

Enhanced Services Program

# ESP Basic User Manual

The Manual for Users.

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# ESP Basic Users Manual

## Performing a basic search:

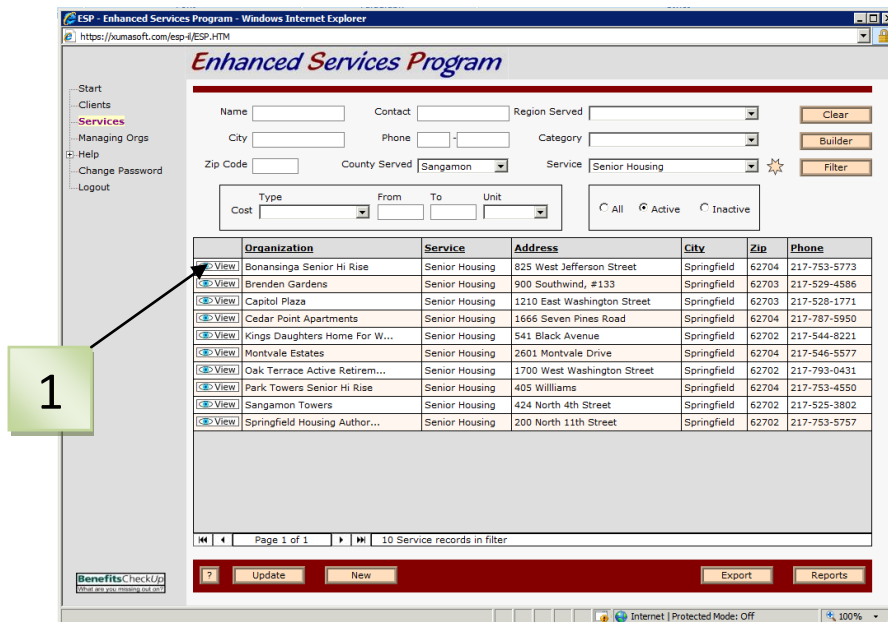
1

2

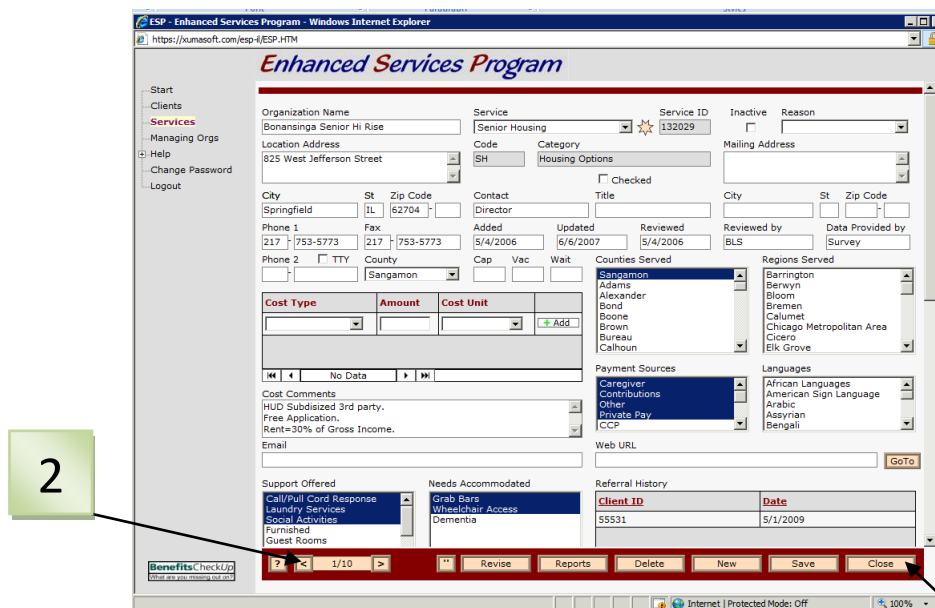
3

4

- Click on 'Services' (1) on the left hand side of the screen.
- Unless you know the name of the service you are looking for, the most likely fields you will use will be 'County Served' & 'Service.'
- Enter those two fields
  - o County Served (2) is a drop down list.
    - You can type in the first 2 letters of the county to get yourself closer to the one you want. I.E. Search for Cumberland: Click the ▾ button and type cu ESP will automatically jump down to Cumberland County. Click Enter. If there are other counties with those first two letters, use the arrow keys on your keyboard to get to the county you want & click Enter.
    - Remember that it is County Served, not necessarily County Located In.
  - o Service (3) is a drop down list.
    - Search in a similar fashion as County Served. If you are unsure of which service to use, refer to both the abridged & unabridged Taxonomy definitions. (See Appendix A)
- Click Filter (4) to see your results.



- Based on your search criteria, you should have a listing of services similar to above. To learn more about a service, click the View (1) button next to it.




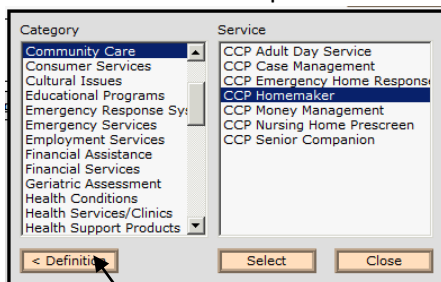
- Now you can see in depth information about this service.
  - o Items highlighted in blue are the ones that are applicable to this provider.
  - o The information on this screen is tailored to each service.
- Use the arrows (2) to move through the details of each provider in the list.
- To return to the list of services, press the Close (3) button.
  - o If you use the Services category to return to the search page, you will lose your search & have to re-enter your criteria.

**NOTE: YOU CANNOT PERMANENTLY ADAPT A RECORD.** If you click on one of the blue highlighted items, the highlight will change, but it will reset itself when you move to a different record.

**Congratulations. You performed a basic search!**

This information is simply the building blocks... read more to unlock all the mysteries of ESP!

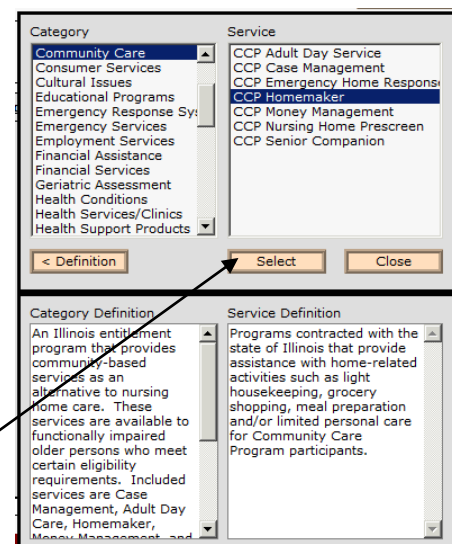
- On the Services page, you have the ability to filter services not only by County Served & Service but much more:
  - o **Name**- You can type in a few letters or the entire name if you know it.
    - *You can enter the full name, or a portion of.*
    - *The name must be exactly as listed in ESP, or the filter will not find it. Be careful of hyphens (ex. Mid-Illinois, Mid- Illinois, Mid Illinois- while they are all similar, it completely depends on how the service was entered.) Remember- Sometimes less is more. (ex. Search mid & the county served.)*
  - o **Contact**- This is the person listed as the contact person for the particular service.
    - *You probably will rarely use this, as many service contacts were entered as the person's title, rather than their name.*
    - *Again- spelling counts!*
  - o **Region Served**- This gives you the option to search regions in and around Chicago, as some providers in that area serve the region, rather than the county.
  - o **City**- The city the service is located in. (do not confuse this with the service area)
  - o **Phone**- The phone number of the service
    - *You can enter just the area code to search.*
  - o **Category**- This is broader than searching by service. (ex. Services- Congregate Meals, Home Delivered Meals & Nutrition Counseling the broader category- Nutrition Services)
    - *When you search by category, you see all services associated with it.*
    - *See the taxonomy listing abridged & unabridged versions of both Services & Categories.*
  - o **Zip Code**- the zip code where the service is located (not where it serves)
  - o **Keyword**- will search the Service Definition- convenient if you aren't sure which service would be appropriate. You can enter one or more words into this field.
- If you do not have the taxonomy listing in front of you, you can use the  button (to the left of filter).
  - o When you click that button, you will see a taxonomy listing includes both categories & services. By selecting a category and a service, you can see the exact definition used when inputting information. See below for example:



Here I have selected:  
 Category- Community Care  
 Service- CCP Homemaker  
 Next, Click Definition.

Now you can see the definition of  
 both Community Care & CCP  
 Homemaker.

To use this category & service in your  
 search, click Select.



## Conquering the Builder

The Builder enables you to search by much more specific criteria. Any information that has been entered about a service can be accessed & filtered in the Builder.

The screenshot shows the 'Enhanced Services Program' search interface in a Windows Internet Explorer browser. The address bar shows 'https://xumasoft.com/esp-4/ESP.HTM'. The page has a sidebar with links: Start, Clients, Services (highlighted), Managing Orgs, Help, Change Password, and Logout. The main content area contains search fields for Name, Contact, Region Served, City, Phone, Category, Zip Code, County Served, Service, Type, Cost, From, To, and Unit. There are also radio buttons for 'All', 'Active', and 'Inactive'. A 'Builder' button is highlighted with a green box and an arrow pointing to it from the text above. Other buttons include 'Clear', 'Filter', and a star icon.

The screenshot shows the 'Enhanced Services Program' Builder interface. It features a sidebar with the same links as the previous screenshot. The main content area is titled 'Builder' and contains a search criteria builder. It includes a 'Connect' dropdown (set to 'AND'), a 'Field' dropdown, an 'Operator' dropdown (set to '='), and a 'Comparison Value' input field. There are 'Clear' and 'Add' buttons. Below this is a 'Restrict Services to Category' dropdown. A 'View' section has radio buttons for 'All' (selected), 'Lists', and 'Dates'. A 'WHERE' clause is shown with the text '(Inactive = 0 OR Inactive = 1)'. Below this is an 'AND' section. At the bottom, there are buttons for '?', 'Clear All', 'Save', 'Recall', 'Use', and 'Cancel'. A green box with the number '1' points to the 'Connect' dropdown, a green box with the number '2' points to the 'Field' dropdown, a green box with the number '3' points to the 'Operator' dropdown, and a green box with the number '4' points to the 'Comparison Value' input field. A 'BenefitsCheckUp' logo is visible in the bottom left corner.

Using the builder is like creating a math equation!

## Definitions

- **Connect:** Unites two criteria together. (1)
  - o AND- when you want both criteria
    - Ex. Accepts Medicaid AND has Call/Pull Cord Response
  - o OR- when you want one or the other criteria, but don't need both
    - Ex. Located in Macon OR Moultrie County
- **Field:** List of search options. (2)
  - o The drop down list has the search options, & is followed by an item in parenthesis. This is how the Comparison Value will be entered.
    - **(Date)**- You type the Comparison Value- mm/dd/yyyy
    - **(Drop Down List)**- Comparison Value will be selected from a predetermined list.
    - **(List)**- Comparison Value will be selected from a predetermined list.
    - **(Memo)**- You type in the Comparison Value
    - **(Numeric)**- You type a number as the Comparison Value
    - **(Text)**- You type the Comparison Value
    - **(Yes/No)**- Comparison Value will be True or False
  - o Once a Field is selected, the Operator & the Comparison Value will change to suit that Field.
- **Operator:** Determines the relationship between the Field and the Comparison Value. (3)
  - o = Equal to
  - o <> Not equal to
  - o < Less than
  - o <= Less than or equal to
  - o > Greater than
  - o >= Greater than or equal to
  - o LIKE- contains this string
  - o IN- within this group
  - o BETWEEN- between these values
- **Comparison Value:** Changes based on which Field is chosen. (4)
- **Parenthesis-** Located on either side of Field & Comparison Value.
  - **Use around OR statements.**

Examples of Operators:		
Field	Operator	Comparison Value
Population Served	=	Jewish
Facility type	<>	Mobile Home Community
Capacity	<	50
Waiting	<=	10
	>	
	>=	
Address	LIKE	*Main*
Zip Code	IN	"61705"
	BETWEEN	

## Buttons in the Builder

The screenshot shows the 'Enhanced Services Program' interface in a Windows Internet Explorer browser. The interface includes a sidebar with navigation links (Start, Clients, Services, Managing Orgs, Help, Change Password, Logout), a main search area with fields for Connect (AND), Field, Operator (=), and Comparison Value, and a 'Restrict Services to Category' checkbox. Below these are 'View' buttons (All, Lists, Dates) and a search criteria text area containing '(Inactive = 0 OR Inactive IS NULL)'. At the bottom are buttons: '?', 'Clear All', 'Save', 'Recall', 'Use', and 'Cancel'. Arrows point from callout boxes to these buttons and the 'Clear' and 'Add' buttons in the search area.

**Clear-** removes anything entered in Field or Comparison Value.

**Add-** Inserts the search values to the builder.

**?- Gives definitions of the different fields-** in case you don't have your handy manual!

**Clear All-** Removes *all* information you have entered. *This includes anything left on the Service page*

**Save-** gives you the ability to save searches you make commonly.

**Recall-** enables you to use previously saved searches. *One saved search is PSA05 Service Records*

**Use-** when you have entered all the criteria, use will filter the new information & you will return to the Service screen

**Cancel-** Returns to the Services screen. *Will not use anything in the Builder. Will leave any information from the Services page.*

## Let's try a Search!

Someone contacts you looking for a Skilled Nursing Facility that serves Vermilion County.

ESP - Enhanced Services Program - Windows Internet Explorer  
https://xumasoft.com/esp-4/ESP.HTM

### Enhanced Services Program

Start  
Clients  
Services  
Managing Orgs  
Help  
Change Password  
Logout

Name  Contact  Region Served    
City  Phone  -  Category    
Zip Code  County Served  Service    
Type  From  To  Unit  ☐ All ☒ Active ☐ Inactive

	Organization	Service	Address	City	Zip	Phone
<input type="button" value="View"/>	Arcola Rehab & Healthcare ...	LTC - Skilled Care	422 East 4th South Street	Arcola	61910	217-268-3022
<input type="button" value="View"/>	Asta Care Center of Bloomi...	LTC - Skilled Care	1509 North Calhoun	Bloomington	61701	309-827-6046
<input type="button" value="View"/>	Asta Care Center of Ford C...	LTC - Skilled Care	1240 N. Market St	Paxton	60957	217-379-4896
<input type="button" value="View"/>	Asta Care Center of Pontiac	LTC - Skilled Care	300 W. Lowell	Pontiac	61764	815-842-1181
<input type="button" value="View"/>	Bement Health Care Center	LTC - Skilled Care	601 North Morgan	Bement	61813	217-678-2191
<input type="button" value="View"/>	Bickford Cottage	LTC - Skilled Care	14 Heartland Dr.	Bloomington	61704	309-661-0094
<input type="button" value="View"/>	Bloomington Rehab & Health...	LTC - Skilled Care	1925 South Main	Bloomington	61704	309-829-4348
<input type="button" value="View"/>	Casey Rehab & Healthcare C...	LTC - Skilled Care	100 Northeast 15th Street	Casey	62420	217-932-5217
<input type="button" value="View"/>	Champaign County Nursing H...	LTC - Skilled Care	500 South Art Bartell Road	Urbana	61802	217-384-3784
<input type="button" value="View"/>	Champaign- Urbaba Regional...	LTC - Skilled Care	302 W. Burwash Ave.	Savoy	61874	217-383-3090
<input type="button" value="View"/>	Colonial Manor, Inc	LTC - Skilled Care	620 Warrington Ave	Danville	61832	217-446-0660
<input type="button" value="View"/>	Country Health, Inc.	LTC - Skilled Care	2304 CR 3000N	Gifford	61847	217-568-7362
<input type="button" value="View"/>	Cumberland Rehab & Healthc...	LTC - Skilled Care	300 North Marietta	Greenup	62428	217-923-3186
<input type="button" value="View"/>	Danville Care Center	LTC - Skilled Care	1701 North Bowman	Danville	61832	217-443-2955
<input type="button" value="View"/>	Douglas Care & Rehab Center	LTC - Skilled Care	3516 Powell Lane	Mattoon	61938	217-234-6401
<input type="button" value="View"/>	Hawthorne Inn of Danville	LTC - Skilled Care	3222 Independence Drive	Danville	61832	217-431-1600

Page 1 of 3 47 Service records in filter

BenefitsCheckUp  
What are you missing out on?

Internet | Protected Mode: Off 100%

Filters have been applied for the Service & the County Served.

There are 47 facilities that fit those criteria.

1

By talking to the person more, you find out they need a facility that takes Medicaid & can accommodate someone with an IDPA Mental Health Diagnosis. Click the Builder button. (1)

ESP - Enhanced Services Program - Windows Internet Explorer  
https://xumasoft.com/esp-4/ESP.HTM

### Enhanced Services Program

Start  
Clients  
Services  
Managing Orgs

Connect (  Field  Operator  Comparison Value  )

☒ Restrict Services to Category  Long Term Care Facilities

View ☒ All ☐ Lists ☐ Dates

WHERE ServiceID IN (SELECT ServiceID FROM tServiceGrid WHERE Grp = 'County' AND Item = 'Vermilion') AND ServiceCode = 'LSKC' AND (Inactive = 0 OR Inactive IS NULL)

AND

BenefitsCheckUp  
What are you missing out on?

Internet | Protected Mode: Off 100%

The WHERE field, in its own special way, displays the 2 filters we have already applied.

- There are 2 more criteria to search for- let's start with Medicaid

ESP - Enhanced Services Program - Windows Internet Explorer  
https://xumasoft.com/esp-4/ESP.HTM

## Enhanced Services Program

Start  
Clients  
**Services**  
Managing Orgs  
Help  
Change Password

Connect (    Field    Operator    Comparison Value    )  
AND (    Payment Sources (List)    =    Medicaid    )  
☒ Restrict Services to Category Long Term Care Facilities

Clear Add

- Your equation should read AND ( Payment Sources (List) = Medicaid)
- Click Add

ESP - Enhanced Services Program - Windows Internet Explorer  
https://xumasoft.com/esp-4/ESP.HTM

## Enhanced Services Program

Start  
Clients  
**Services**  
Managing Orgs  
Help  
Change Password  
Logout

Connect (    Field    Operator    Comparison Value    )  
AND (    Payment Sources (List)    =    Medicaid    )  
☒ Restrict Services to Category Long Term Care Facilities

Clear Add

View ☒ All ☐ Lists ☐ Dates

WHERE ServiceID IN (SELECT ServiceID FROM tServiceGrid WHERE Grp = 'County' AND Item = 'Vermilion') AND ServiceCode = 'LSKC' AND (Inactive = 0 OR Inactive IS NULL)

AND ServiceID IN (SELECT ServiceID FROM tServiceGrid WHERE Item = 'Medicaid')

? Clear All Save Recall Use Cancel

That information has been added to the AND section.

- Now the second criteria: IDPA- Mental Health

ESP - Enhanced Services Program - Windows Internet Explorer  
https://xumasoft.com/esp-4/ESP.HTM

## Enhanced Services Program

Start  
Clients  
**Services**  
Managing Orgs  
Help  
Change Password

Connect (    Field    Operator    Comparison Value    )  
AND (    Needs Accommodated - LTC (List)    =    IDPA-Mental Health    )  
☒ Restrict Services to Category Long Term Care Facilities

Clear Add

- Your equation should read: AND (Needs Accommodated- LTC (List) + IDPA Mental Health)
- Click Add

WHERE ServiceID IN (SELECT ServiceID FROM tServiceGrid WHERE Grp = 'County' AND Item = 'Vermilion') AND ServiceCode = 'LSKC' AND (Inactive = 0 OR Inactive IS NULL)

AND ServiceID IN (SELECT ServiceID FROM tServiceGrid WHERE Item = 'Medicaid') AND ServiceID IN (SELECT ServiceID FROM tServiceGrid WHERE Item = 'IDPA-Mental Health') |

? Clear All Save Recall Use Cancel

Again, that information has been added to the AND section.

Click Use

ESP - Enhanced Services Program - Windows Internet Explorer  
 https://xumasoft.com/esp-1/ESP.HTM

## Enhanced Services Program

Start

- Clients
- Services**
- Managing Orgs
- Help
- Change Password
- Logout

Name

City

Zip Code

Contact

Phone  -

County Served

Region Served

Category

Service

Type

Cost

From

To

Unit

☐ All ☒ Active ☐ Inactive

	Organization	Service	Address	City	Zip	Phone
	Arcola Rehab & Healthcare ...	LTC - Skilled Care	422 East 4th South Street	Arcola	61910	217-268-3022
	Asta Care Center of Bloomi...	LTC - Skilled Care	1509 North Calhoun	Bloomington	61701	309-827-6046
	Asta Care Center of Ford C...	LTC - Skilled Care	1240 N. Market St	Paxton	60957	217-379-4896
	Palm Terrace Rehab & Healt...	LTC - Skilled Care	1000 Palm Avenue	Mattoon	61938	217-234-7403
	Swann Special Care Center	LTC - Skilled Care	109 Kenwood Rd.	Champaign	61821	217-356-5164
	Vermilion Manor Nursing Home	LTC - Skilled Care	14792 CatlinTilton Road	Danville	61834	217-443-6430
	Veterans Administration IL...	LTC - Skilled Care	1900 East Main Street	Danville	61832	800-320-8387

1

Page 1 of 1

7 Service records in filter

?

- Now we are down to 7 records. You can continue in this manner & keep lowering down the info, or pass on the referrals.

## The Connector:

### AND/OR

The easiest way to think about the difference is that *AND* is *exclusive*, and *OR* is *inclusive*. By putting AND between your criteria, ESP will take the results from the first and filter those records using the second. When using OR, ESP will look through all records when comparing the two.

Example using OR: You are looking for a Skilled facility that takes Medicaid, and is located in either Vermilion or Champaign county.

Your equation should look like this:

```
AND (County = 'Champaign' OR County = 'Vermilion') AND ServiceID IN (SELECT ServiceID FROM tServiceGrid WHERE Item = 'Medicaid')
```

This is achieved by the following steps:

1

Connect (	Field	Operator	Comparison Value	)
AND	County (Drop Down)	=	Champaign	

2

Connect (	Field	Operator	Comparison Value	)
OR	County (Drop Down)	=	Vermilion	

3

Connect (	Field	Operator	Comparison Value	)
AND	Payment Sources (List)	=	Medicaid	

The AND field should look like this:

```
AND (County = 'Champaign' OR County = 'Vermilion') AND ServiceID IN (SELECT ServiceID FROM tServiceGrid WHERE Item = 'Medicaid')
```

Finally, you need to enter the parenthesis manually around the OR statement.

```
AND ((County = 'Champaign' OR County = 'Vermilion') AND ServiceID IN (SELECT ServiceID FROM tServiceGrid WHERE Item = 'Medicaid'))
```

Now click  and you are good to go!

## Run a Report:

Once you have your referrals, there are a variety of reports that can be used to help your clients. They can be printed, saved, or emailed to clients. To continue with the previous example, we start by clicking on Reports (1)

### Types of Reports:

**Service Details:** Gives all information entered about the record.

**Service Details (Without County Served):** Gives all information entered about a service except county served. *(The list can get quite lengthy, especially if the service area is the entire state)*

**Service Labels (3 by 10 Sheet):** Creates up to 30 mailing labels per sheet- *to make your bulk mailing endeavors that much easier!*

**Service Labels with Contact Name (3 by 10 sheet):** Creates up to 30 mailing labels per sheet- these include the contact person, if one was entered.

**Service Referrals by Date:** Enables you to see a report of referrals made to different services. *You must enter a date range, and the report lists all service providers, so is quite lengthy.*

**Basic Listing of Service Records:** Report gives the name, service, address, ph # and contact person of the agencies you searched for.

**Basic Listing of Service Records (Large Print):** Report gives the name, service, address, ph # and contact person of the agencies you searched for in a larger print.

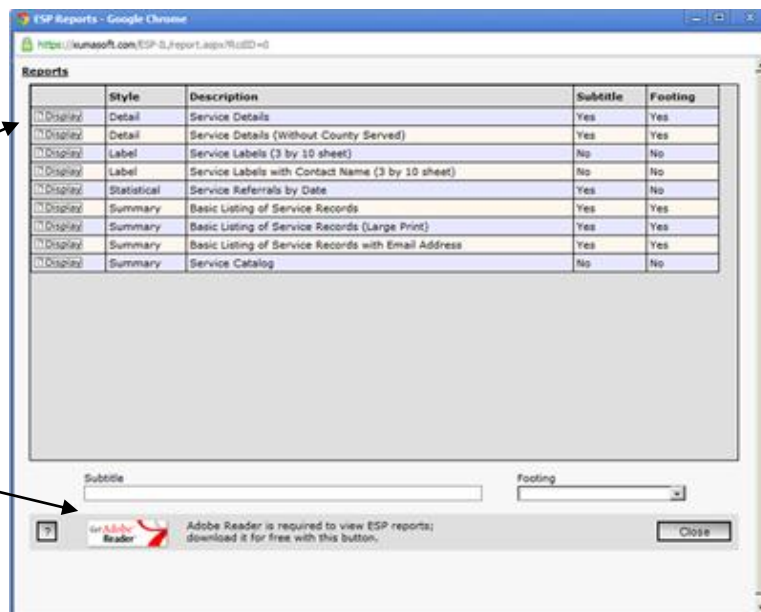
**Basic Listing of Service Records with Email Addresses:** Lists the name, service, email address, phone number & contact person.

**Service Catalog:** Lists the name, address, email address, website (if applicable), ph # and fax #.

Click the Display button next to the report you want to use.

You need to have Adobe Reader on your computer to use the Report function.

Conveniently, you can install it at the



For example, this is the Basic Listing of Service Records:

https://xsmasoft.com/ESP-B/Temp/aschneider\_ServiceSummary.PDF - Google Chrome

https://xsmasoft.com/ESP-B/Temp/aschneider\_ServiceSummary.PDF

### Service Summary

9/6/2012

Name	Service	Address	City	Zip	Phone	Contact
Charleston Rehabilitation and Health Care Center	LTC - Skilled Care	716 18th Street	Charleston, S.	61920	217-345-7054	Administrator
Charleston Rehabilitation and Health Care Center	LTC - Intermediate Care	716 18th Street	Charleston, S.	61920	217-345-7054	Branda Reed
Douglas Care & Rehab Center	LTC - Skilled Care	3516 Powell Lane	Mattoon, S.	61938	217-234-6401	Madonna Groves
Heartland Manor Nursing Center	LTC - Skilled Care	410 W. Third Ave.	Carly, S.	62420	217-612-4081	Marge Larkin
Hilltop Convalescent Center	LTC - Skilled Care	910 W. Park	Charleston, S.	61920	217-345-7066	Thomas Livingston
Hilltop Convalescent Center	LTC - Intermediate Care	910 W. Park	Charleston, S.	61920	217-345-7066	Thomas Livingston
Mattoon Healthcare & Rehab Center	LTC - Intermediate Care	2121 S. 9th St.	Mattoon, S.	61938	217-235-7138	Jesse Swedger
Mattoon Healthcare & Rehab Center	LTC - Skilled Care	2121 S. 9th St.	Mattoon, S.	61938	217-235-7138	Jesse Swedger
Oakridge Convalescent Home Inc.	LTC - Intermediate Care	323 Oakridge Avenue	Hillsdale, S.	60162	708-647-6895	
Old Fellow Rehabilitation Home	LTC - Skilled Care	201 Lafayette Ave. East	Mattoon, S.	61938	217-235-5449	Admin
Old Fellow Rehabilitation Home	LTC - Intermediate Care	201 Lafayette Ave. East	Mattoon, S.	61938	217-235-5449	Administrator
Pain Terrace Rehab & Healthcare	LTC - Intermediate Care	1000 Pain Avenue	Mattoon, S.	61938	217-234-5453	Administrator
Pain Terrace Rehab & Healthcare	LTC - Skilled Care	1000 Pain Avenue	Mattoon, S.	61938	217-234-5453	Administrator
Pain Terrace Rehab & Healthcare	LTC - Mental Health	1000 Pain Avenue	Mattoon, S.	61938	217-234-5453	Leil Laska

Click to print.

Click to save.

List provided for informational purposes only, not a recommendation of the providers or a claim to quality of their services. While every effort is made to ensure the accuracy/completeness of this information.

1

## PSA05 Specific:

- If you find an error in a record, please take advantage of the Revise (1) button. *This will send an email to me and alert the record needs to be updated. ESP can only be as good as the information in the database, and even though I review records regularly, information can change frequently.*

ESP - Enhanced Services Program - Google Chrome  
https://xumasoft.com/esp-4/ESP-HTML

### Enhanced Services Program

Start  
Clients  
**Services**  
Managing Orgs  
Help  
Change Password  
Logout

BenefitsCheckUp  
ILHousingSearch.org

Organization Name: Coles County Council on Aging Telecare Pri  
Service: Aging Referral Services Service ID: 145333 Inactive: ☐ Reason:   
Location Address: LifeSpan Center 11021 E. Co. Rd. 800N  
City: Charleston St: IL Zip Code: 61920-0632  
Phone 1: 217-639-5166 Fax: 217-639-5199  
Phone 2: ☐ TTY: ☐ County: Coles  
Contact: Marci Heinbaugh Title:   
Added: 9/3/2009 Updated: 7/20/2012 Reviewed:   
Reviewed by: AS Data Provided by: Marci  
Mailing Address:   
City:  St:  Zip Code:   
Counties Served: Coles, Adams, Alexander, Bond, Boone, Brown, Bureau, Calhoun  
Regions Served: PSA05, Barrington, Berwyn, Bloom, Bremen, Calumet, Chicago Metropolitan Area, Cicero  
Payment Sources: Contributions, Public Funding, Caregiver, CCP, Medicaid  
Languages: African Languages, American Sign Language, Arabic, Assyrian, Bengali  
Cost Type:  Amount:  Cost Unit:  Add  
Cost Comments:   
Email: lifespanscenter@colescouncilonaging.org Web URL: http://www.colescouncilonaging.org/ GoTo  
Support Offered: Printed Directories, Walk-Ins Accepted, Available 24 Hours, Crisis Line Not Used:   
Referral History: 

Client ID	Date
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1 ? < 3/14 > Revise Reports Delete New Save Close

- Any questions, or trouble shooting, contact Amy Schneider- (309) 829-2065 ext. 217 or [aschneider@eciaaa.org](mailto:aschneider@eciaaa.org)