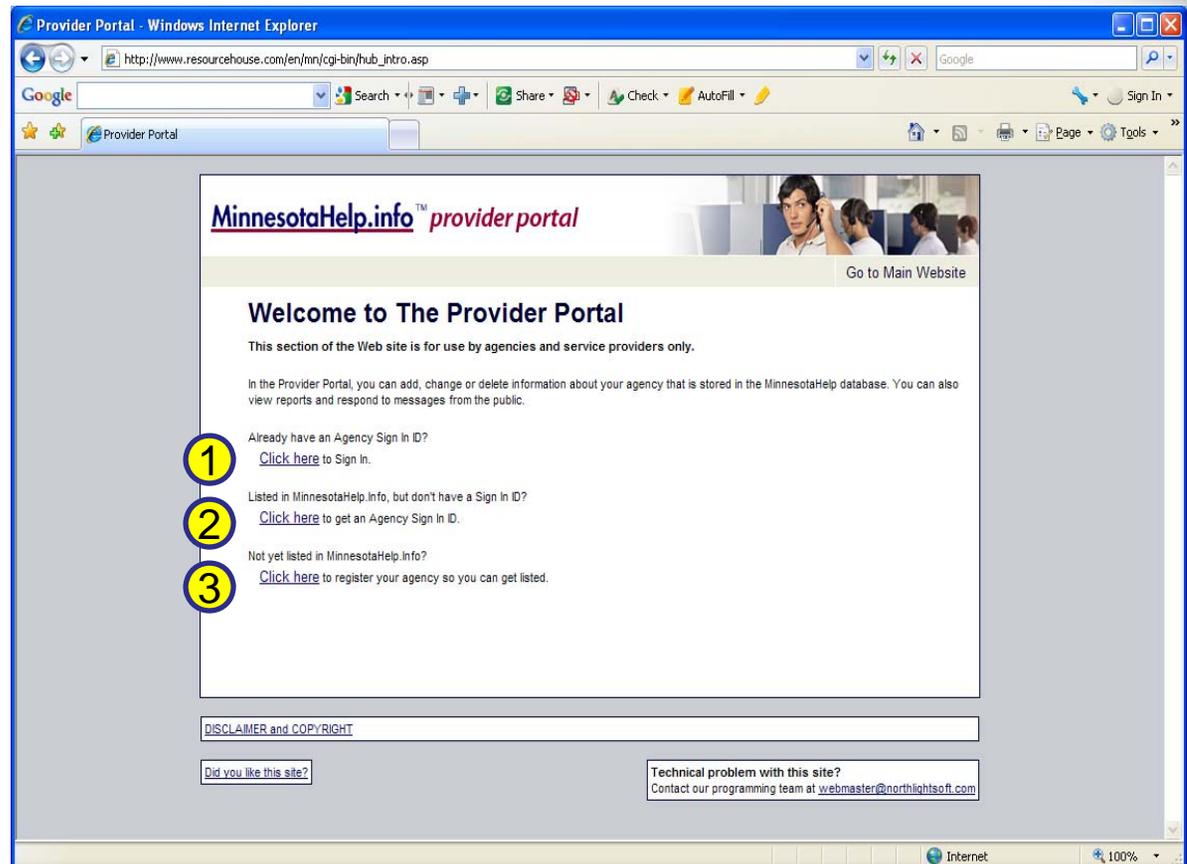
- Section of the Web site that is for use by agencies and service providers only
- Area where you can add, change or delete information about your agency that is stored in the MinnesotaHelp.info database
- Allows you to view reports about how often your information is viewed



Provider Portal Welcome Screen

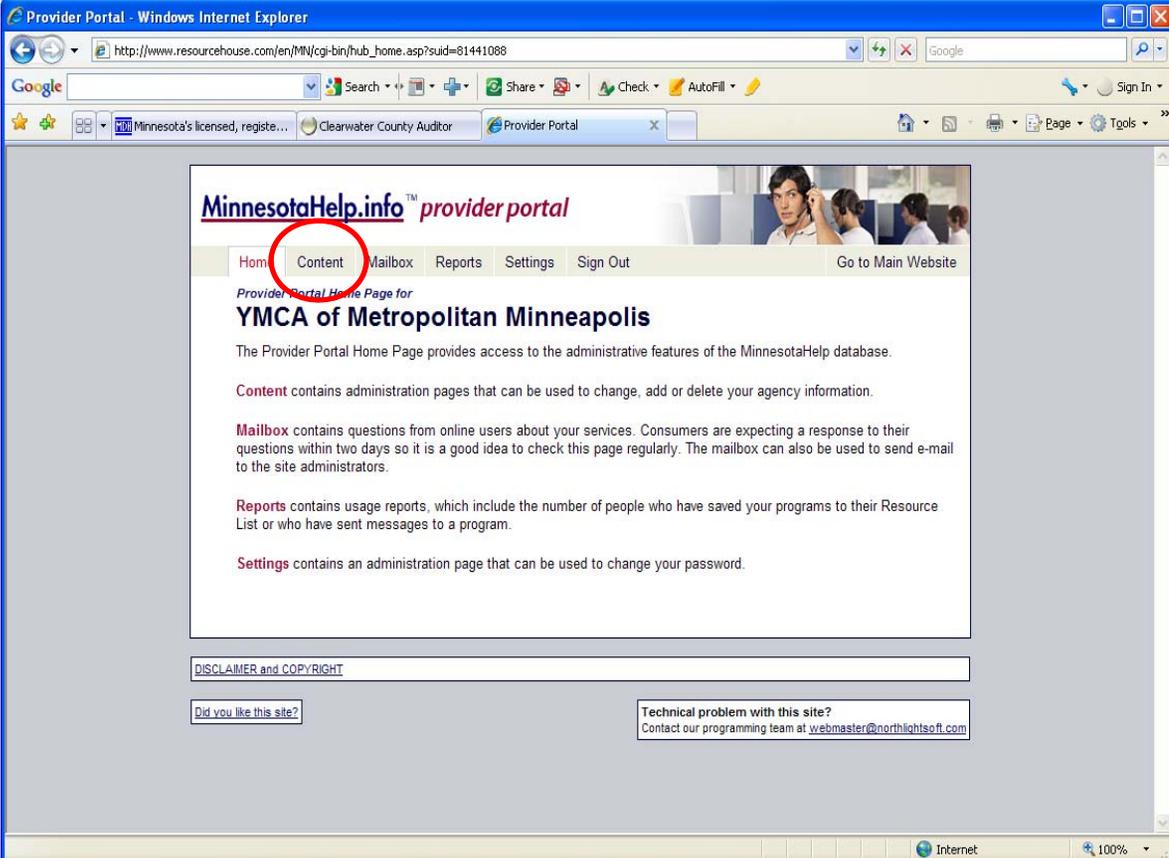
Three Main Actions:

1. Sign in as an existing agency
2. Request your password
3. Request to join MinnesotaHelp.info



Provider Portal's Home Page

- Offers brief explanations of the Provider Portal menu tabs



Provider Portal - Windows Internet Explorer

http://www.resourcehouse.com/en/MN/cgi-bin/hub_home.asp?uid=81441088

MinnesotaHelp.info™ provider portal

Home Content Mailbox Reports Settings Sign Out Go to Main Website

Provider Portal Home Page for
YMCA of Metropolitan Minneapolis

The Provider Portal Home Page provides access to the administrative features of the MinnesotaHelp database.

Content contains administration pages that can be used to change, add or delete your agency information.

Mailbox contains questions from online users about your services. Consumers are expecting a response to their questions within two days so it is a good idea to check this page regularly. The mailbox can also be used to send e-mail to the site administrators.

Reports contains usage reports, which include the number of people who have saved your programs to their Resource List or who have sent messages to a program.

Settings contains an administration page that can be used to change your password.

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[Did you like this site?](#)

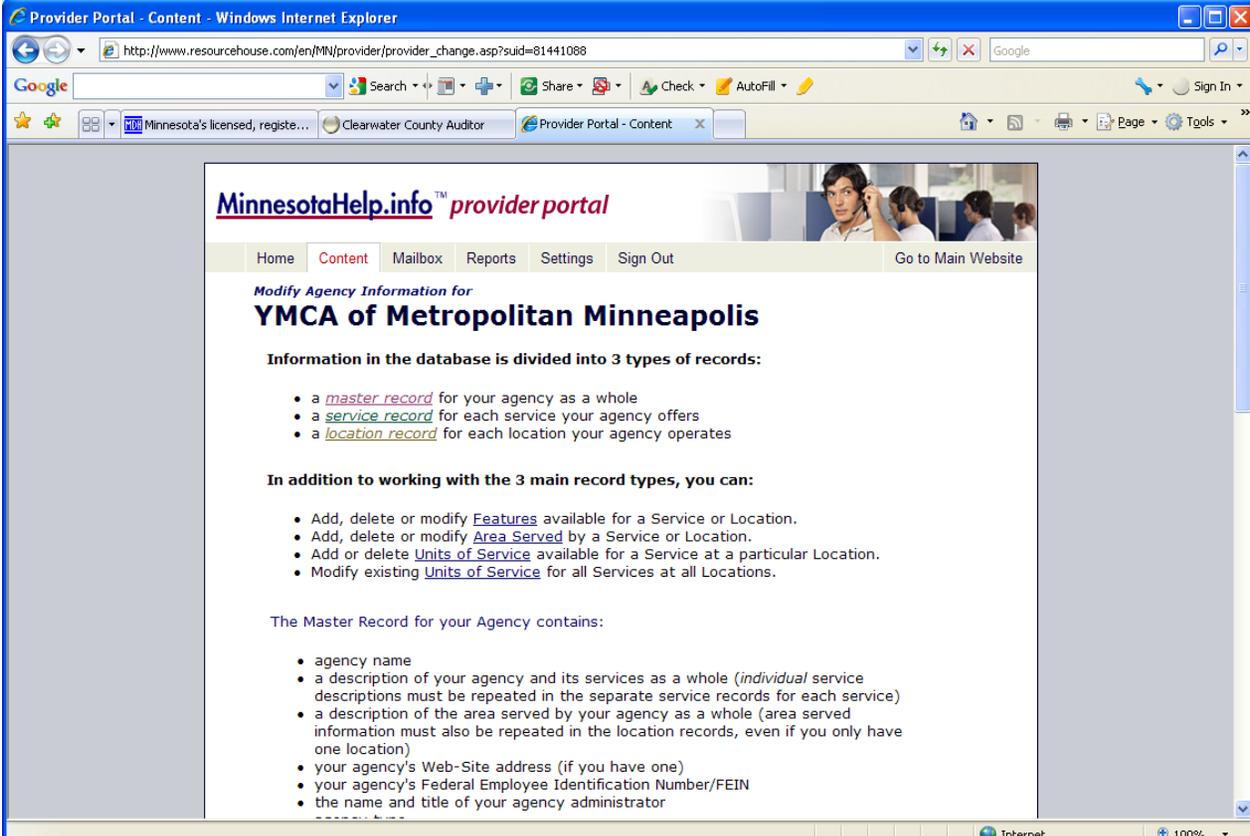
Technical problem with this site?
Contact our programming team at webmaster@northlightsoft.com



Content Tab

Update information on your agency:

- Master Record
- Service Record
- Location Record
- Features
- Area Served



Provider Portal - Content - Windows Internet Explorer

http://www.resourcehouse.com/en/MN/provider/provider_change.asp?suid=81441088

Minnesota's licensed, register... Clearwater County Auditor Provider Portal - Content

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Home **Content** Mailbox Reports Settings Sign Out Go to Main Website

Modify Agency Information for YMCA of Metropolitan Minneapolis

Information in the database is divided into 3 types of records:

- a [master record](#) for your agency as a whole
- a [service record](#) for each service your agency offers
- a [location record](#) for each location your agency operates

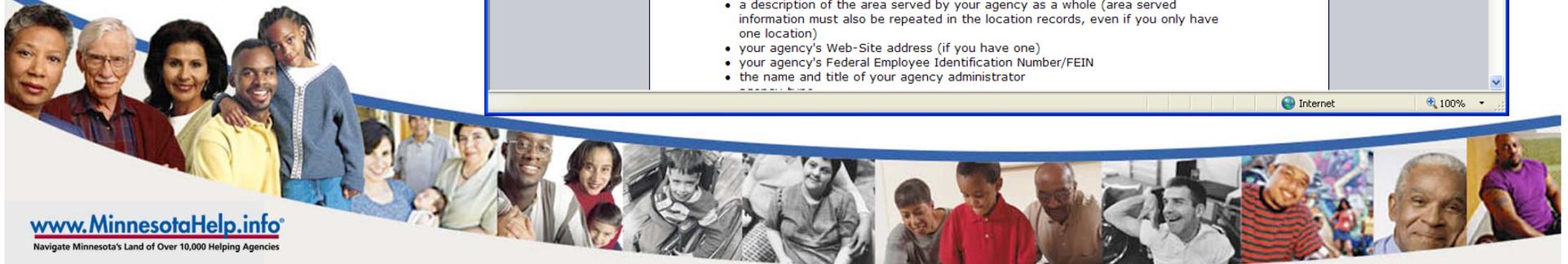
In addition to working with the 3 main record types, you can:

- Add, delete or modify [Features](#) available for a Service or Location.
- Add, delete or modify [Area Served](#) by a Service or Location.
- Add or delete [Units of Service](#) available for a Service at a particular Location.
- Modify existing [Units of Service](#) for all Services at all Locations.

The Master Record for your Agency contains:

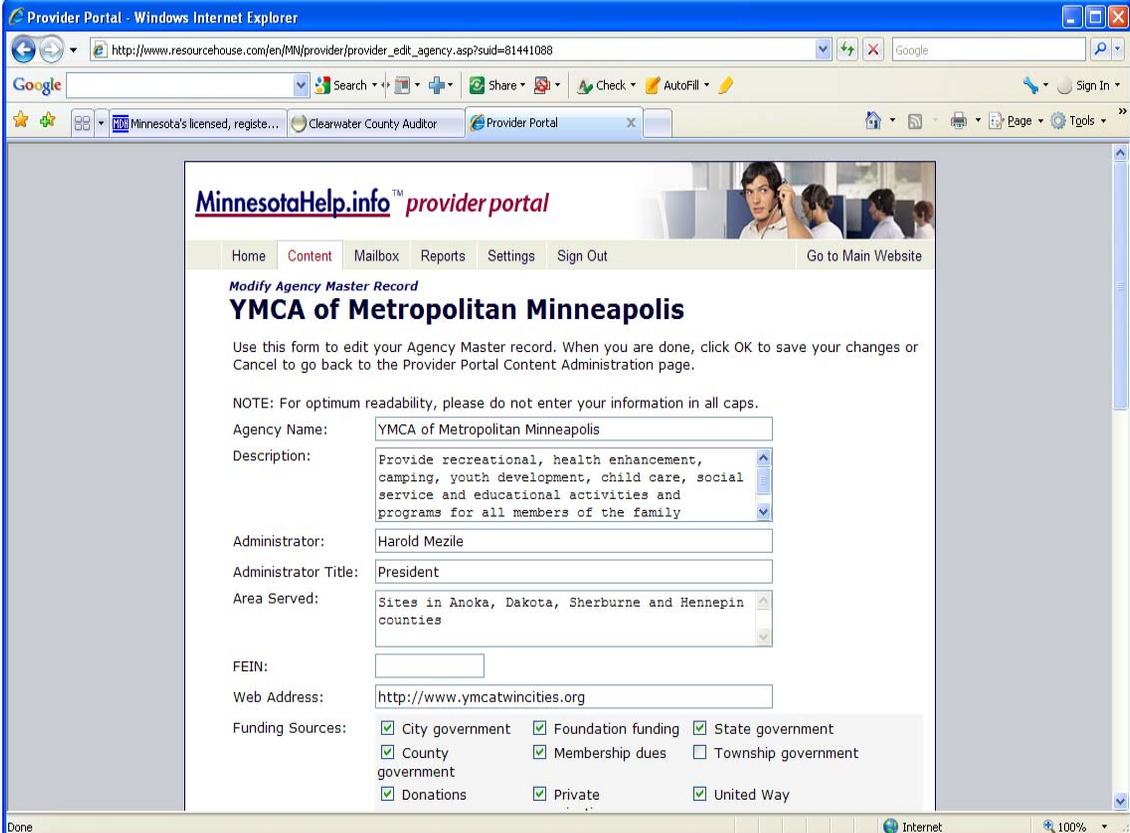
- agency name
- a description of your agency and its services as a whole (*individual* service descriptions must be repeated in the separate service records for each service)
- a description of the area served by your agency as a whole (area served information must also be repeated in the location records, even if you only have one location)
- your agency's Web-Site address (if you have one)
- your agency's Federal Employee Identification Number/FEIN
- the name and title of your agency administrator

Internet 100%



Master Record

- High level information about your agency
- Contact information for the individual who reviews/updates the agency profile



Provider Portal - Windows Internet Explorer

http://www.resourcehouse.com/en/MN/provider/provider_edit_agency.asp?suid=81441088

Minnesota's licensed, registe... Clearwater County Auditor Provider Portal

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Modify Agency Master Record

YMCA of Metropolitan Minneapolis

Use this form to edit your Agency Master record. When you are done, click OK to save your changes or Cancel to go back to the Provider Portal Content Administration page.

NOTE: For optimum readability, please do not enter your information in all caps.

Agency Name:

Description:

Administrator:

Administrator Title:

Area Served:

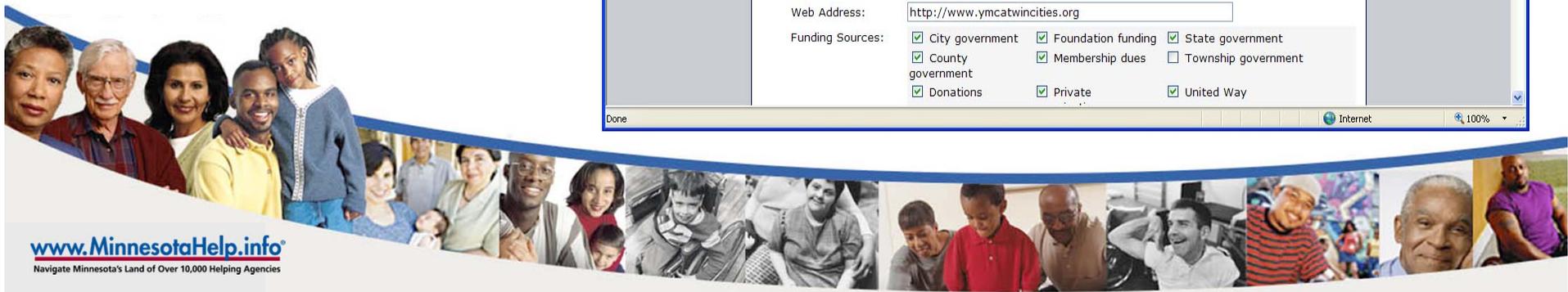
FEIN:

Web Address:

Funding Sources:

<input checked="" type="checkbox"/> City government	<input checked="" type="checkbox"/> Foundation funding	<input checked="" type="checkbox"/> State government
<input checked="" type="checkbox"/> County government	<input checked="" type="checkbox"/> Membership dues	<input type="checkbox"/> Township government
<input checked="" type="checkbox"/> Donations	<input checked="" type="checkbox"/> Private	<input checked="" type="checkbox"/> United Way

Done Internet 100%



Service Record



Provider Portal - Windows Internet Explorer

http://www.resourcehouse.com/en/MN/provider/provider_edit_service.asp?sud=81441088

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Modify Service Records

YMCA of Metropolitan Minneapolis

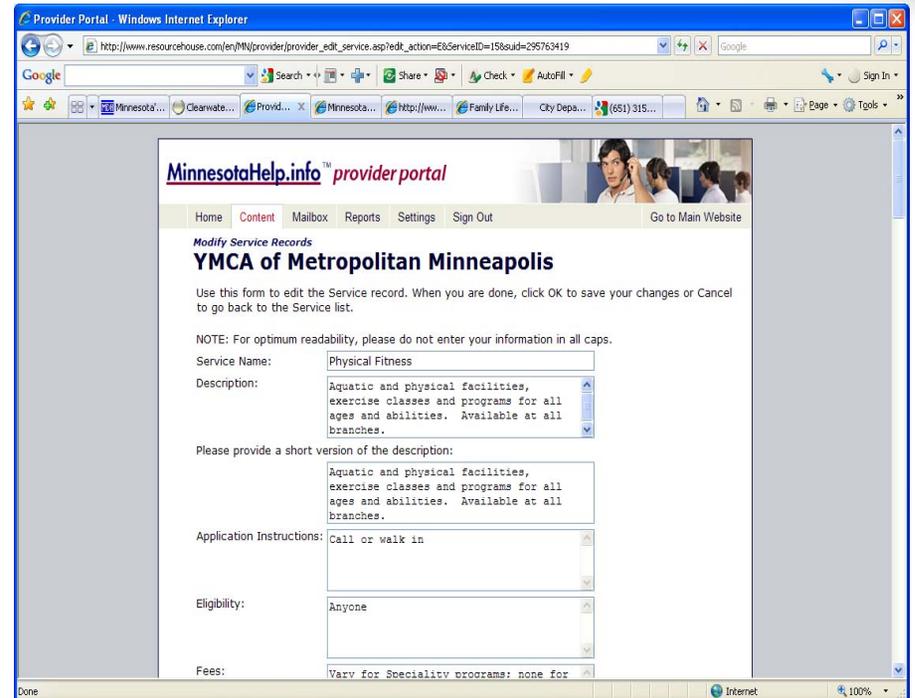
To edit an existing Service, click on the Service Name in the list. To delete a Service, place a check in the associated box and click the Delete button. To add a new Service, click Add New.

- Facilities Rental
- Active Older Adult Programs and Senior Center
- Youth Services
- Children's Programs
- Physical Fitness
- Camping Programs
- Family Development Programs
- POINT Northwest
- Senior Wellness Services

Add New Cancel Use the Delete button to delete all Services marked with a check----> Delete

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Provider Portal - Windows Internet Explorer

http://www.resourcehouse.com/en/MN/provider/provider_edit_service.asp?edit_action=8&ServiceID=158&sud=295763419

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Modify Service Records

YMCA of Metropolitan Minneapolis

Use this form to edit the Service record. When you are done, click OK to save your changes or Cancel to go back to the Service list.

NOTE: For optimum readability, please do not enter your information in all caps.

Service Name: Physical Fitness

Description: Aquatic and physical facilities, exercise classes and programs for all ages and abilities. Available at all branches.

Please provide a short version of the description:
Aquatic and physical facilities, exercise classes and programs for all ages and abilities. Available at all branches.

Application Instructions: Call or walk in

Eligibility: Anyone

Fees: Varv for Speciality programs: none for



Important Service Record Fields

- Description – extensive details about the service
- Short Description – a short one or two sentence summary of the service
- Application Instructions – how to apply and begin receiving the service
- Eligibility – who is allowed to receive the service
- Fees – how much it costs to receive the service or accepted payment sources
- Weblink – webpage that highlights information about the specific service



Creating a Service Description

- Who:
 - Who do you want to use your services (Everyone, targeted clients, etc.)
- What:
 - Describe your services
 - What minimum services will a client receive from your agency
 - What does a typical day's services include for participants
 - Special certification or licensure
 - Provide any additional information that may be of interest to prospective clients

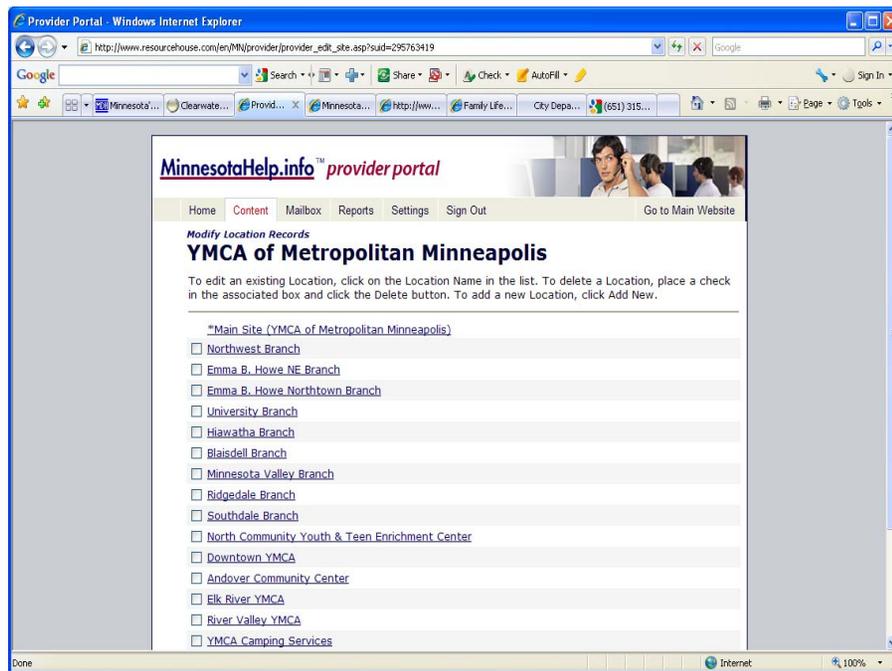


Creating a Service Description (cont.)

- When:
 - When is your service offered
 - Service availability
 - Length of time service is offered
- Where:
 - Describe where the service is offered
 - What areas do you serve
- How:
 - How is your service accessed
 - How is your service offered
 - How are your services paid for



Location Record



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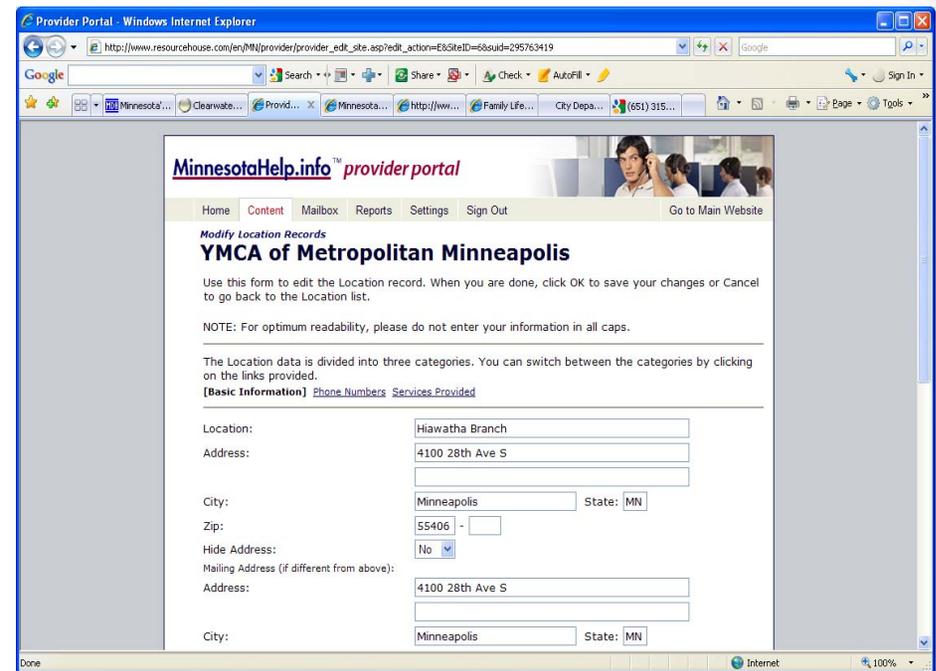
Home **Content** Mailbox Reports Settings Sign Out [Go to Main Website](#)

Modify Location Records
YMCA of Metropolitan Minneapolis

To edit an existing Location, click on the Location Name in the list. To delete a Location, place a check in the associated box and click the Delete button. To add a new Location, click Add New.

***Main Site (YMCA of Metropolitan Minneapolis)**

- Northwest Branch
- Emma B. Howe NE Branch
- Emma B. Howe Northtown Branch
- University Branch
- Hiawatha Branch
- Blaisdell Branch
- Minnesota Valley Branch
- Ridgedale Branch
- Southdale Branch
- North Community Youth & Teen Enrichment Center
- Downtown YMCA
- Andover Community Center
- Elk River YMCA
- River Valley YMCA
- YMCA Camping Services



MinnesotaHelp.info™ provider portal

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Modify Location Records
YMCA of Metropolitan Minneapolis

Use this form to edit the Location record. When you are done, click OK to save your changes or Cancel to go back to the Location list.

NOTE: For optimum readability, please do not enter your information in all caps.

The Location data is divided into three categories. You can switch between the categories by clicking on the links provided.
[Basic Information] [Phone Numbers](#) [Services Provided](#)

Location:

Address:

City: State:

Zip: -

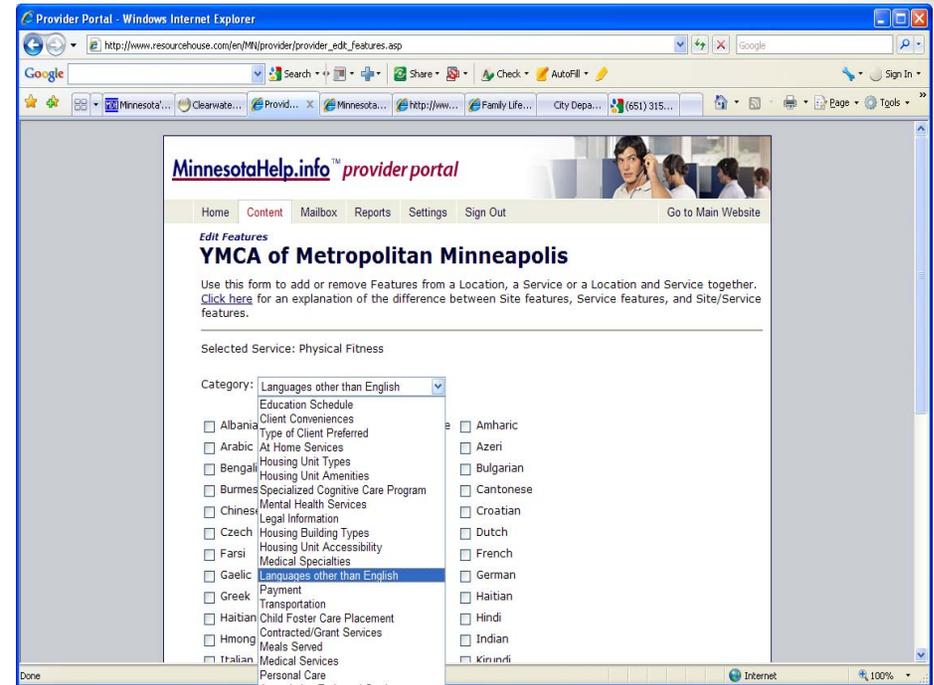
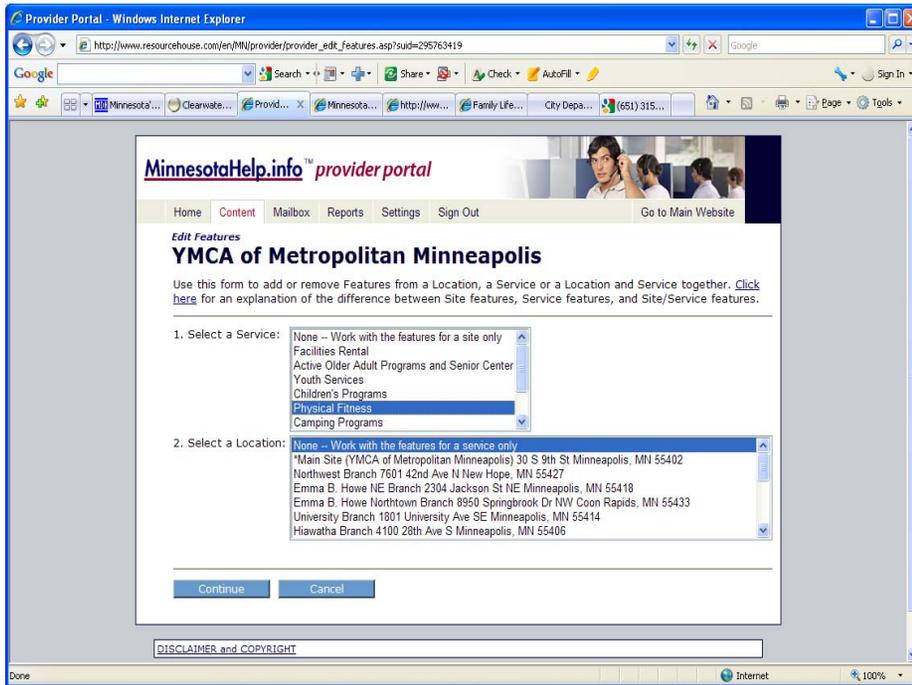
Hide Address:

Mailing Address (if different from above):
Address:

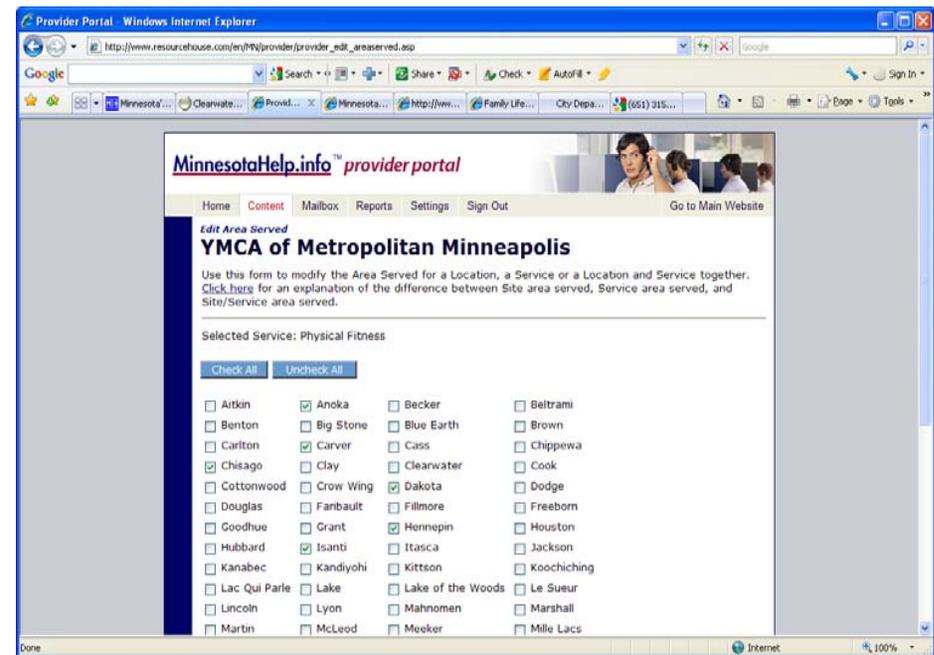
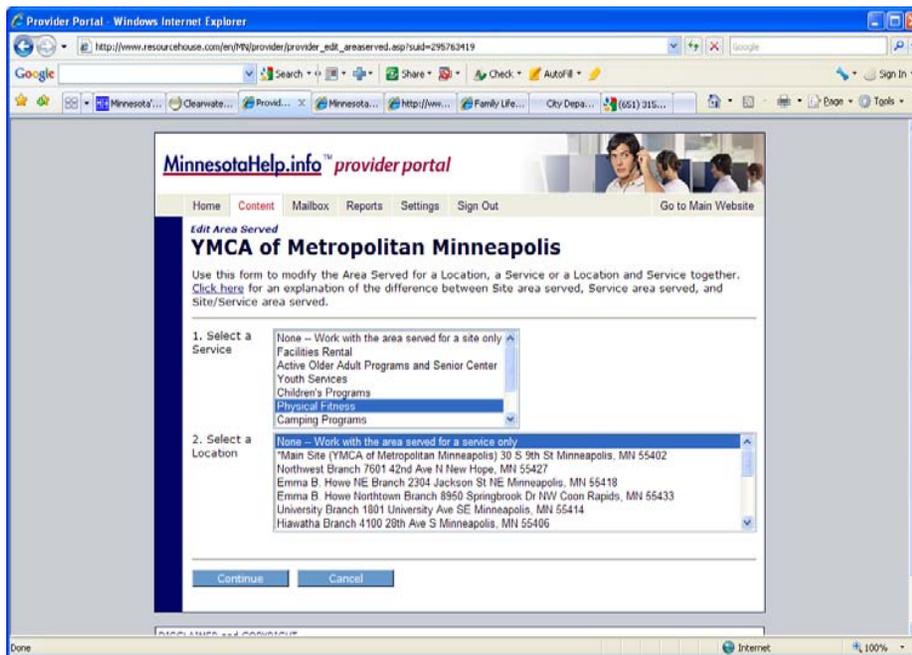
City: State:



Features

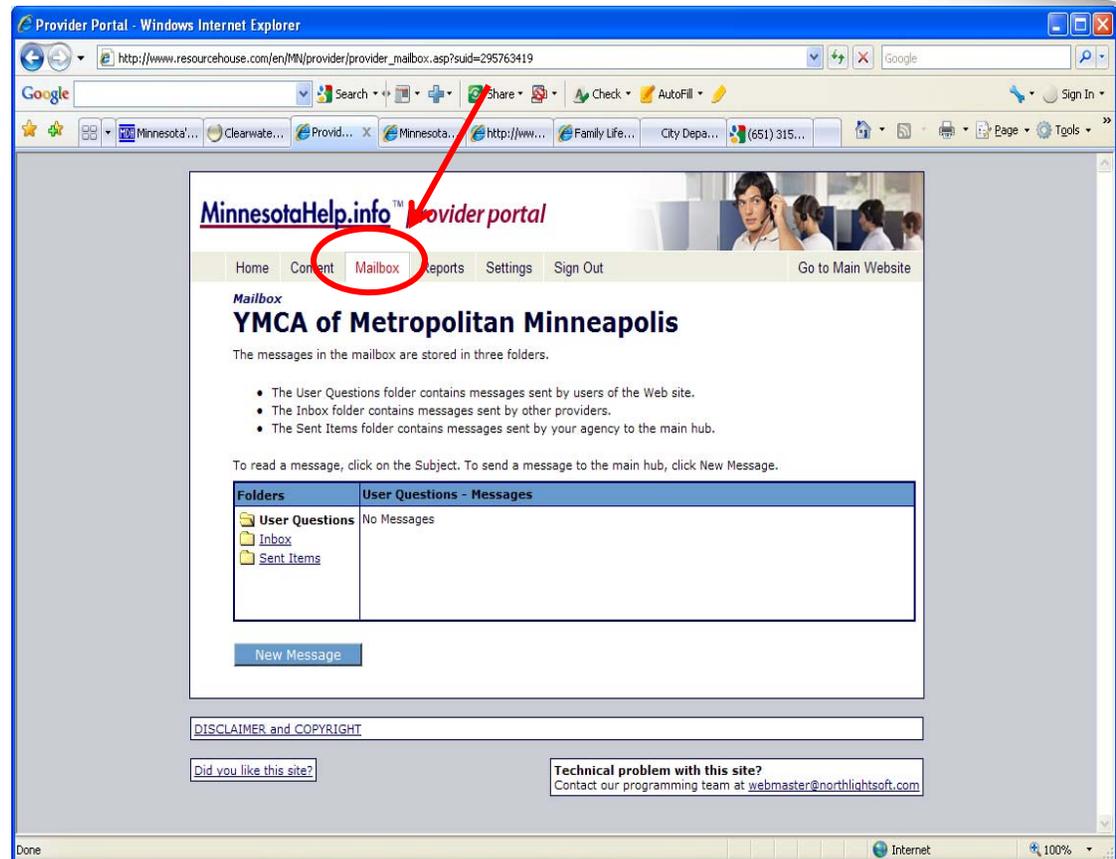


Area Served



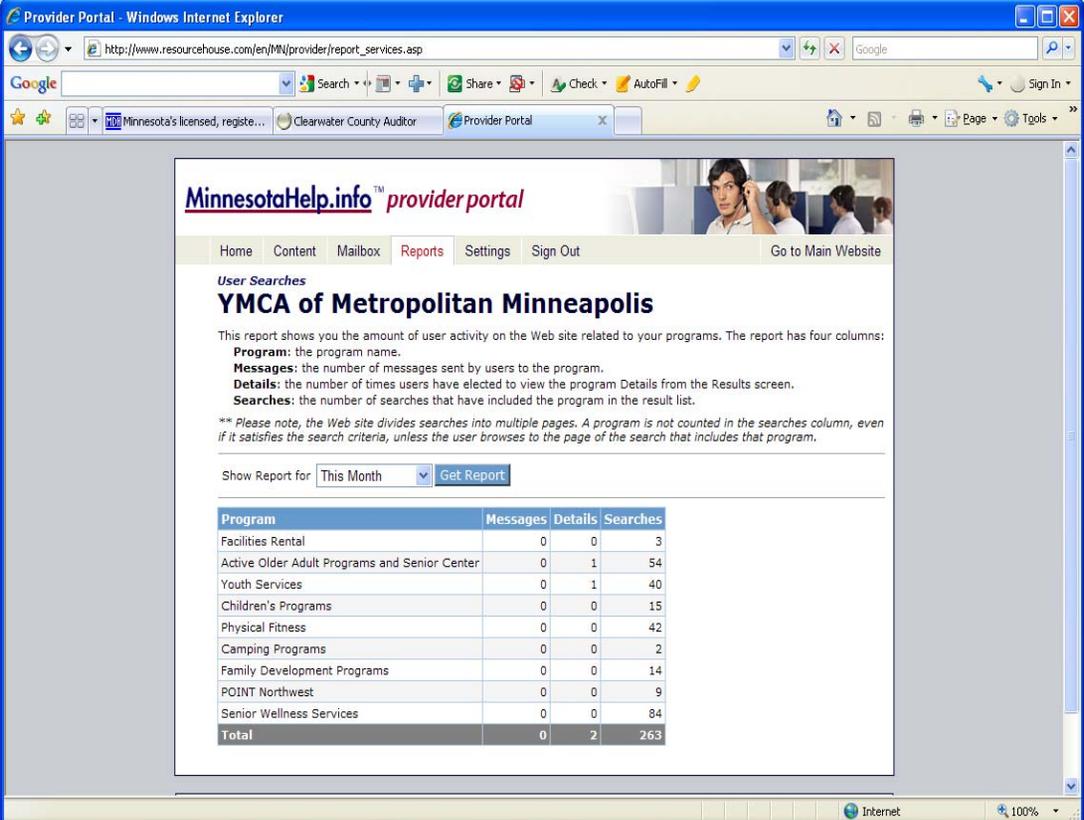
Mailbox Tab

- This function is not currently activated. The general public is not able to email an agency through this Mailbox.



Reports Tab

- Provides statistics on the number of times searches from the Website have included your program (service) and when users have clicked to view more detailed information in your profile



Provider Portal - Windows Internet Explorer
http://www.resourcehouse.com/en/MN/provider/report_services.asp

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Home Content Mailbox **Reports** Settings Sign Out Go to Main Website

User Searches
YMCA of Metropolitan Minneapolis

This report shows you the amount of user activity on the Web site related to your programs. The report has four columns:
Program: the program name.
Messages: the number of messages sent by users to the program.
Details: the number of times users have elected to view the program Details from the Results screen.
Searches: the number of searches that have included the program in the result list.

** Please note, the Web site divides searches into multiple pages. A program is not counted in the searches column, even if it satisfies the search criteria, unless the user browses to the page of the search that includes that program.

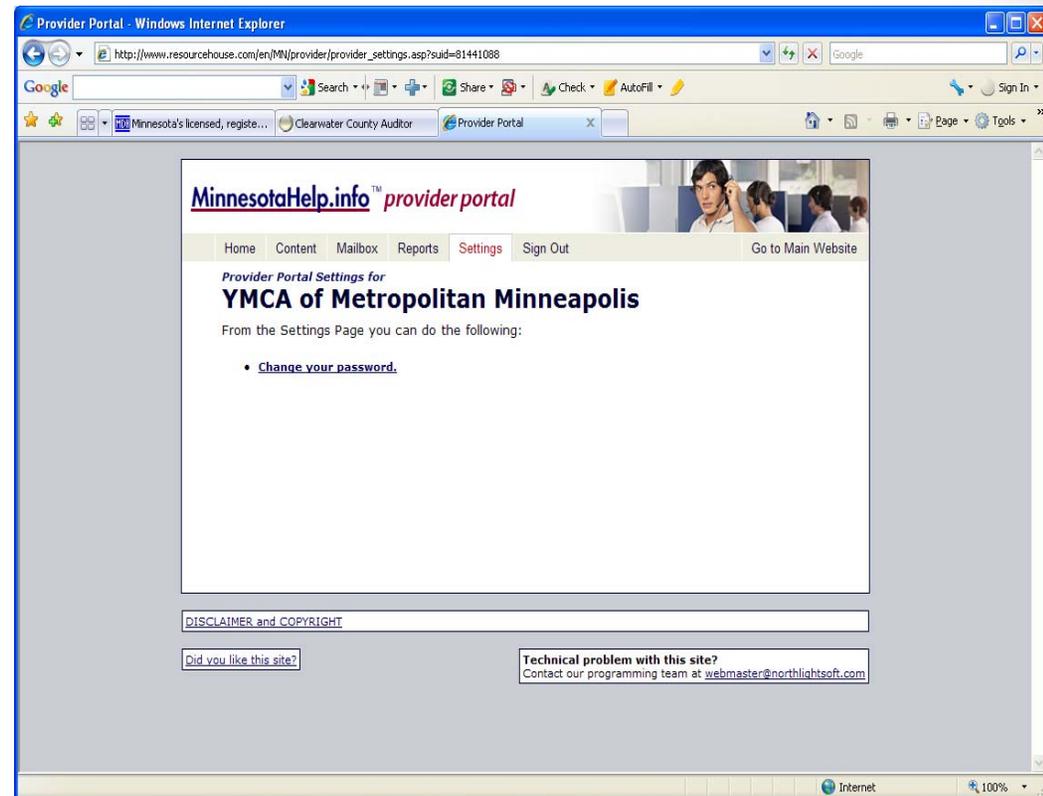
Show Report for: This Month [Get Report](#)

Program	Messages	Details	Searches
Facilities Rental	0	0	3
Active Older Adult Programs and Senior Center	0	1	54
Youth Services	0	1	40
Children's Programs	0	0	15
Physical Fitness	0	0	42
Camping Programs	0	0	2
Family Development Programs	0	0	14
POINT Northwest	0	0	9
Senior Wellness Services	0	0	84
Total	0	2	263



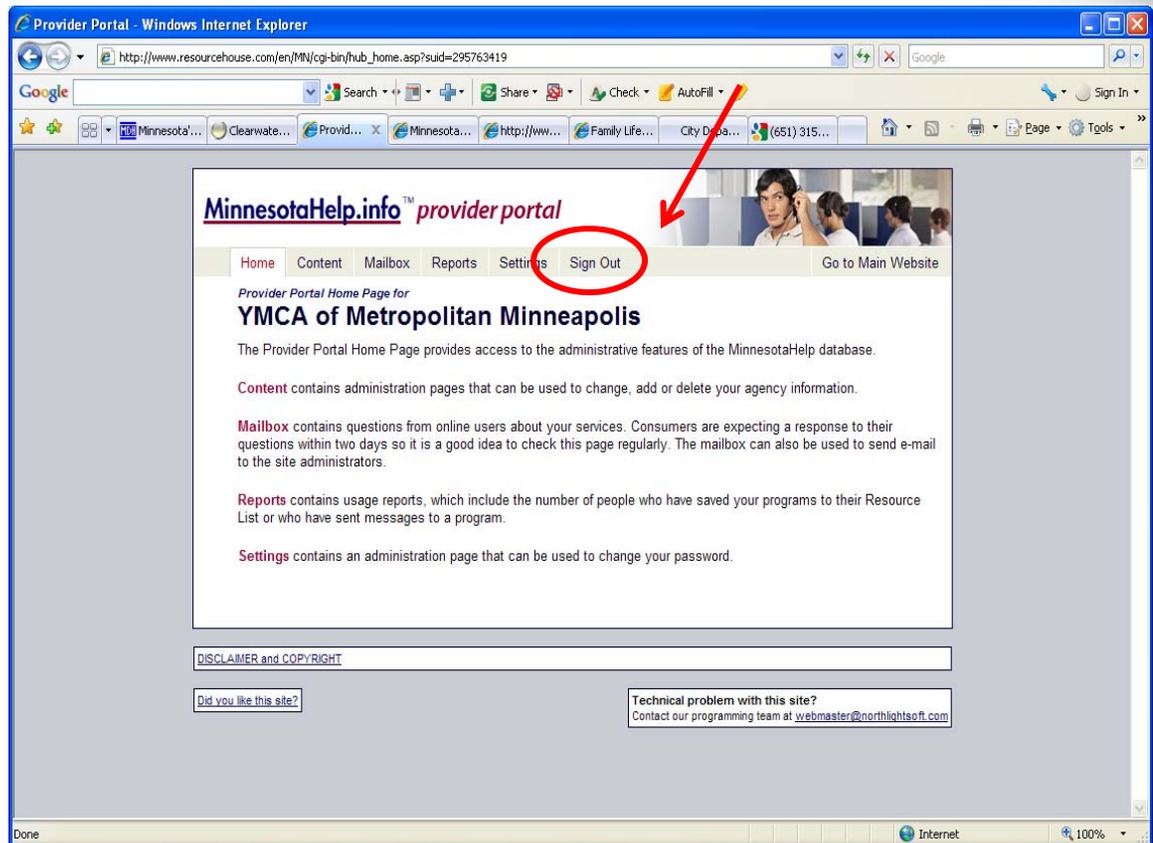
Settings Tab

- Where you can change your password



Sign Out Tab

- Clicking on the 'Sign Out' tab logs you out of Provider Portal



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