



# **My**Support

*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.

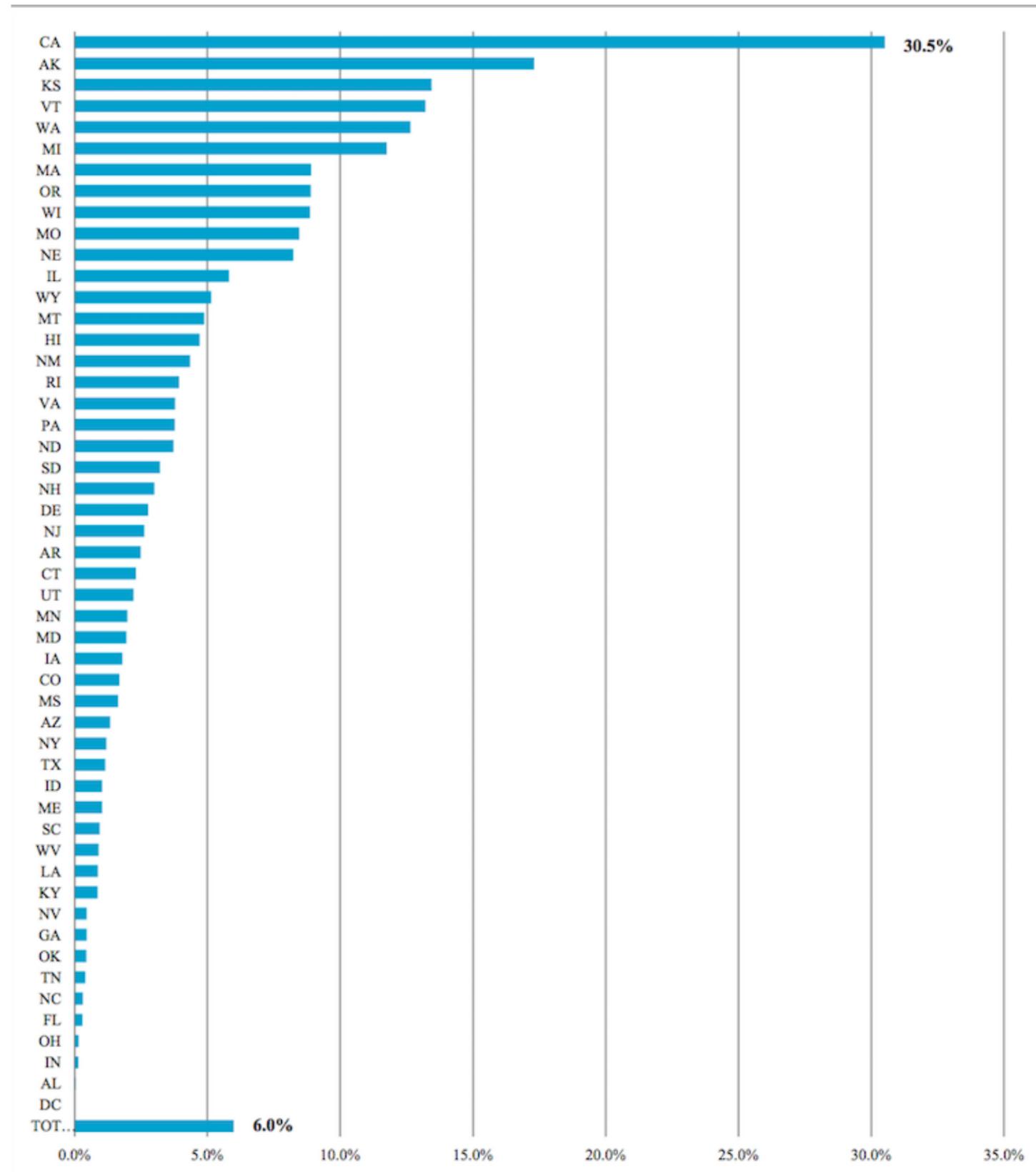
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**AARP**<sup>®</sup>

Public Policy Institute



# Self-Directing PWD Across the US



Source: National Resource Center on Participant Directed Services 



# WORKER PROFILE

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

The screenshot shows a user profile for Michelle B. on the MySupport website. The page includes a navigation bar with links for HOME, MY PROFILE, MY TIMESHEET, and MY VALUES. The profile features a photo of Michelle B., a match rate of 80%, and a status of 'Seeking Clients'. It also displays her location (Philadelphia, PA 19101) and a bio: '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, and Transferring.

**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 a support service platform. At the top, there is a navigation bar with the 'MySupport' logo, a search bar for clients, and icons for email and a user profile. Below the navigation bar, there are tabs for 'HOME', 'MY PROFILE', 'MY SCHEDULE', and 'MY VALUES'. The main content area features a client profile for Kristina A., including a photo, a match percentage of 80%, and a hiring status. There are buttons for 'MESSAGE', 'SAVE', and 'CLIENT'. A sidebar on the right lists client preferences such as gender/age, need for an accessible van, smoking status, languages spoken, and pet ownership. Below the profile, there are tabs for 'ABOUT', 'QUESTIONS', and 'SCHEDULE'. The 'Support Services Needed' section lists various services like Toileting, Bathing, Hygiene Assistance, Housekeeping, Transferring, and Dressing. The 'Also Needs a Worker That' section includes 'Speaks Spanish'. The bottom section, 'What are you looking for in a support worker?', contains a detailed text description of the client's requirements.

**MySupport** Search for clients

HOME MY PROFILE MY SCHEDULE MY VALUES

**80%** Match | **Hiring** Status

**OT**  
**SLP**

**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

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 selected shift for Monday 6/23 highlighted in blue.

# 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
<b>UNASSIGNED</b> 1:30p - 3:30p Home Unassigned	<b>PENDING</b> 9a - 12:30p Home Pending	<b>ASSIGNED</b> 1p - 5:30p Home Robert J.	<b>ARRIVED</b> 1p - 5:30p Home Robert J.	<b>ARRIVED</b> 1p - 5:30p Home Robert J.	+	+
+	+	+	<b>ARRIVED</b> 6p - 9p Home Jennifer M.	<b>NO SHOW</b> 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				

# 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	<a href="#" style="border: 1px solid #007bff; padding: 2px 5px;">INQUIRE</a>	COVERED	COVERED	COVERED
MON	COVERED	<a href="#" style="border: 1px solid #007bff; padding: 2px 5px;">INQUIRE</a>	<a href="#" style="border: 1px solid #007bff; padding: 2px 5px;">INQUIRE</a>	COVERED
TUE		<a href="#" style="border: 1px solid #007bff; padding: 2px 5px;">INQUIRE</a>	<a href="#" style="background-color: #007bff; color: white; padding: 2px 5px;">INQUIRE</a>	
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 two buttons: "SEARCH" and "CLEAR". Below the search form is a list of search results. The first result is for Jim B., with a 59% match, located 8.9 miles from Philadelphia, PA 19101. The second result is for John H., with a 25% match, located 0.9 miles from Philadelphia, PA 19101. The third result is for Tony L., with a 15% match, located 0.9 miles from Philadelphia, PA 19101. Each result includes a profile picture, name, match percentage, location, and a brief description. Below the search results 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)

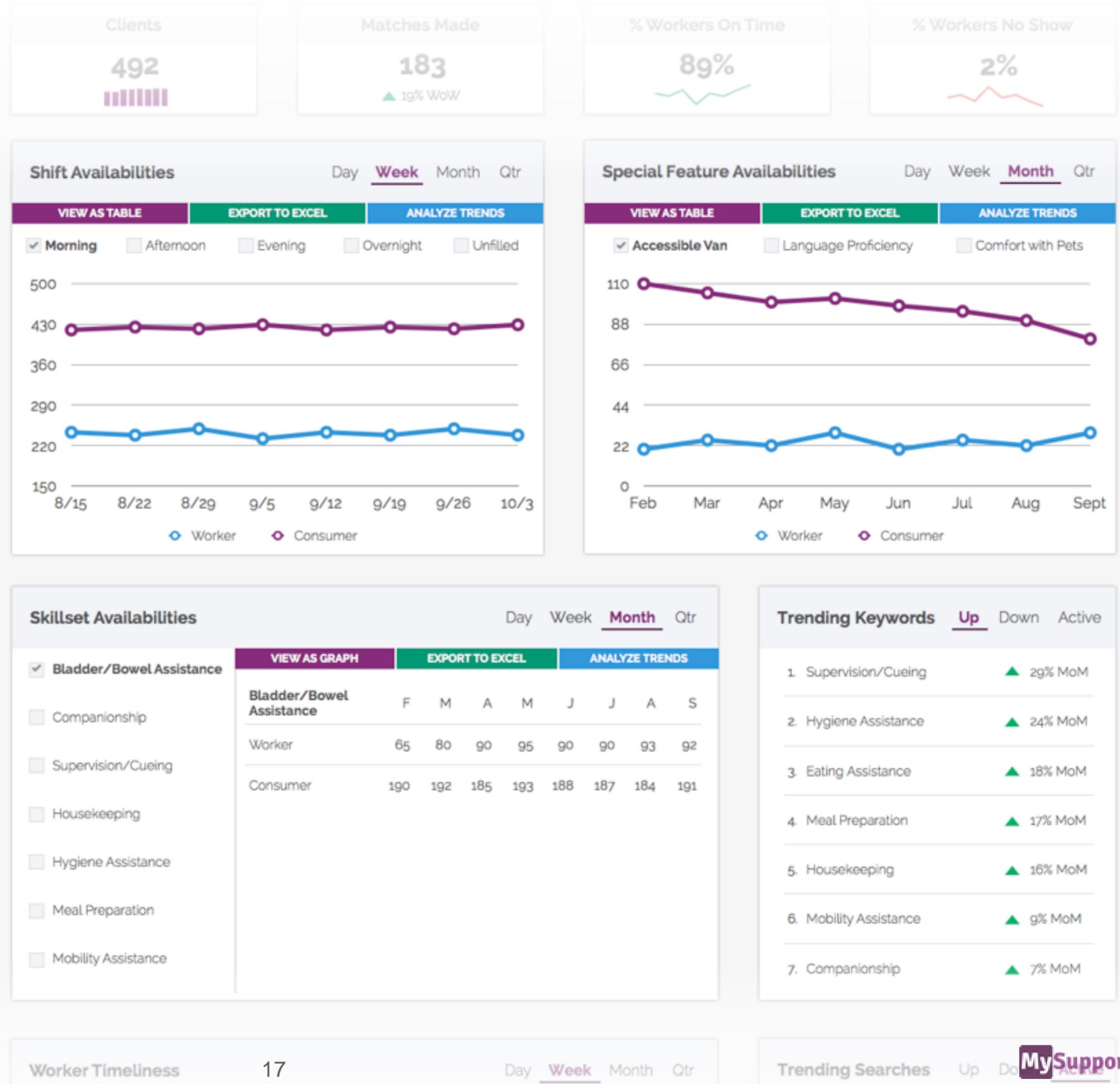
Last Name	First Name	Profile	Approve?	
Chu	Nelson	<a href="#">VIEW</a>	<a href="#">YES</a>	<a href="#">NO</a>
Lin	Yin	<a href="#">VIEW</a>	<a href="#">YES</a>	<a href="#">NO</a>
Masalskaya	Kate	<a href="#">VIEW</a>	<a href="#">YES</a>	<a href="#">NO</a>

Current Consumers (3)

Last Name	First Name	IHSS Hrs/Wk	SLS Hrs/Wk	Timesheet	Profile
Kim	John	15	30	<a href="#">EXPORT</a>	<a href="#">EDIT</a>
Smith	Jessica	20	0	<a href="#">EXPORT</a>	<a href="#">EDIT</a>
Shah	Adam	30	20	<a href="#">EXPORT</a>	<a href="#">EDIT</a>

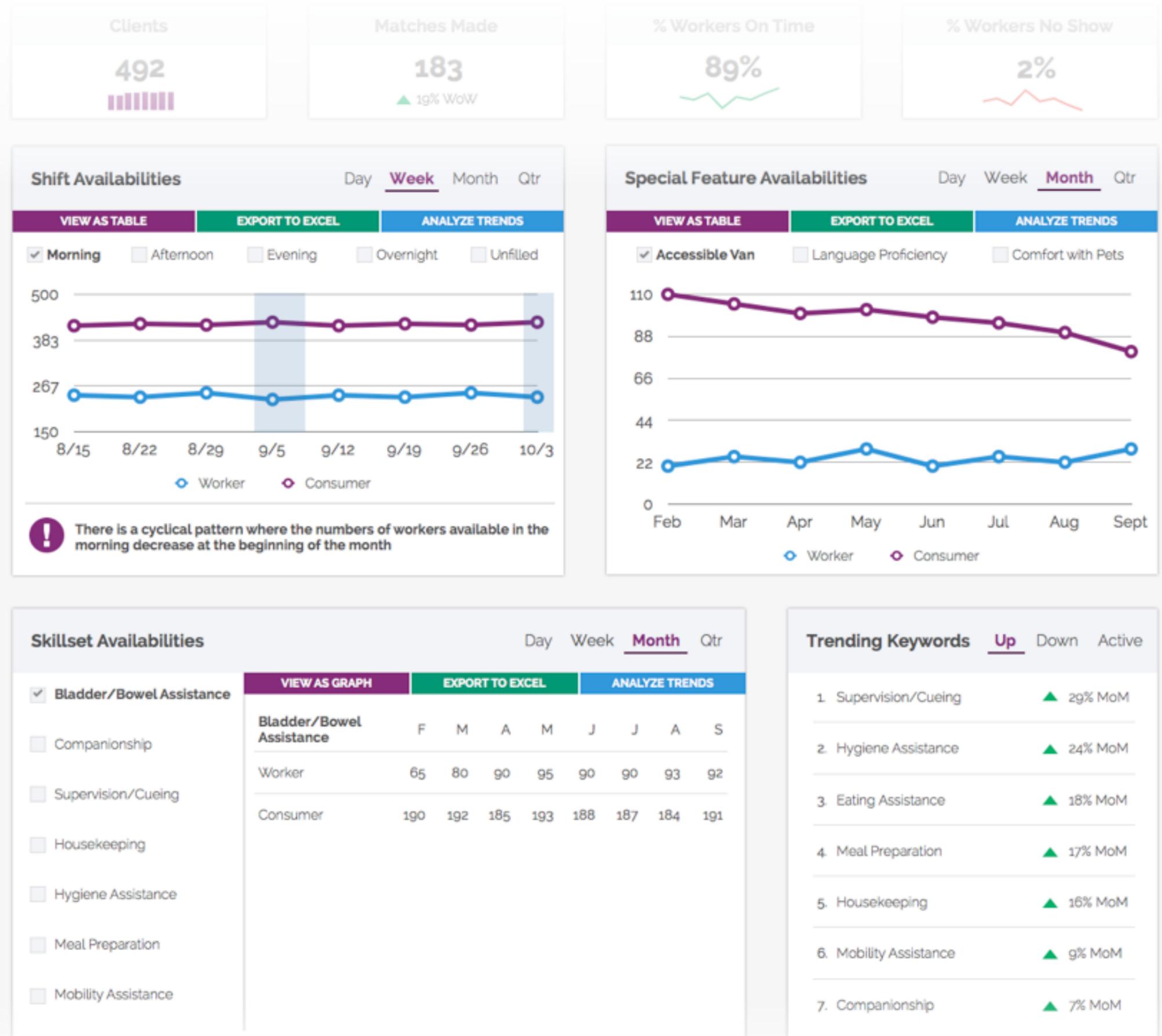
# Analytics Dashboard

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



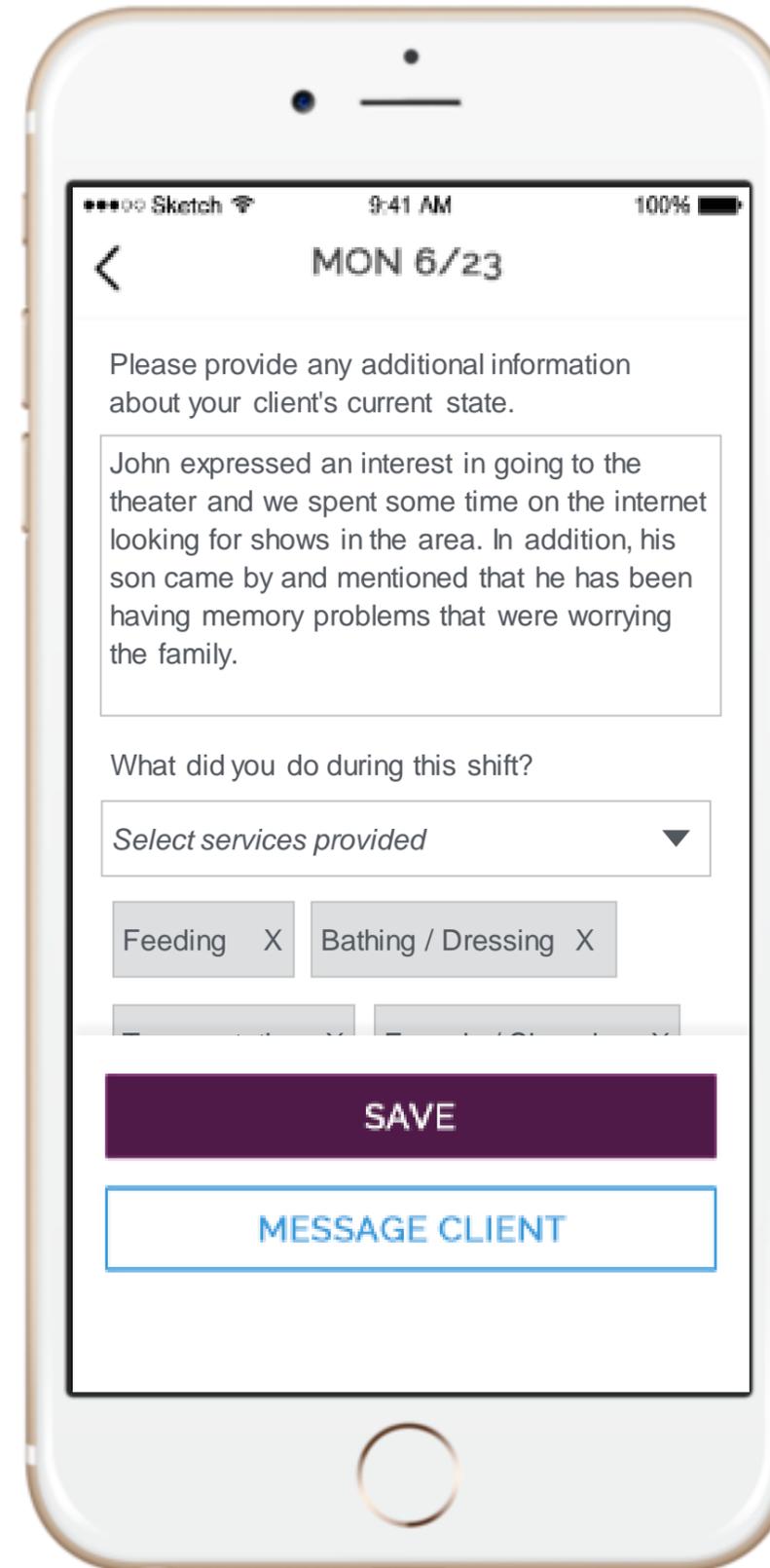
# Discover Trends

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



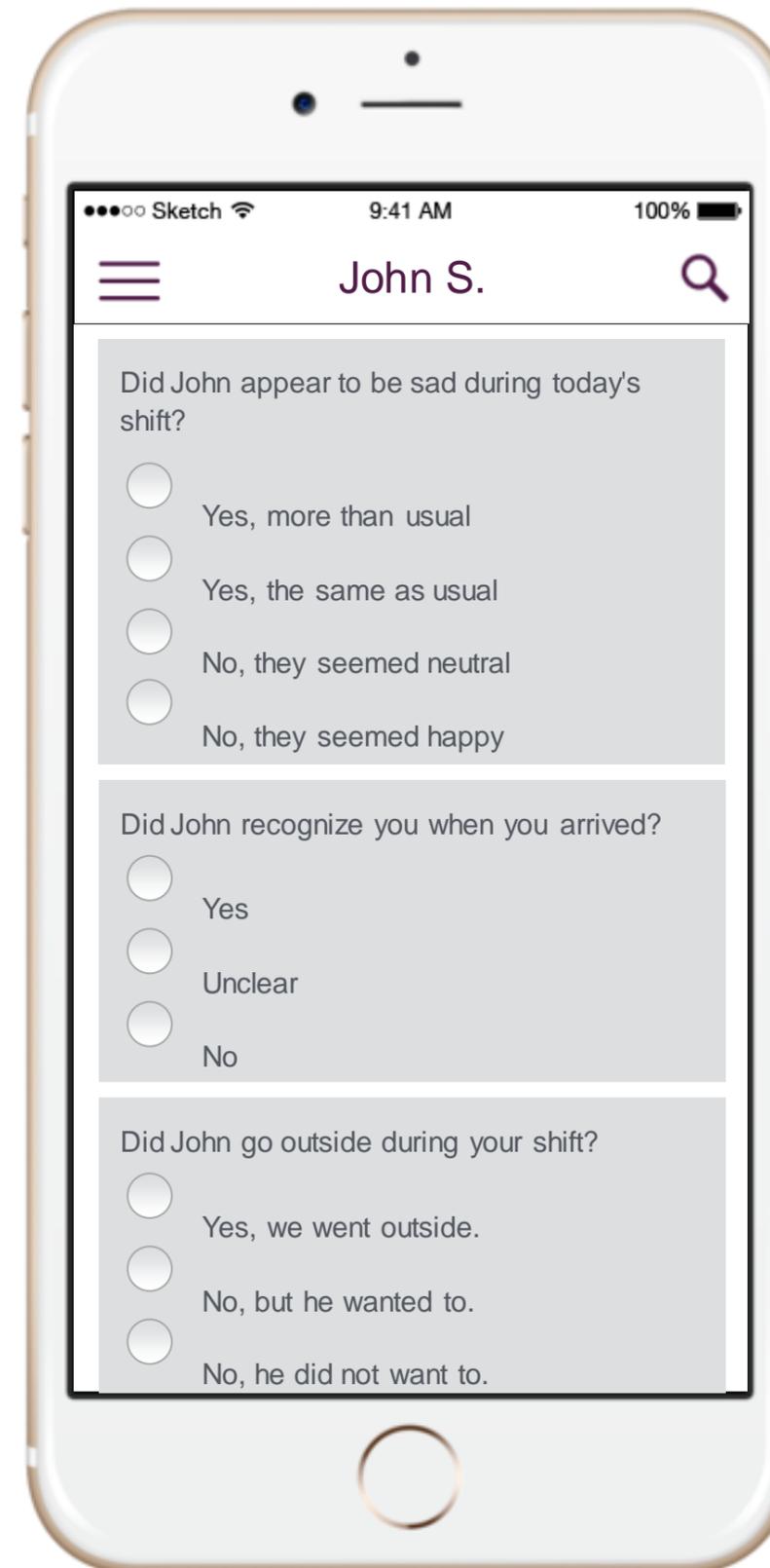
# Observe on the go

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

CA

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

ABOUT

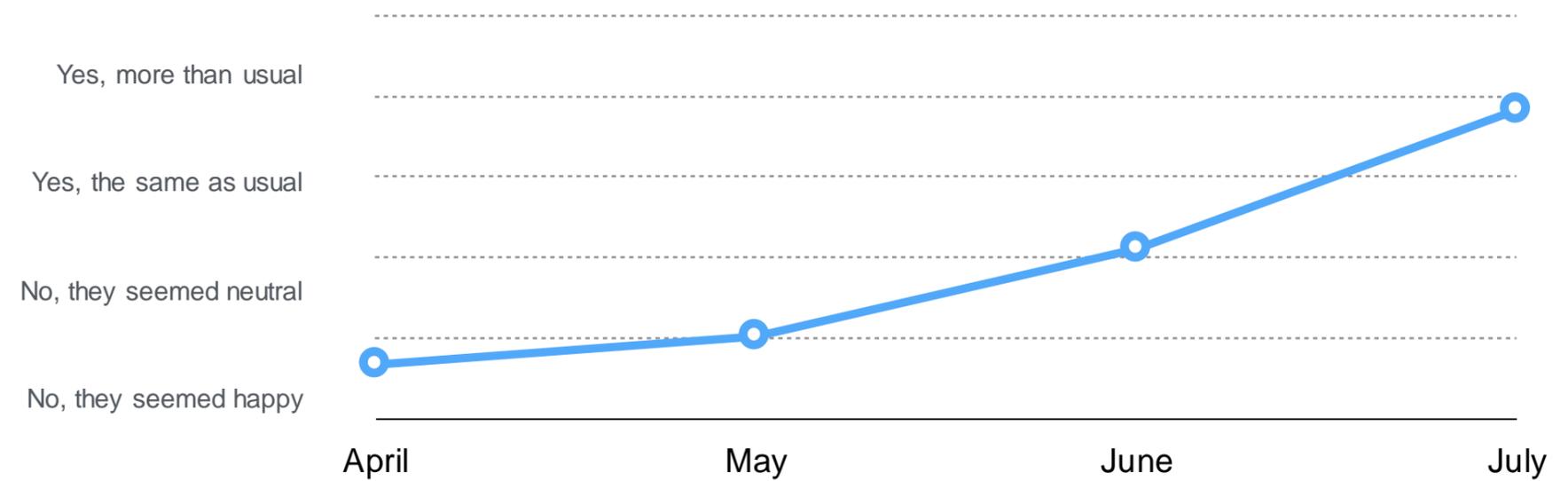
QUESTION  
S

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**