



MySupport

Empowering seniors and people with disabilities to find the support they need to lead the lives they want

WHY MEDICAID?

MEDICAID USERS ARE AN UNDERSERVED AND VALUABLE MARKET

Medicaid users who need long term care make up only 6% (3.6M) of enrollees but account for almost 43% (\$131B) of Medicaid spending today

Enrollees



**3.6M
PEOPLE**

Expenditures



**\$131B
SPEND**

- Individuals Who **Do Not** Require Long Term Care
- Individuals Who **Need** Long Term Care

Cost Impact of Self-Direction

Research has found that self-direction:



Reduces nursing home admissions



Increases consumer satisfaction



Improves the quality of consumer health

**Robert Wood Johnson Foundation's Arkansas Cash and Counseling study found there was an 18% reduction in nursing home admissions as a result of self-directed services, following 2,000 consumers over a 3-year period.*



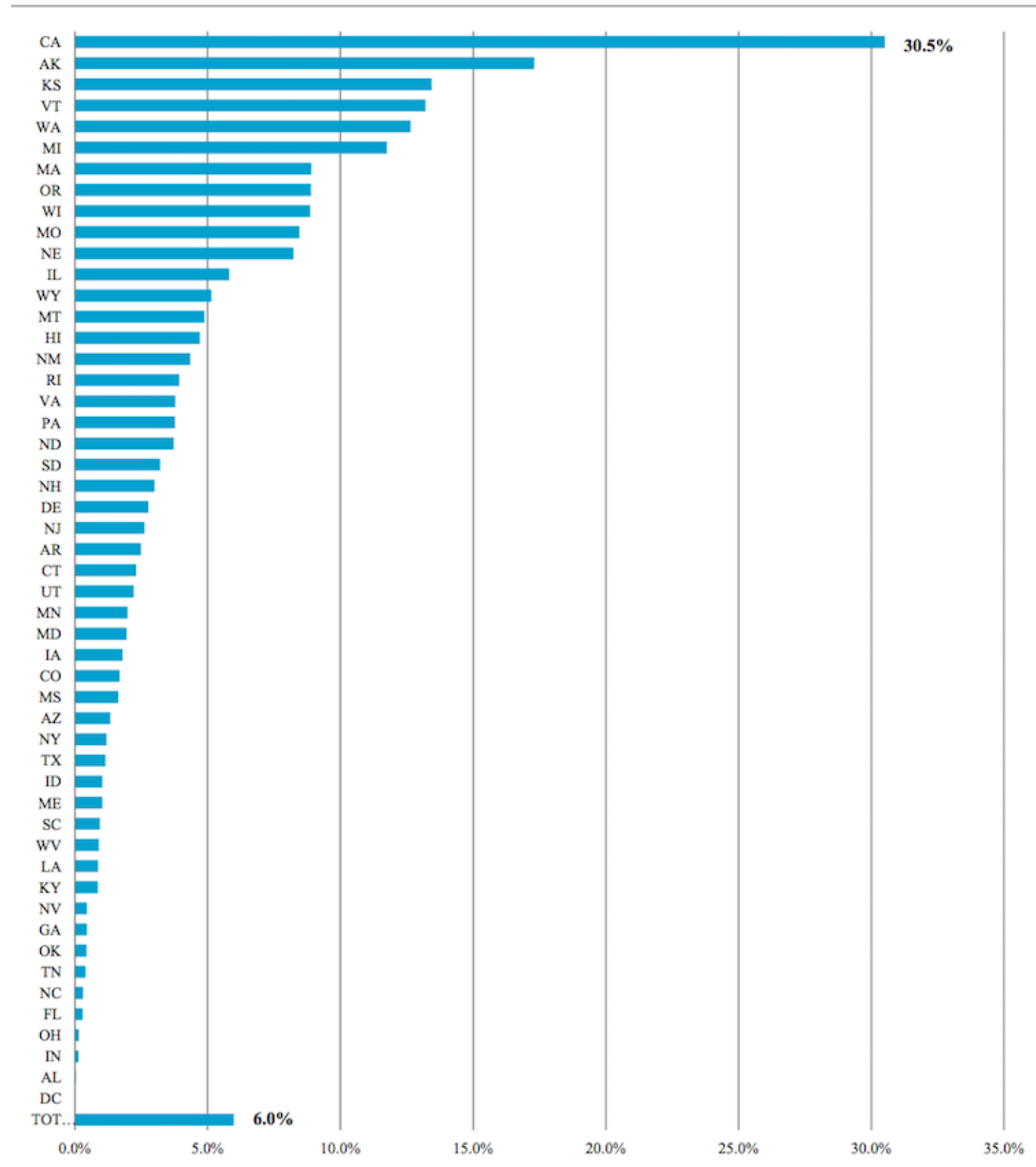
Among a representative group of AARP members over the **age of 50, 75% preferred managing services for themselves** over receiving care from an agency.

AARP[®]

Public Policy Institute



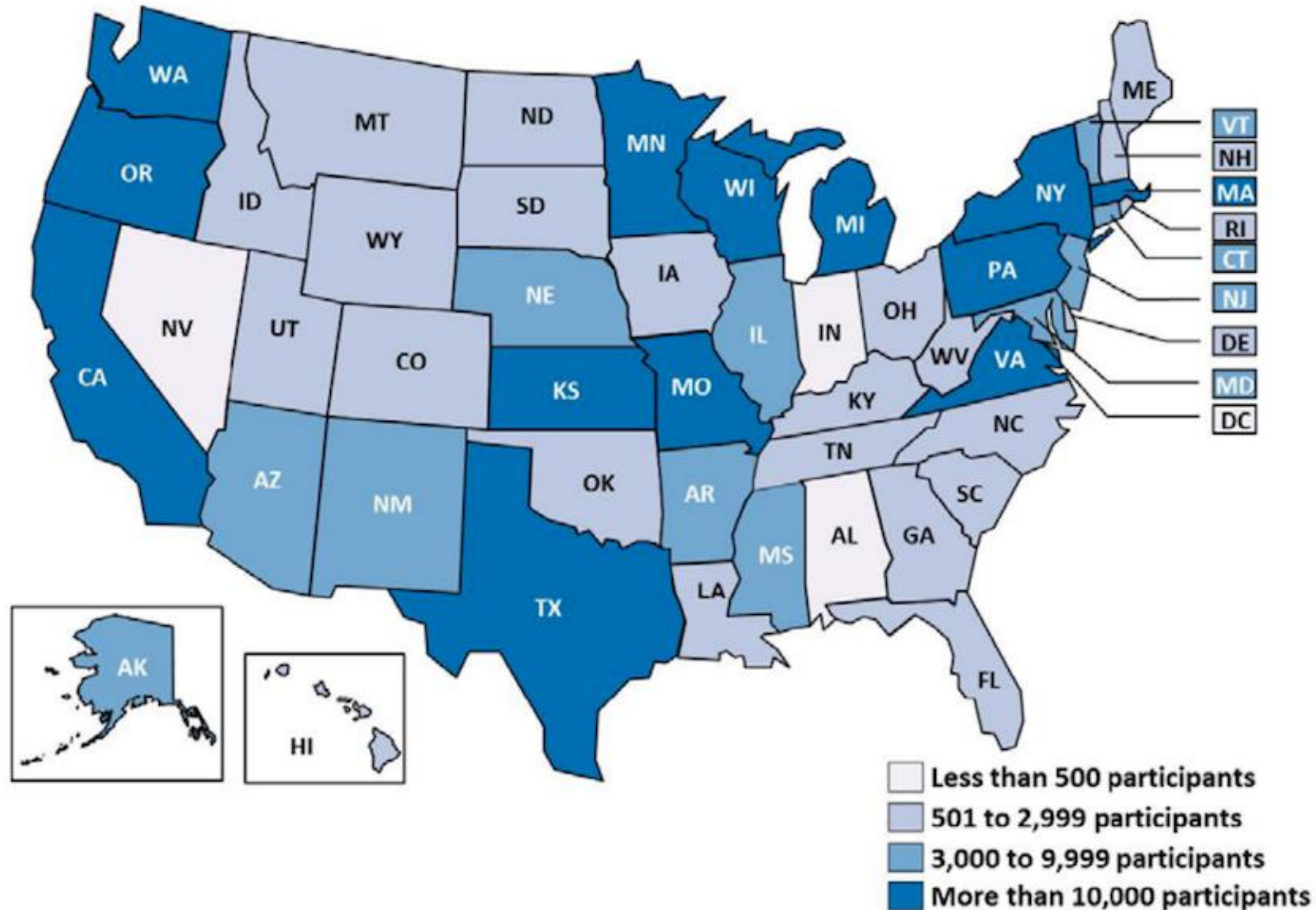
Self-Directing PWD Across the US



Source: National Resource Center on Participant Directed Services 

Self-Direction Across the US

Figure 1: Participant Direction Enrollment by State³



WORKER PROFILE

Workers can describe themselves and everything they are capable of through a comprehensive profile

The screenshot shows a user interface for a worker profile on the MySupport website. At the top, there is a navigation bar with links for HOME, MY PROFILE, MY TIMESHEET, and MY VALUES. A search bar for clients is also present. The profile for Michelle B. is displayed, including her photo, a match percentage of 80%, and her status as 'Seeking Clients'. Her location is Philadelphia, PA 19101, and her bio states 'It's all about empowerment!'. There are buttons for MESSAGE, SAVE, and WORKER. A sidebar on the right lists personal details such as Gender/Age (Female/32), Has an accessible van (No), Smokes (No), Speaks (English, Spanish (Okay)), and Okay with Pets (Yes). Below the profile, there are tabs for ABOUT, QUESTIONS, and SCHEDULE. The 'Summary' section contains a paragraph about her experience, and the 'Skills' section lists various services like Companionship, Eating Assistance, Transferring, Mobility Assistance, Hygiene Assistance, Housekeeping, Meal Preparation, and Dementia. The 'Other Important Facts' section is partially visible at the bottom.

MySupport Search for clients

HOME MY PROFILE MY TIMESHEET MY VALUES

80% Match | **Seeking Clients** Status

Michelle B.
Philadelphia, PA 19101
It's all about empowerment!

MESSAGE SAVE WORKER

OT
SLP

Gender/Age: Female/32
Has an accessible van: No
Smokes: No
Speaks: English, Spanish (Okay)
Okay with Pets: Yes

ABOUT QUESTIONS SCHEDULE

Summary

Hi! I'm Michelle. Thank you for taking a look at my profile and considering me as a candidate to be your support worker. Over past 10 years, I have worked with seniors and individuals with disabilities to ensure that they have every opportunity possible to lead an active and fulfilling life. I believe that my clients are the experts in their own experience, and I recognize that disability is a natural part of life. I work to treat my clients with the same kind of dignity and respect that I would expect if/when I receive support worker services myself. I am very friendly, fluent in Spanish, and love animals! I am happy to provide references from previous clients.

Skills

Companionship Eating Assistance Transferring
Mobility Assistance Hygiene Assistance
Housekeeping Meal Preparation Dementia

Other Important Facts

CLIENT PROFILE

Seniors and people with disabilities can discuss their needs and everything they look for in a worker clearly and easily

The screenshot shows a user interface for 'MySupport'. At the top, there is a search bar with the text 'Search for clients' and a magnifying glass icon. To the right of the search bar are icons for an envelope and a profile picture. Below the search bar is a navigation menu with four items: 'HOME', 'MY PROFILE', 'MY SCHEDULE', and 'MY VALUES'. The main content area features a profile card for 'Kristina A.' with a photo of a woman, a '80% Match' indicator, and a 'Hiring Status' label. The profile card includes a 'MESSAGE' button, a 'SAVE' button with a dropdown arrow, and a 'CLIENT' button. To the right of the profile card is a table of client information. Below the profile card are three tabs: 'ABOUT', 'QUESTIONS', and 'SCHEDULE'. The 'ABOUT' tab is active. Under the 'ABOUT' tab, there is a section titled 'Support Services Needed' with six buttons: 'Toileting', 'Bathing', 'Hygiene Assistance', 'Housekeeping', 'Transferring', and 'Dressing'. Below this is a section titled 'Also Needs a Worker That' with one button: 'Speaks Spanish'. At the bottom, there is a section titled 'What are you looking for in a support worker?' with a paragraph of text.

MySupport

Search for clients

HOME MY PROFILE MY SCHEDULE MY VALUES

80% Match | Hiring Status

Kristina A.
Philadelphia, PA 19101
I am looking for reliable early morning and evening support

MESSAGE SAVE CLIENT

Gender/Age	Female/42
Needs an accessible van	No
Smokes	No
Speaks	English (Okay), Spanish
Owns pets	Yes

ABOUT QUESTIONS SCHEDULE

Support Services Needed

Toileting Bathing Hygiene Assistance

Housekeeping Transferring Dressing

Also Needs a Worker That

Speaks Spanish

What are you looking for in a support worker?

Punctuality, reliability, and good communication are key for me. I utilize my support services before I go to work. It is important that I am on time and ready for work, and so it is important that my caregiver be on time and reliable. When changes arise, which they will, it is important to me that my caregiver communicate with me as early as possible so other arrangements can be made. My Puerto Rican heritage is important to me, and I like to speak Spanish at home, so I would like a support worker who can speak Spanish with me. I take pride in my appearance and want a caregiver who doesn't rush me when I am trying to decide what to

MATCH QUESTIONS

We help match people seeking support and workers through questions that determine what's important to them

About Questions Schedule

You and your client sit down at a restaurant. The server comes by and asks you what your client wants to order. How would you react?

Correct the server and tell them to talk to your client instead

Pretend you didn't hear them

Order for your client

How important is this answer:

A little Somewhat Very

Explain your answer (optional)

ANSWER Skip question

Questions Previously Answered

What is the most important job of a support worker?

Making sure the person they are supporting is safe

Doing what the person they are supporting tells them

Helping the person they are supporting to be all they can be

Have you ever worked with people with disabilities before?

89%

Highest match possible

122

Questions Answered

9

MySupport

SCHEDULING

People with disabilities and seniors can easily add new shifts to their schedule based on their needs

The screenshot displays the 'MySupport' web application interface. At the top, there is a search bar for support workers and navigation links for HOME, MY PROFILE, MY SCHEDULE, and MY VALUES. The main content area is titled 'MySchedule' and includes a calendar view for the week of 6/22/14. A modal window is open for 'MON 6/23', showing a shift being added. The shift details are as follows:

- TIME:** 9:00pm to 12:30pm
- Repeat Weekly
- LOCATION:** Home (271 Granby St., Philadelphia, PA 19101)
- WORKER:** Jason T. (215) 804-3228
- SHIFT STATUS:** PENDING
- Did the worker arrive?** (dropdown menu)

At the bottom of the modal, there are buttons for 'SAVE' and 'Delete Shift'. The background calendar shows a grid for the week of 6/22/14, with the shift being added to the 'MON 6/23' column. The shift is currently in a 'PENDING' state.

SCHEDULING

People with disabilities and seniors can keep track of their schedules on their MySchedule page



MySchedule

Click to assign an unassigned shift to the selected worker or create a new shift for the selected worker.

Week of 6/22/14

See: ALL ASSIGNED PENDING UNASSIGNED

SUN 6/22	MON 6/23	TUE 6/24	WED 6/25	THU 6/26	FRI 6/27	SAT 6/28
UNASSIGNED 1:30p - 3:30p Home Unassigned	PENDING 9a - 12:30p Home Pending	ASSIGNED 1p - 5:30p Home Robert J.	ARRIVED 1p - 5:30p Home Robert J.	ARRIVED 1p - 5:30p Home Robert J.	+	+
+	+	+	ARRIVED 6p - 9p Home Jennifer M.	NO SHOW 11p - 12:30a Home Robert J.		
			+	+		

VIEWING SHIFTS

The availability of each worker is shown to the person seeking services to determine whether there is an opportunity to hire them

MySupport Search for clients

HOME MY PROFILE MY TIMESHEET MY VALUES

80% Match | **Seeking Clients** Status | **SLP**

Jason T.
Philadelphia, PA 19101
I believe in empowering people!

MESSAGE SAVE WORKER

MY PROFILE MY VALUES **MY AVAILABILITY**


Click HIRE to assign your shifts to this worker.

MON	TUE	WED	THU	FRI	SAT	SUN
1:30p - 3p	9a - 11:30a	12:30a - 6a	3:30p - 5p	3:30p - 5p	3:30p - 5p	
HIRE	HIRE	HIRE	WORKING	HIRE	HIRE	
5:30p - 10:30p	5:30p - 10:30p	5:30p - 10:30p				
WORKING	WORKING	WORKING				

Gender/Age: Male/25
Has an accessible van: No
Smokes: No
Speaks: English, Spanish (Okay)
Okay with Pets: Yes

VIEWING SHIFTS

If desired, those seeking support can show when they're looking for a worker to help each party assess if there's an opportunity to work together



Jonathan B.
Philadelphia, PA 19101
I am looking for reliable early morning and evening support

80% Match

Hiring Status

OT

SLP

Gender/Age: Male/25

Needs an accessible van: No

Smokes: No

Speaks: English, Spanish (Okay)

Owns pets: Yes

MESSAGE

SAVE ▼

CLIENT

MY PROFILE

MY VALUES

MY OPEN SHIFTS

Click the INQUIRE button to ask the client about open shifts.

	Morning	Afternoon	Evening	Overnight
SUN	INQUIRE	COVERED	COVERED	COVERED
MON	COVERED	INQUIRE	INQUIRE	COVERED
TUE		INQUIRE	INQUIRE	
WED		COVERED	COVERED	
THU	COVERED	COVERED	COVERED	COVERED
FRI	COVERED			
SAT				

POWERFUL SEARCH

Filter and search using location proximity, availability times, gender, age, language, last login time and many other advanced filters

The screenshot displays the MySupport search interface. At the top, there is a search bar with the text "Search for support workers" and a magnifying glass icon. To the right of the search bar are icons for a mail envelope and a user profile. Below the search bar is a filter panel with three sections: "FILTERS", "MORE FILTERS", and "SAVED PROFILES". The "FILTERS" section includes: "LOCATED WITHIN" (2 MILES OF 11249), "HAS ACCESSIBLE VAN" (Yes), "GENDER" (Female), "CAN DRIVE" (Yes), "AGE" (25 TO 35), and "SMOKES" (Yes). The "MORE FILTERS" section includes: "AVAILABILITY" with checkboxes for "Matches my schedule", "Evening (6pm - 11pm)", "Morning (5am - 12pm)", "Overnight (11pm - 5am)", and "Afternoon (12pm - 6pm)". The "SAVED PROFILES" section is currently empty. Below the filter panel is a search form with the following fields: "LOCATED WITHIN" (2 MILES OF 19101), "HAS ACCESSIBLE VAN" (Yes), "GENDER" (Female), "CAN DRIVE" (Yes), "AGE" (25 TO 35), "SMOKES" (Yes), "AVAILABILITY" (checkboxes for "Matches my schedule", "Evening (6pm - 11pm)", "Morning (5am - 12pm)", "Overnight (11pm - 5am)", "Afternoon (12pm - 6pm)"), "EDUCATION" (Graduated from, 4 year college), "LANGUAGES" (English, two empty dropdowns), and "HIRED ON MYSUPPORT" (Yes). Below the search form are "SEARCH" and "CLEAR" buttons. Below the search form is a list of search results. The first result is for Jim B., with a 59% match, 8.9 miles from Philadelphia, PA 19101, and "Over 20 Years of Experience". The second result is for John H., with a 25% match, 0.9 miles from Philadelphia, PA 19101, and "Over 20 Years of Experience". The third result is for Tony L., with a 15% match, 0.9 miles from Philadelphia, PA 19101, and "Over 20 Years of Experience". Each result includes a profile picture, a "MESSAGE" button, and a "VIEW PROFILE" button. At the bottom of the search results, there is a "Back to top" link and a pagination bar with numbers 1, 2, 3, 4, and a right arrow.

MESSAGING

Seniors, people with disabilities and workers can communicate conveniently through the platform



MyMessages

RECEIVED (6)

NOTIFICATIONS (11)

SENT (23)

ARCHIVED (55)

Archive



Aaron C.

I've been a direct support worker for the last six years. I am a pu...



Alexander H.

As an attendant for the last 12 years, I have worked with a wide ar...

5/24/14



Victor R.

I believe everyone should have the right to be supported with dignity...

5/23/14



Jessica M.

As a person with diabetes, I have had my fair share of interactions with...

5/23/14



Mary H.

While I'm relatively new to direct support, I believe I can be a valuable...

5/23/14



Mary H.

I've come a long way on actions and I'm ready to support you with wh...

5/20/14

Agency Admin

View and access the profiles of all your clients and workers in one place



BULK EXPORT TIMESHEETS

New Consumers (3)

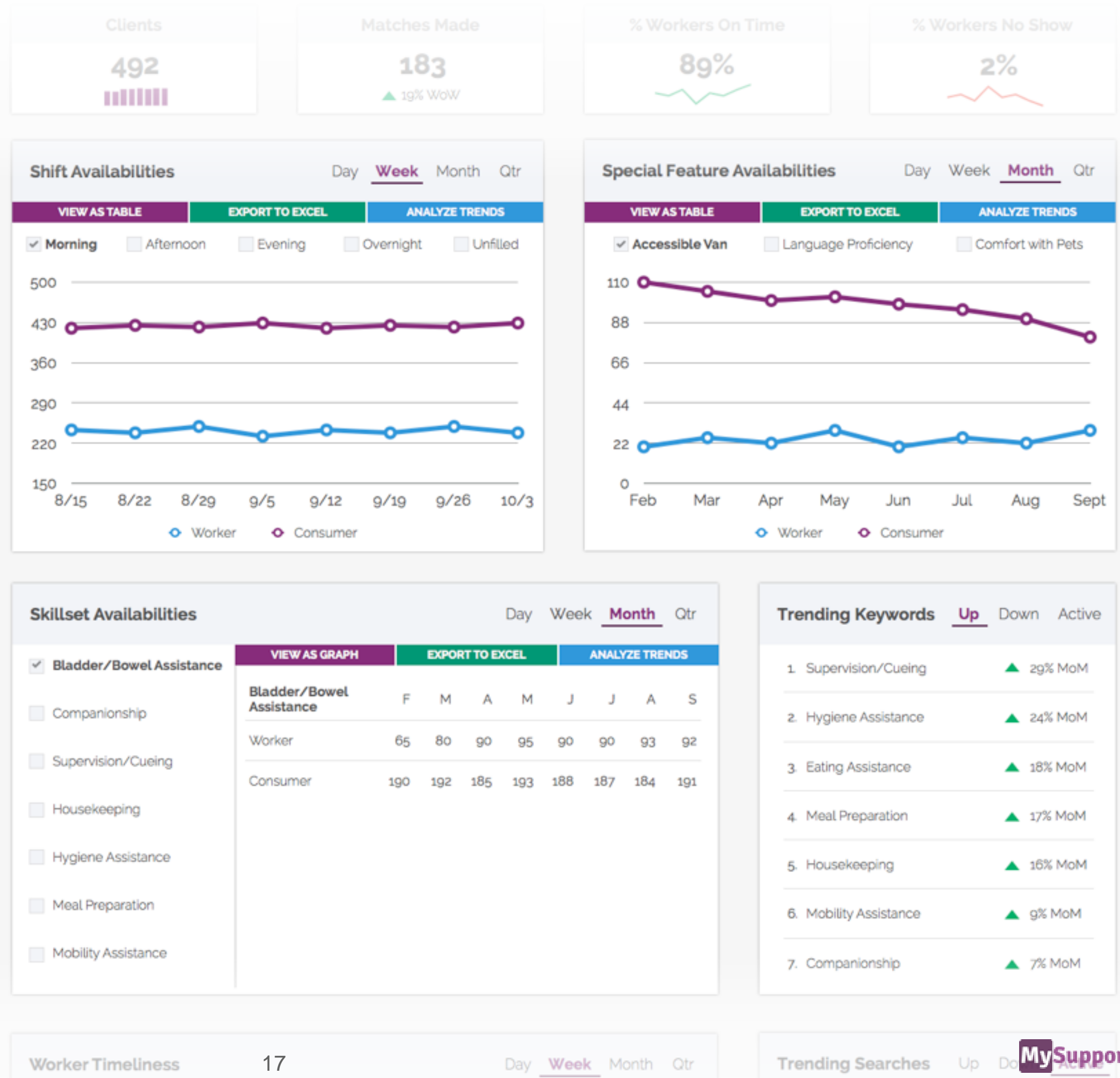
Last Name	First Name	Profile	Approve?	
Chu	Nelson	VIEW	YES	NO
Lin	Yin	VIEW	YES	NO
Masalskaya	Kate	VIEW	YES	NO

Current Consumers (3)

Last Name	First Name	IHSS Hrs/Wk	SLS Hrs/Wk	Timesheet	Profile
Kim	John	15	30	EXPORT	EDIT
Smith	Jessica	20	0	EXPORT	EDIT
Shah	Adam	30	20	EXPORT	EDIT

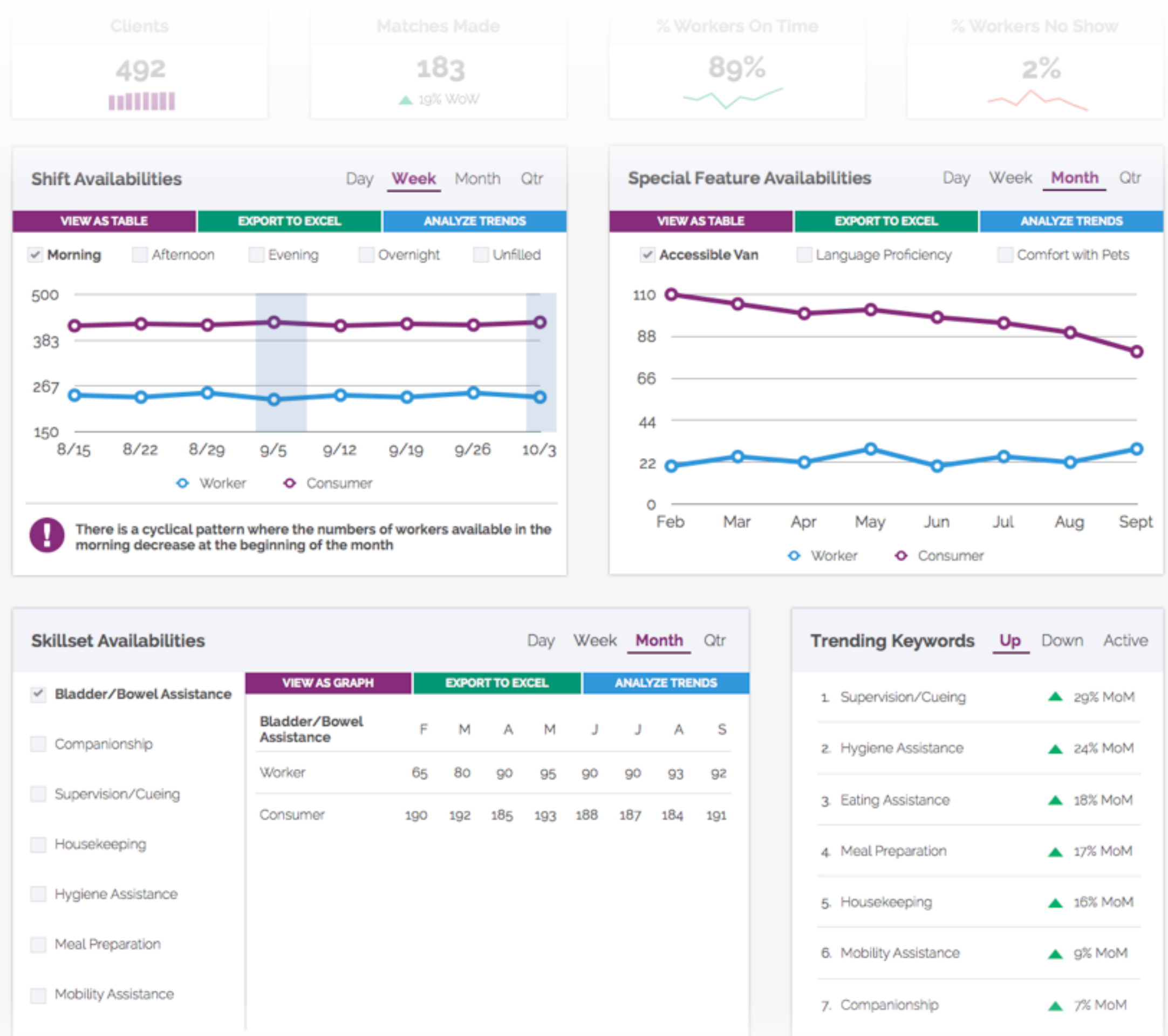
Analytics Dashboard

View client and worker activity on a robust and powerful analytics dashboard that allows any graph or table to be exported into Excel



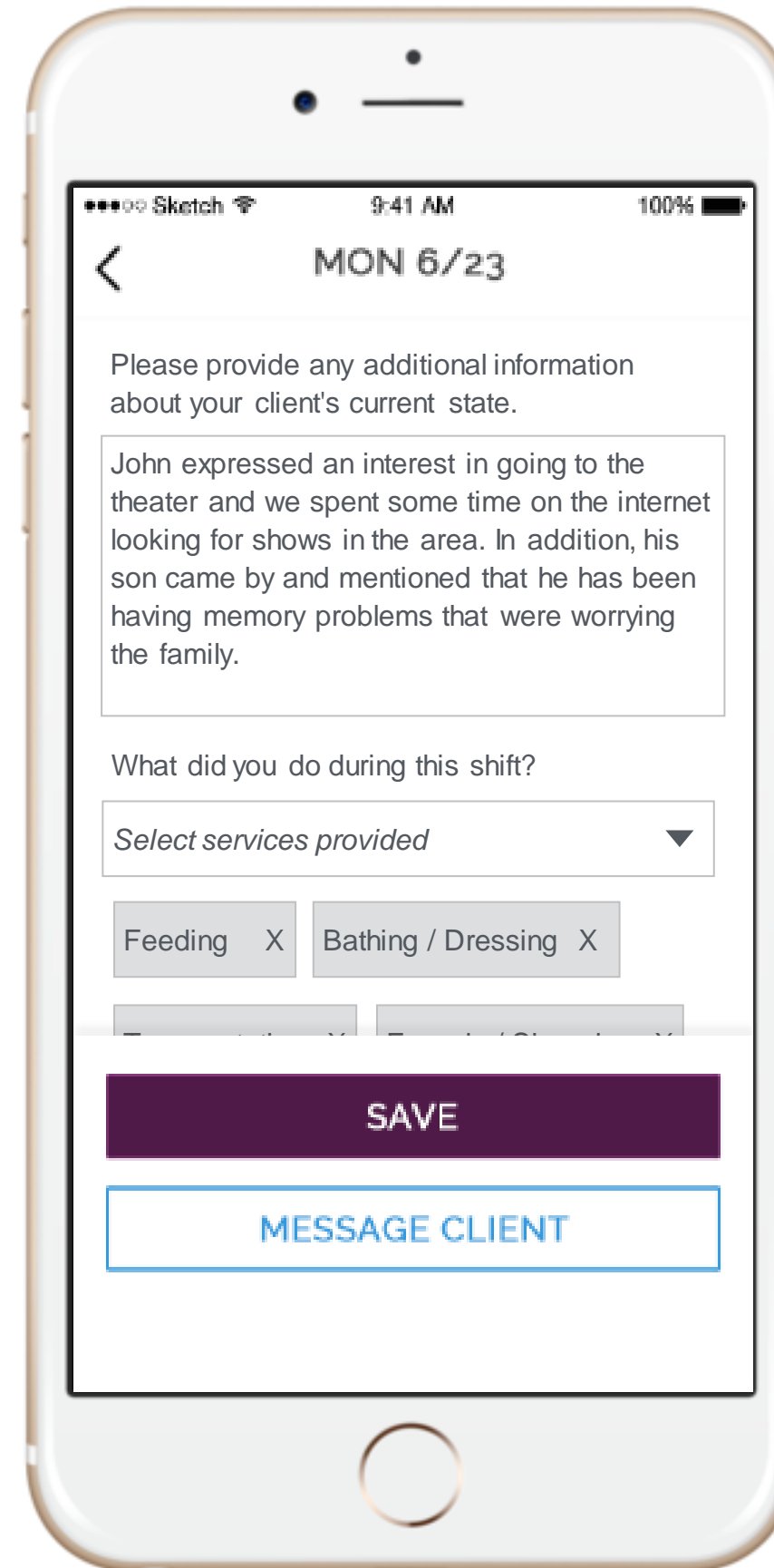
Discover Trends

Our algorithms can intelligently detect trends in activity and spotlight areas where you can shift your workforce and target professional development



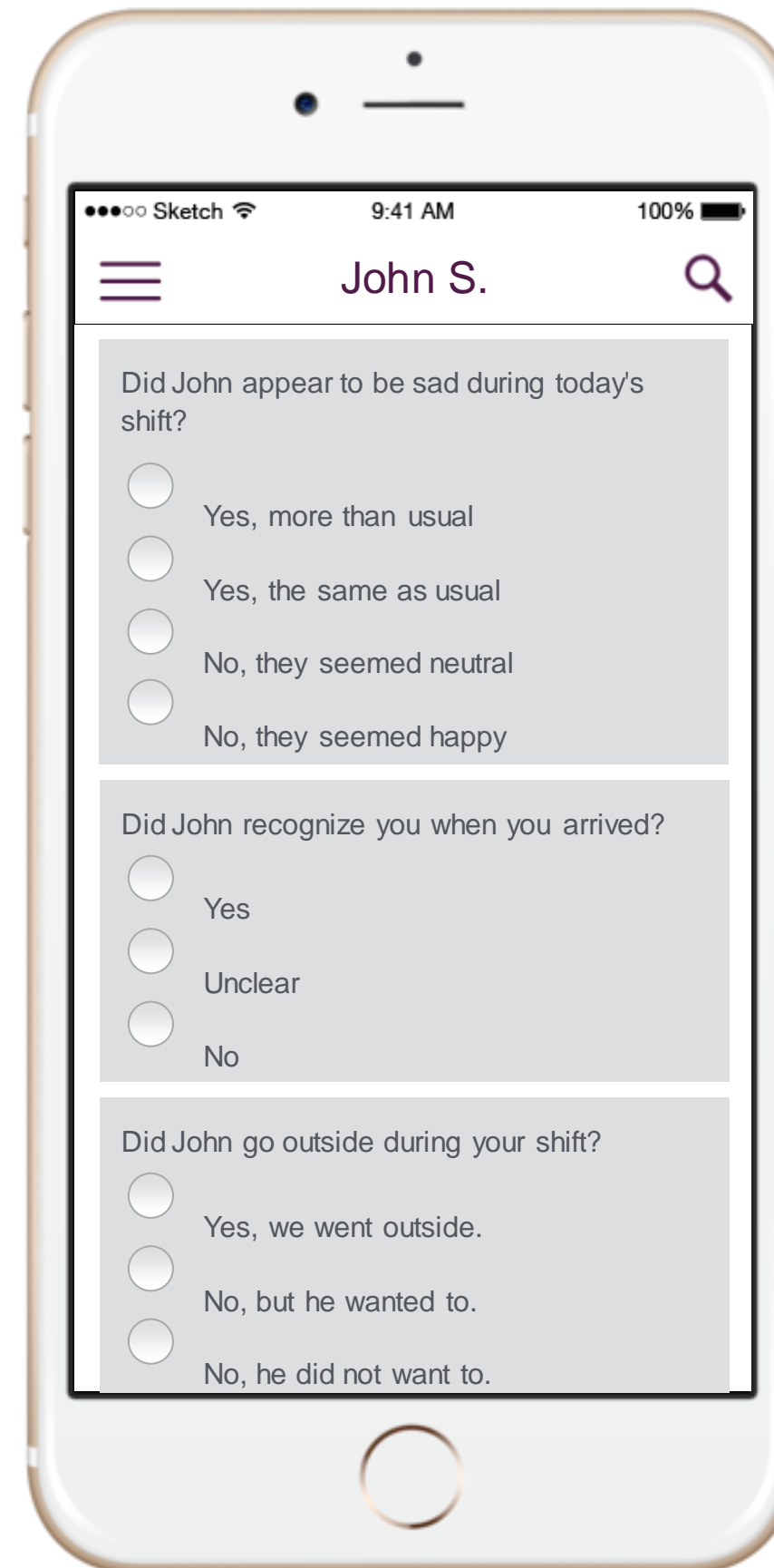
Observe on the go

All reporting can be done by the worker on their mobile phone while on site



Client State

Workers can also fill out additional details about the client's state during their session



Client Analytics

Agencies can view the progression over time of the state of the client



John S.
San Francisco, CA 94101
Looking for qualified support!

IHSS

Gender/Age Male/32

CA

Needs an accessible van No

Smokes No

Speaks English (Fluent)

Owns pets Yes

ABOUT

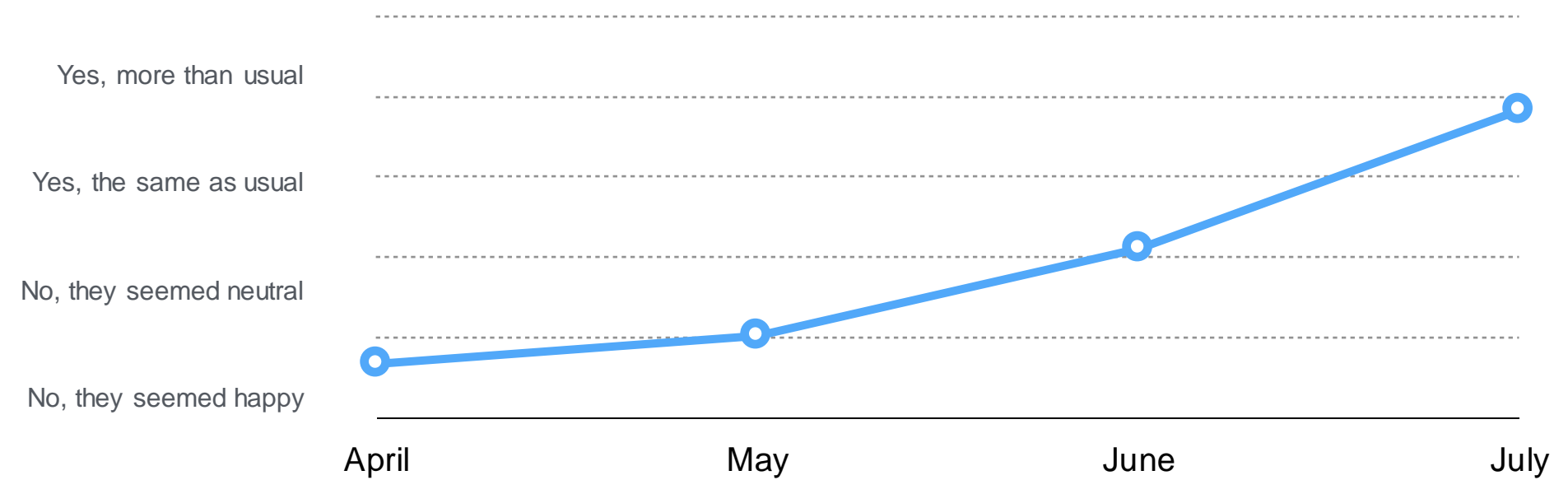
QUESTION
S

SCHEDULE

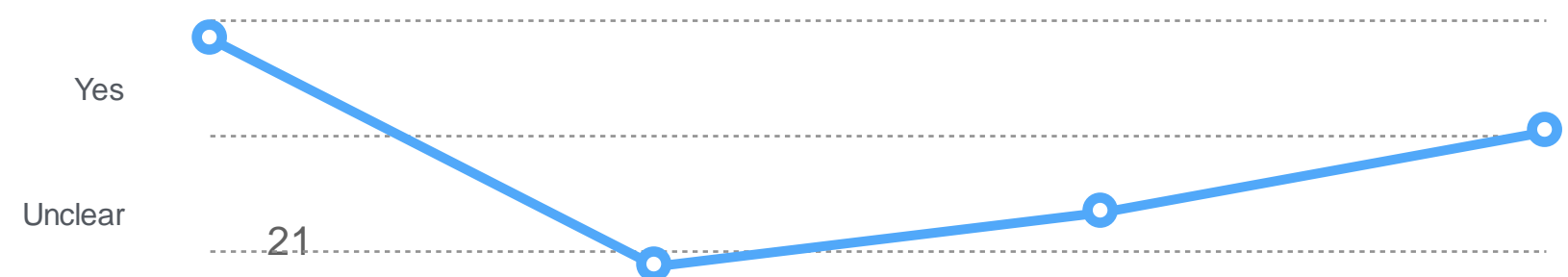
ANALYTICS

VAULT

Did John appear to be sad during today's shift?



Did John recognize you when you arrived?



Document Vault

Maintain a single location for all client documents



John S.
San Francisco, CA 94101
Looking for qualified support!

IHSS

CA

Gender/Age	Male/32
Needs an accessible van	No
Smokes	No
Speaks	English (Fluent)
Owns pets	Yes

ABOUT

QUESTION
S

SCHEDULE

ANALYTICS

VAULT

UPLOAD DOCUMENTS



[Download](#)

1. Durable Power of Attorney



[Download](#)

2. List of Allergies



[Download](#)

3. Emergency Contact Information



[Download](#)

4. Primary Care Physician Contact Information



[Download](#)

5. Specialist Contact Information



MySupport