

Community Events Forum

An event coordination system for families and other subsets of the Customer-Provider population to connect and organize gatherings.



HOW DOES IT WORK?

DHS provides an online space to coordinate interests and concerns, allowing Customers and Providers to self organize for real life meet-ups.

Once events gain a certain amount of traction and attendance, DHS is alerted to send a representative and they transition into a “town hall” event, where other stakeholders like SEIU and ACCESS can attend and gauge topics of community interest. This feedback can then be leveraged in program changes.

Potential features include: a toolkit to standardize meet-ups; prompts to start the conversation; poster templates to advertise in public spaces; travel assistance to and from events.

WHO DOES IT SERVE?

- HSP Customers
- Individual Providers
 - Family and non-family
- Community

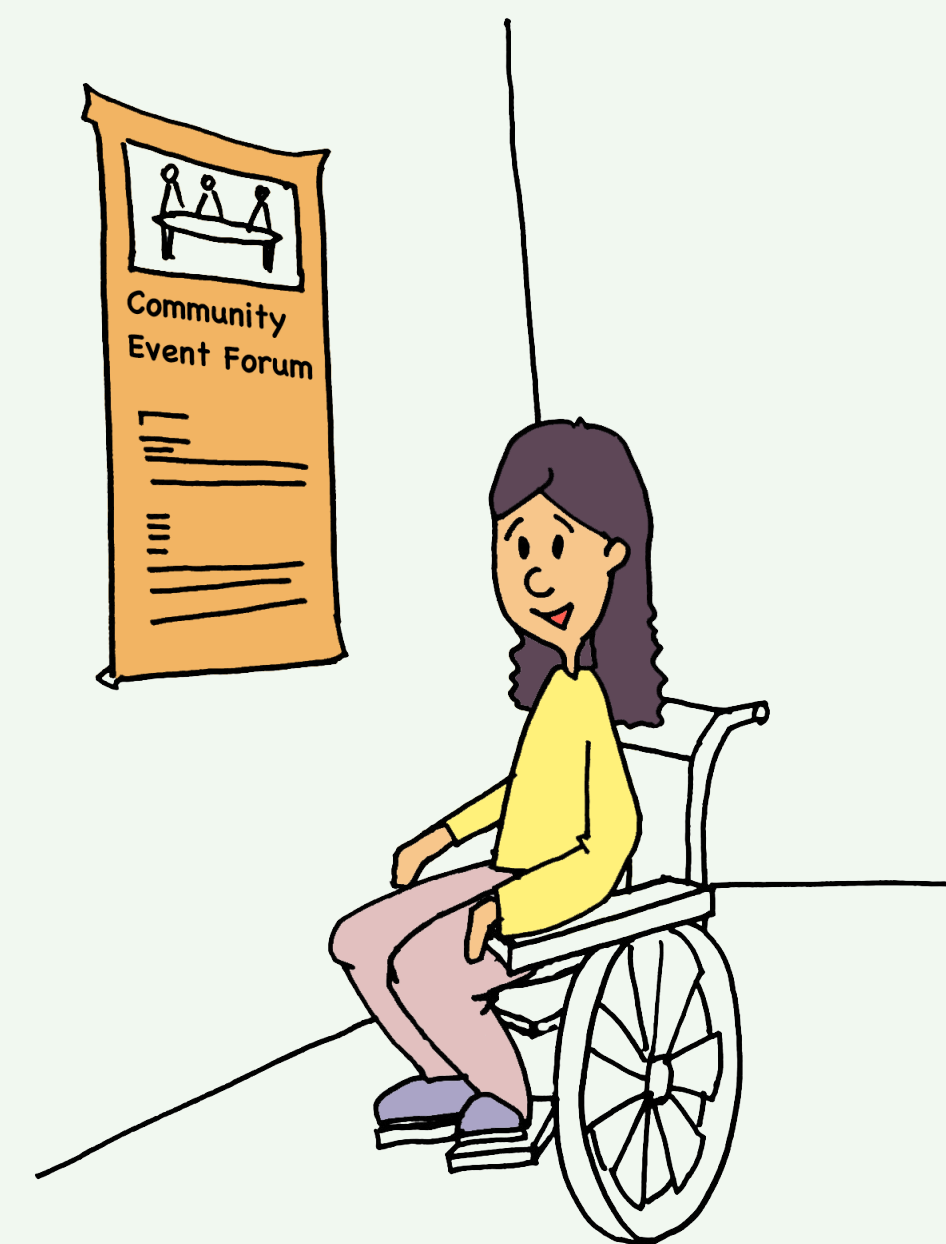
WHAT ARE THE BENEFITS?

By extending the user experience across multiple touchpoints, it facilitates relationship-building between the system and its users.



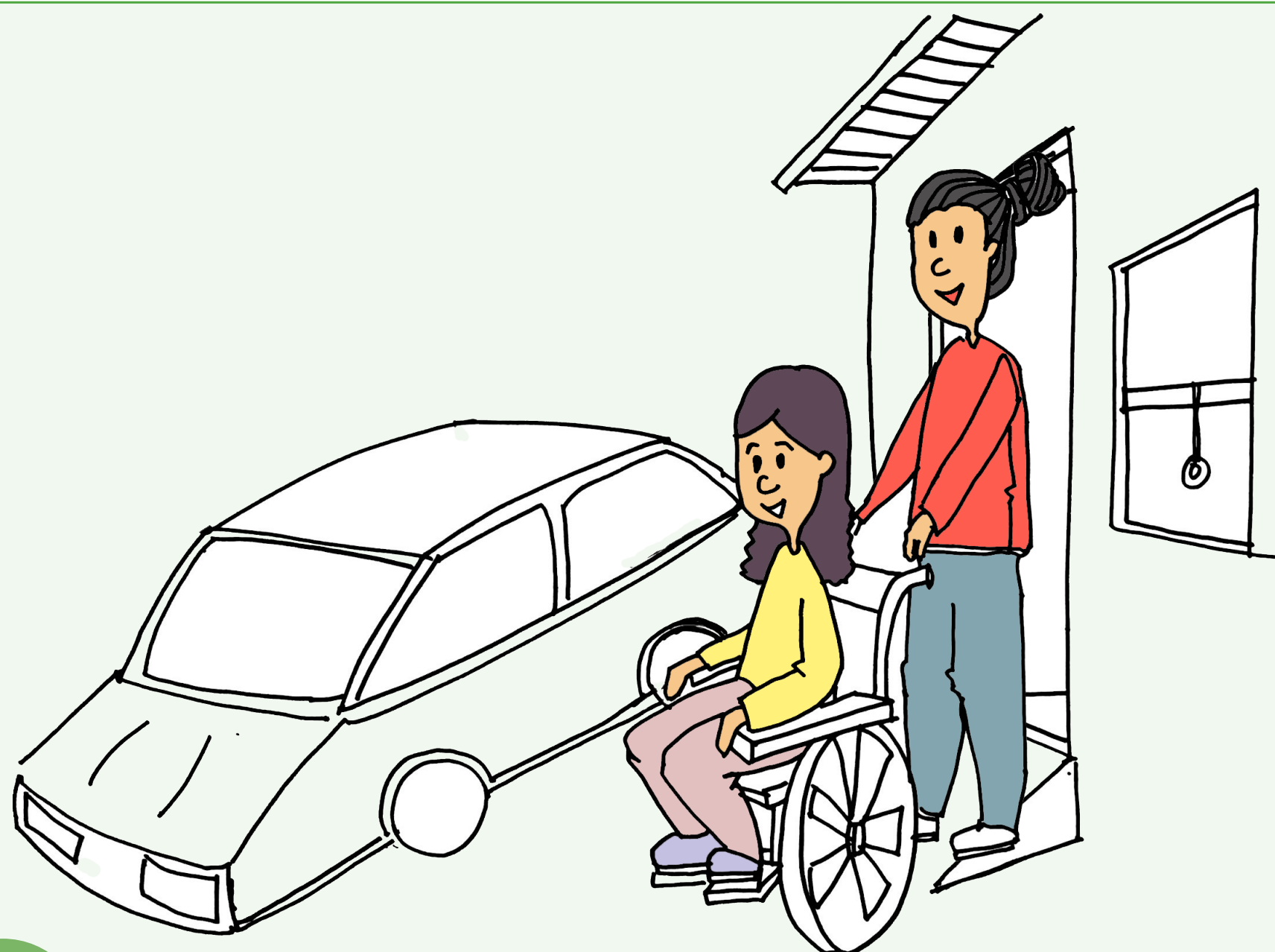
1

Kym, an HSP Provider for her daughter, uses the forum to connect with other family Providers and arranges a good time and place to meet.



2

Susanna, an HSP Customer, sees a poster left by one of the event's organizers at her town community center.



3

Susanna arranges to attend the meeting with her mother, who is also her Provider.



4

Kym, Susanna, and a group of Customers and Providers come together – sharing experiences, addressing issues, and recording notes to add to the forum for DHS and for those who weren't able to make it.

Training in a Box

An integrated bundle of training resources that individually focus on Providers and Customers throughout their journey with HSP.



HOW DOES IT WORK?

Each "box" contains a mix of tools and prompts that can be used as a one-stop shop for application and onboarding materials, basic training, guides for meaningful conversations, as well as a repository of accessible resources for Customers and Providers.

There is potential to unite the HSP experience by engaging multiple touchpoints along the user journey (e.g. the website, hospitals, churches, CILs, RIC, etc.)

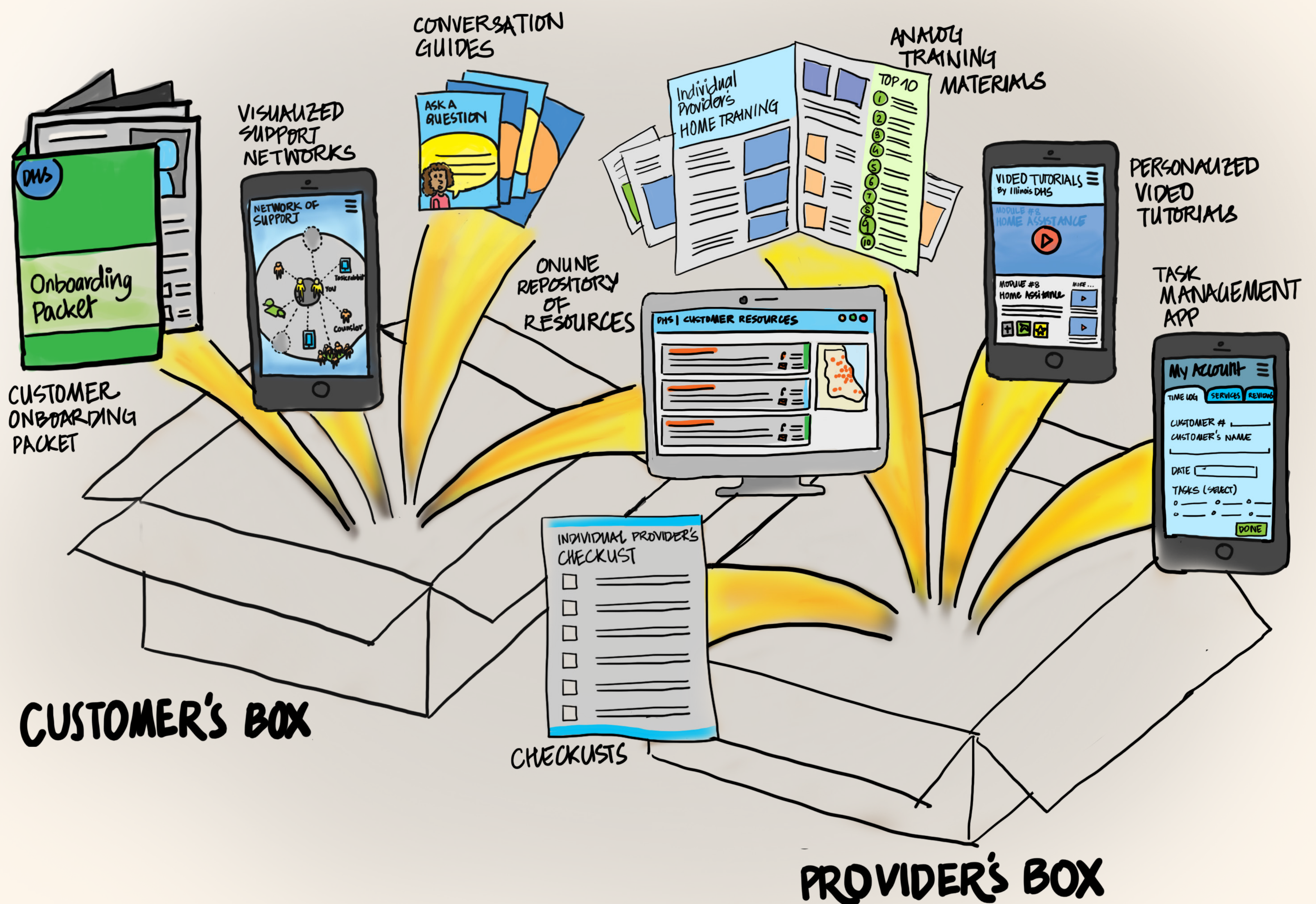
WHO DOES IT SERVE?

- HSP Customers
- Individual Providers
 - Family and non-family

WHAT ARE THE BENEFITS?

By extending the user experience across multiple touchpoints, it facilitates relationship-building between the system and its users.

Once developed, the box offers sustainable individualized support for both Customers and Providers with minimal maintenance.



Story Platform

An online space that collects stories from people with disabilities and Providers to share experiences with each other and the public at large.



HOW DOES IT WORK?

HSP Customers and Providers populate this centralized online space, where each story can be tagged and searched by topic area and keywords.

The platform serves to build community support and spread awareness of larger issues faced by people with disabilities and their Providers. There is the potential to leverage this platform as disability advocacy on public channels and mainstream media.

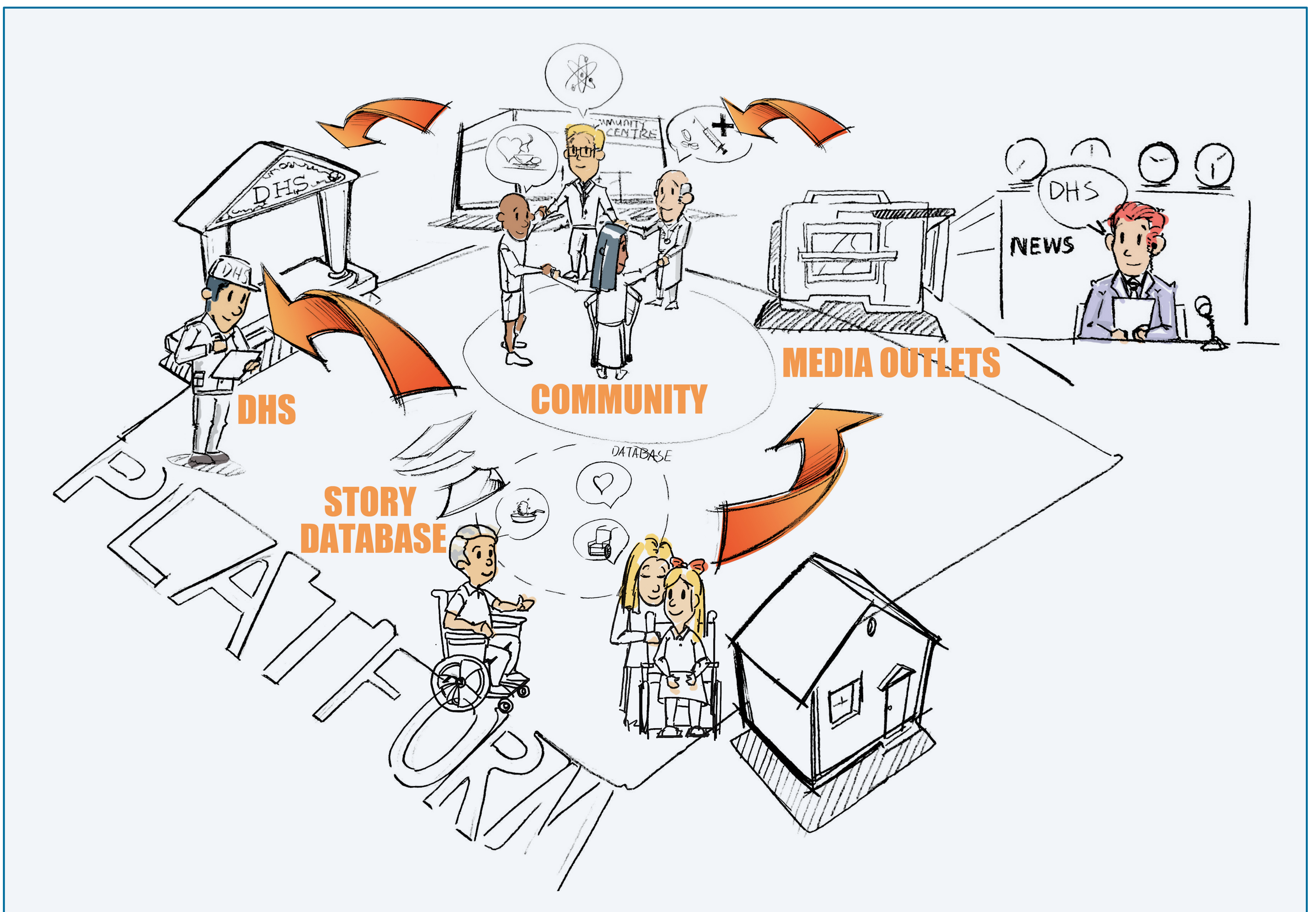
WHAT ARE THE BENEFITS?

By creating an outlet for Customers and Providers to share experiences:

- DHS builds a bridge for users to learn from one another, adopting the role of a knowledge broker rather than taking on more services to provide.
- DHS would build a new & positive benchmark for the larger conversation on disability as well as the role of the government in supporting initiatives for the population they serve.

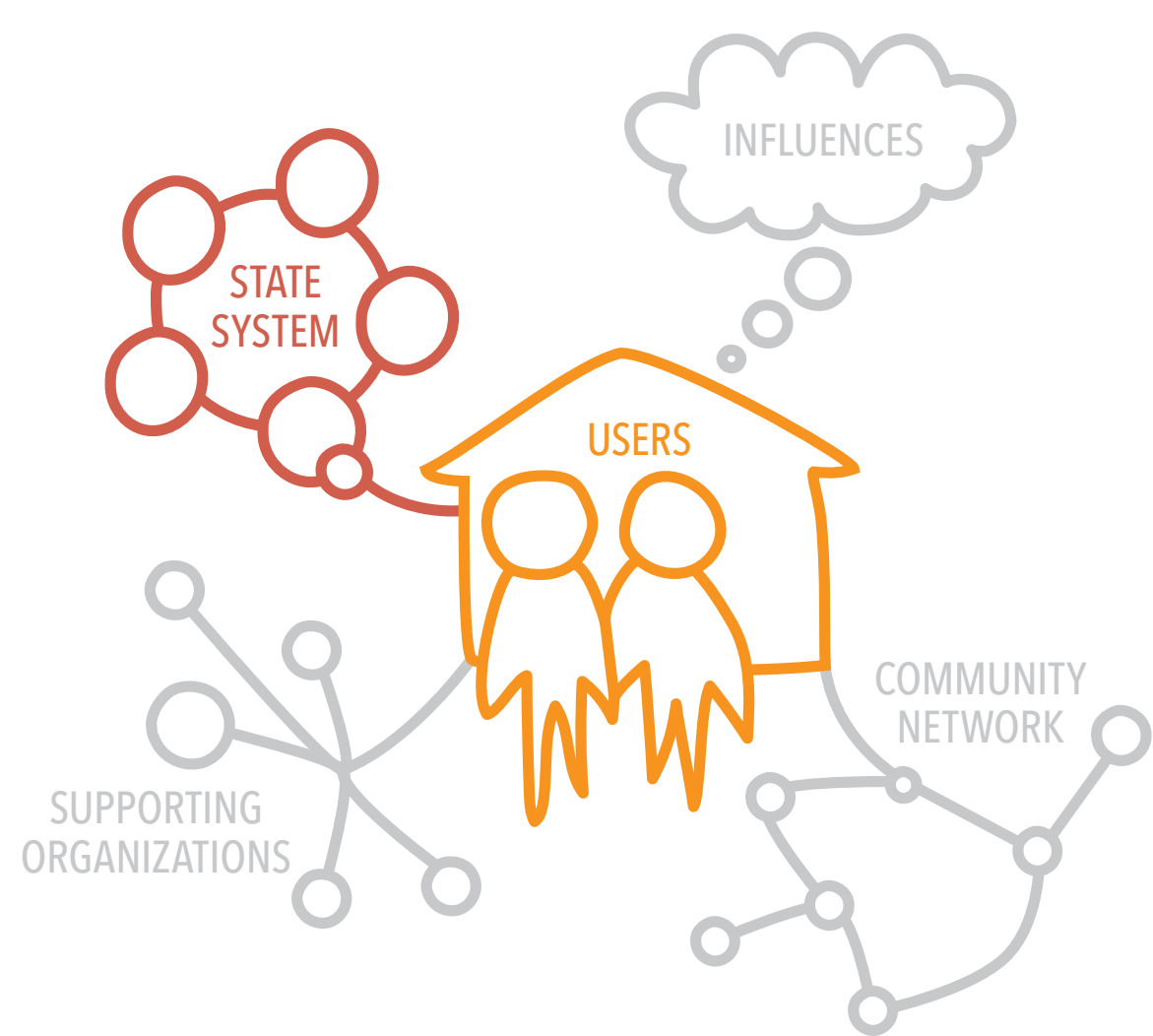
WHO DOES IT SERVE?

- HSP Customers
- Individual Providers
 - Family and non-family
- Broader community



Real-Time Tracking

An online space that centralizes and stores updated data, documentation progress and program information for anyone involved in HSP to access



HOW DOES IT WORK?

This online space centralizes and stores updated data, documentation progress and program information for anyone involved in HSP to access. This enables different stakeholders to navigate different aspects of the program with efficiency and transparency.

Within the space, both DHS and Customers and Providers can track waivers, Provider applications, timesheets and payments step-by-step. Incorporating GPS sensor technology through smartphone usage boosts timesheet reporting accuracy and minimizes fraud incidents.

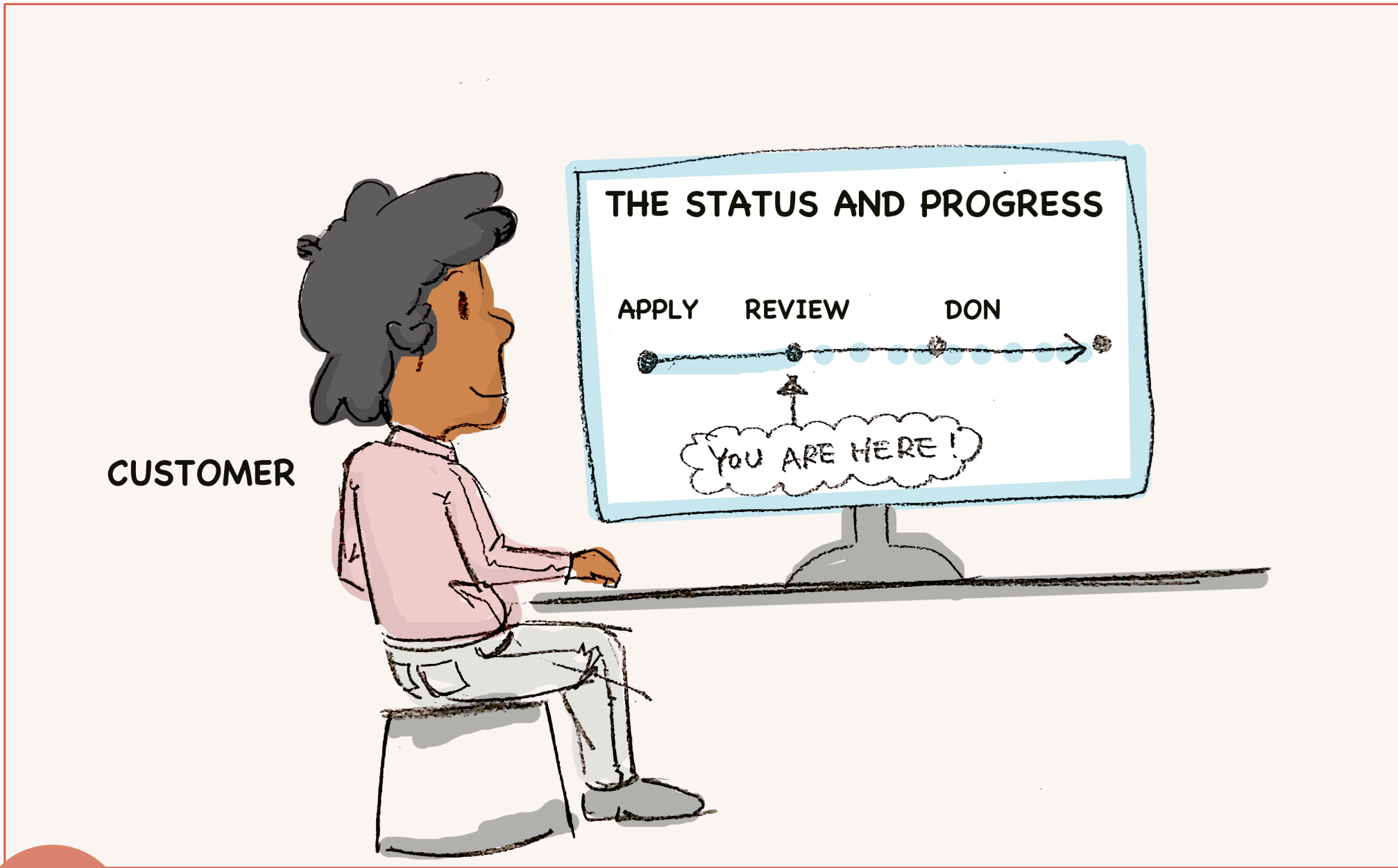
The online space sends quarterly feedback prompts to both Customers and Providers to review each other, encouraging ongoing feedback and discussion between them. Furthermore, DHS counselors can update service plans when needed, and Customers can add preferred methods of receiving help for these needs. These updates are shared with Providers to improve services, and help DHS to identify any gaps in the current services provided.

WHO DOES IT SERVE?

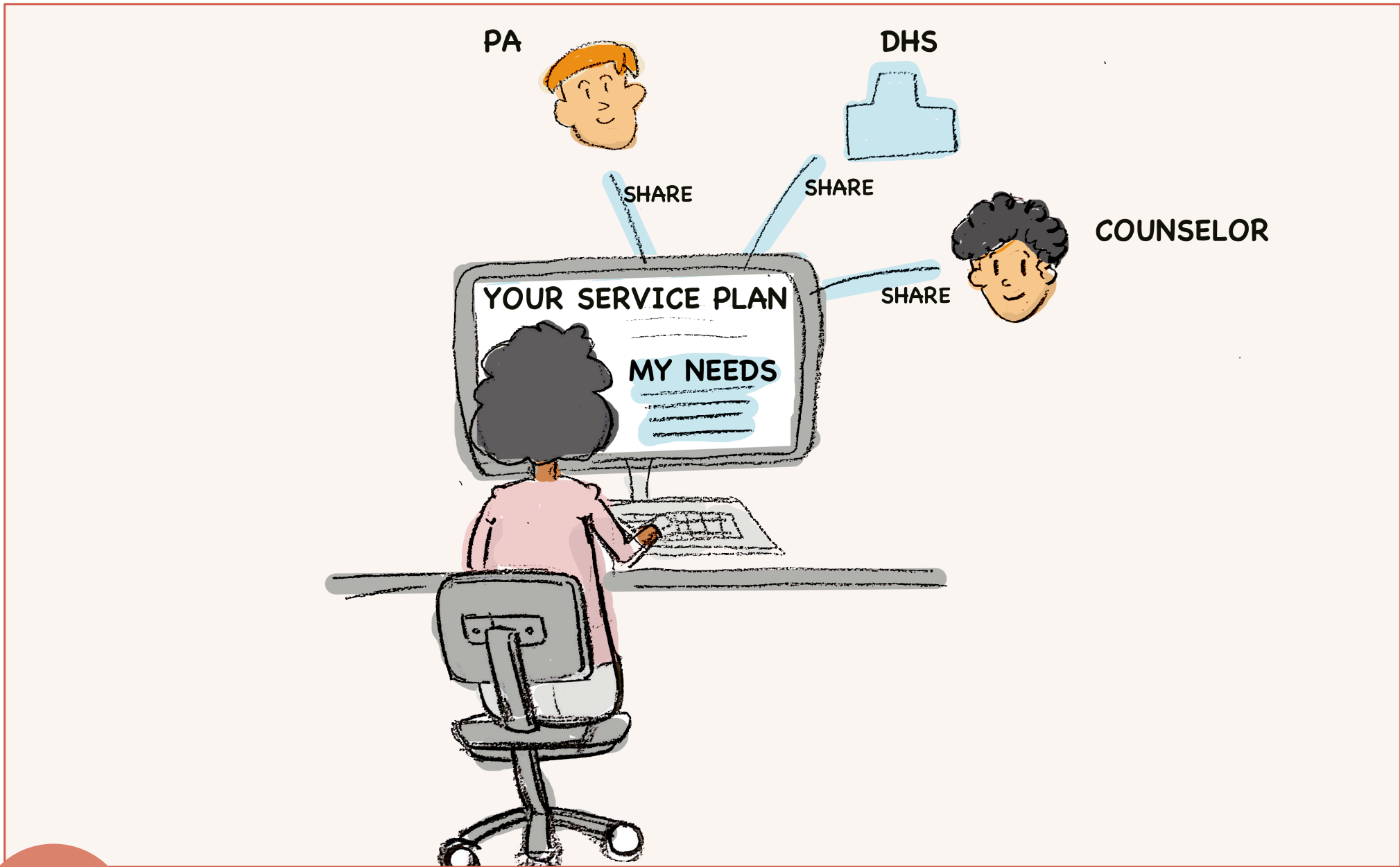
- DHS
- HSP Customers
- Individual Providers
 - Family and non-family

WHAT ARE THE BENEFITS?

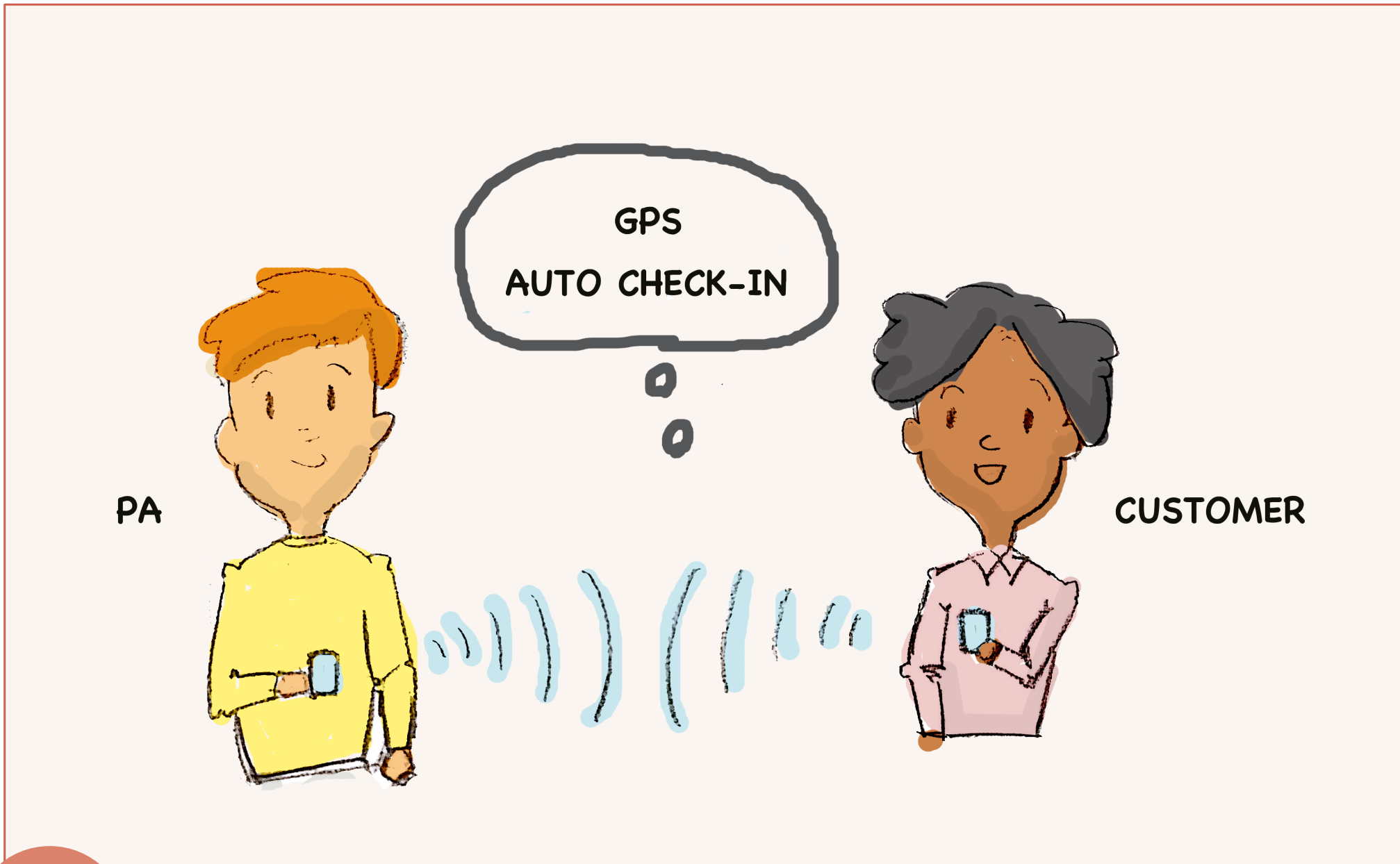
It minimizes frustrations with increased efficiency and transparency to all stakeholders.



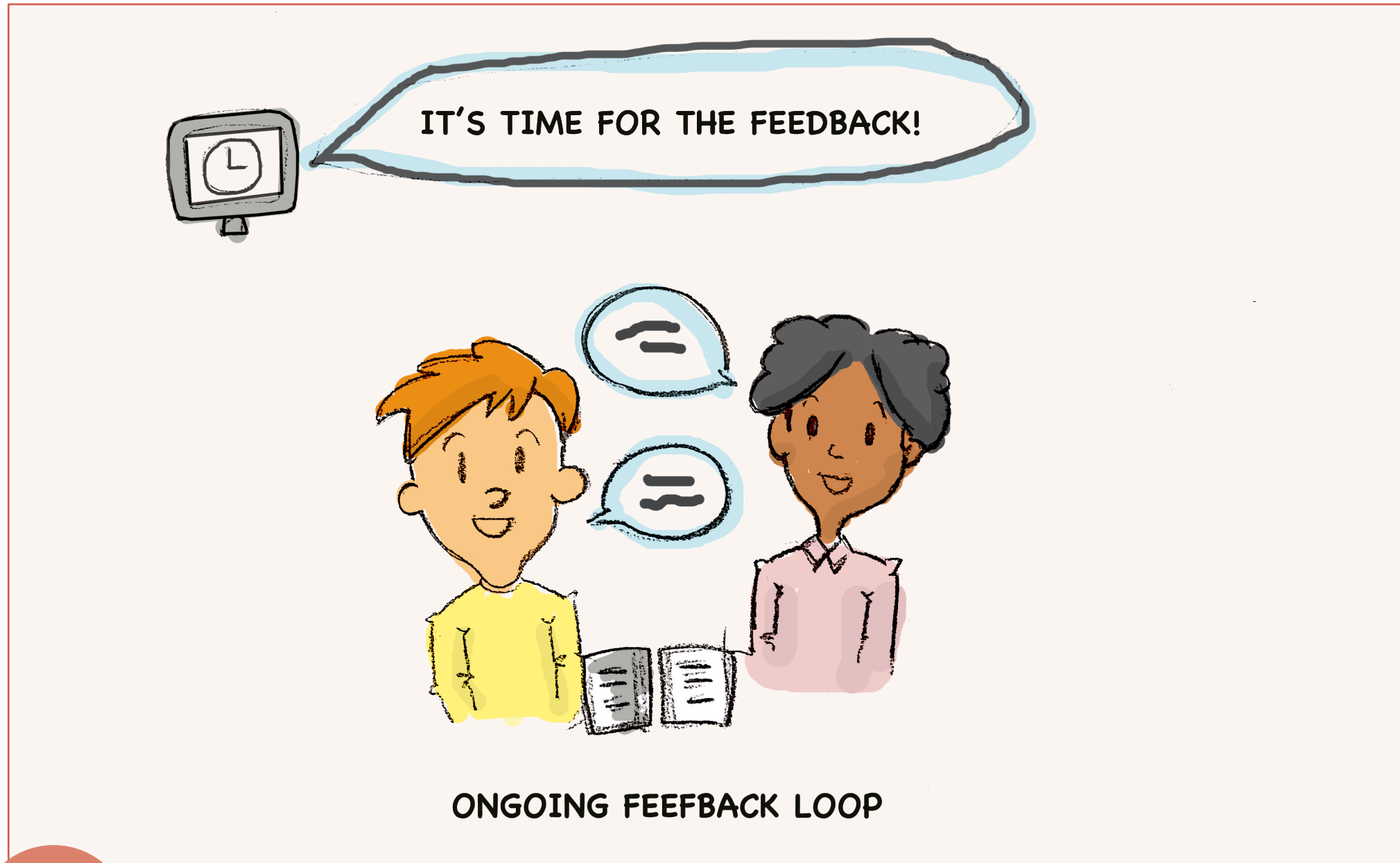
1 Sam uses the online space to submit his application to HSP and track his application progress.



2 Once Sam is enrolled in HSP, he uses the online space to share his service plan with his Provider and counselor. He is also able to add preferred methods of receiving help for these needs.



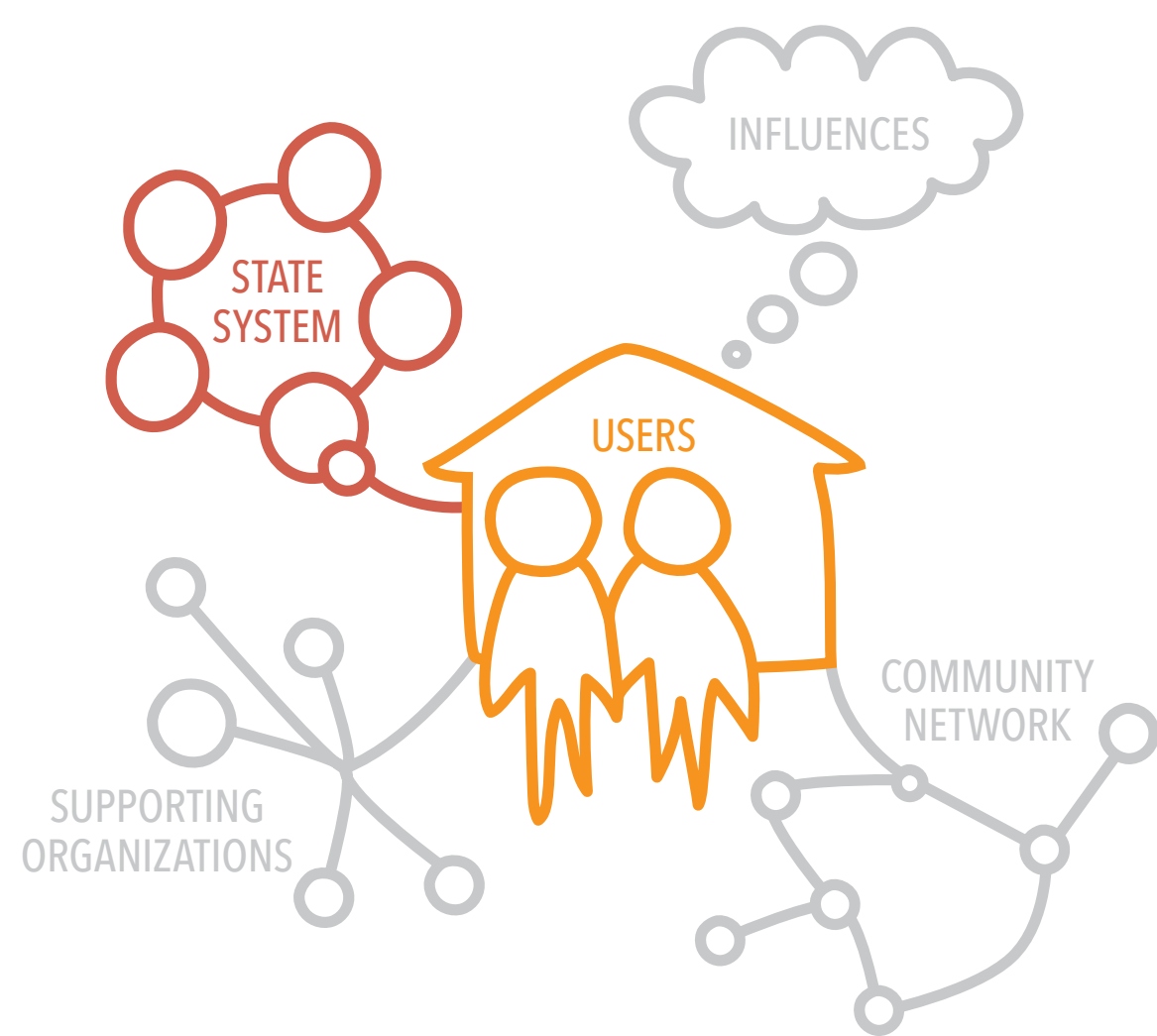
3 Sam and his Provider use GPS sensor technology through smartphone usage. This boosts timesheet reporting accuracy and minimizes fraud incidents.



4 The online space sends quarterly feedback prompts to both Customers and Providers to review each other, encouraging ongoing feedback and discussion between them.

Reframing Service Operations

Reimagine HSP service operations by emphasizing a holistic understanding of the Customer, taking into account Customer's social needs, as well as their physical needs.



HOW DOES IT WORK?

These are several proposals to reimagine HSP service operations by emphasizing a holistic understanding of the Customer, taking into account the Customer's social needs, as well as their physical needs.

First, the DON and service plan is formally reassessed as needed, driven by continuous data. It is constantly updated with qualitative input (from doctors, social workers and self-reporting), along with quantitative input (via integrated healthcare data and wearable tracking devices).

Secondly, the service plan will also include tasks that occur outside of the home, such as grocery shopping and attending community events. This breaks the homebound limitation of HSP services, encouraging Providers to help their Customer engage in out-of-home activities to the benefit of their social and mental health.

Finally, the payment structure is a combination of the existing time-based measurement and a reimagined task-based measurement. Certain tasks have different levels of difficulty and are better measured by quality (e.g. overnight caring and intimate tasks such as bathing), so these tasks would have specific payment rates.

WHO DOES IT SERVE?

- HSP Customers
- Individual Providers
 - Family and non-family

WHAT ARE THE BENEFITS?

A more comprehensive understanding of customers leads to better service plans and furthering the Independent Living Philosophy

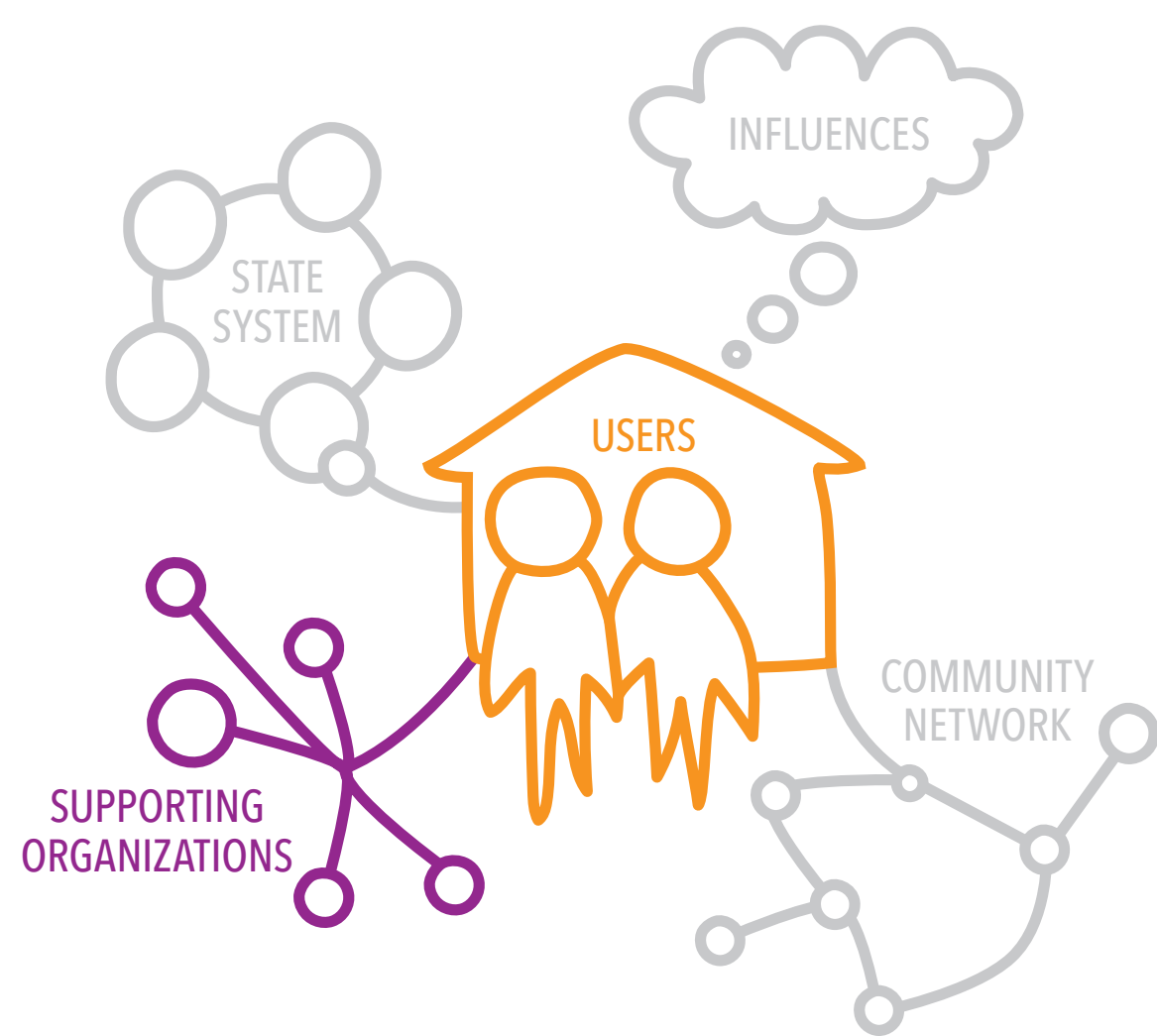
Task-based payment structure potentially saves DHS money as Providers are incentivized to complete more tasks in shorter amounts of time.



John is an HSP customer and he is going grocery shopping today. John would like to go to the supermarket by himself but needs some help carrying the groceries home. In the past, John's Provider had to first come to John's home and "call in" to the EVV system to begin his shift. Now, since John's service plan includes out-of-home tasks, John is able to meet his Provider at the supermarket and only have his Provider help carrying the grocery home, saving 30 minutes of his service time.

Universal Design Lab

An open source platform for organizations to work with HSP Customers to co-create products and services that are accessible to everyone.



HOW DOES IT WORK?

This is an open source platform for universal design innovations and applications. Organizations, such as architecture and product design firms (e.g. Gensler, OXO, Microsoft), work with HSP Customers to gain knowledge and insights around their daily activities and habits to co-create products and services that are accessible to everyone.

Customers provide feedback as partnered organizations test furniture, spaces and products to ensure accessibility. The process can begin by either an organization looking to optimize a service or product they are already developing or a Customer proposing a design opportunity.

WHO DOES IT SERVE?

- HSP Customers
- Individual Providers
 - Family and non-family
- Innovation Lab in Private Firms (e.g. Gensler, OXO)

WHAT ARE THE BENEFITS?

- The UD Lab provides an extra source of income to Customers, and treats them as an expert.
- Design organizations gain insights from those living with a disability.
- DHS can standardize resulting products and use them as case studies for government service programming.



1 Maurine participates in a Universal Design Lab that works with an interior design company to test kitchen design that will be used in a large-scale senior residence project. In the study, she finds the overhead cabinet is too high for people using wheelchairs.



2 Maurine discusses this issue with the designers and suggests potential ways the design could be changed to better accommodate people using wheelchairs.



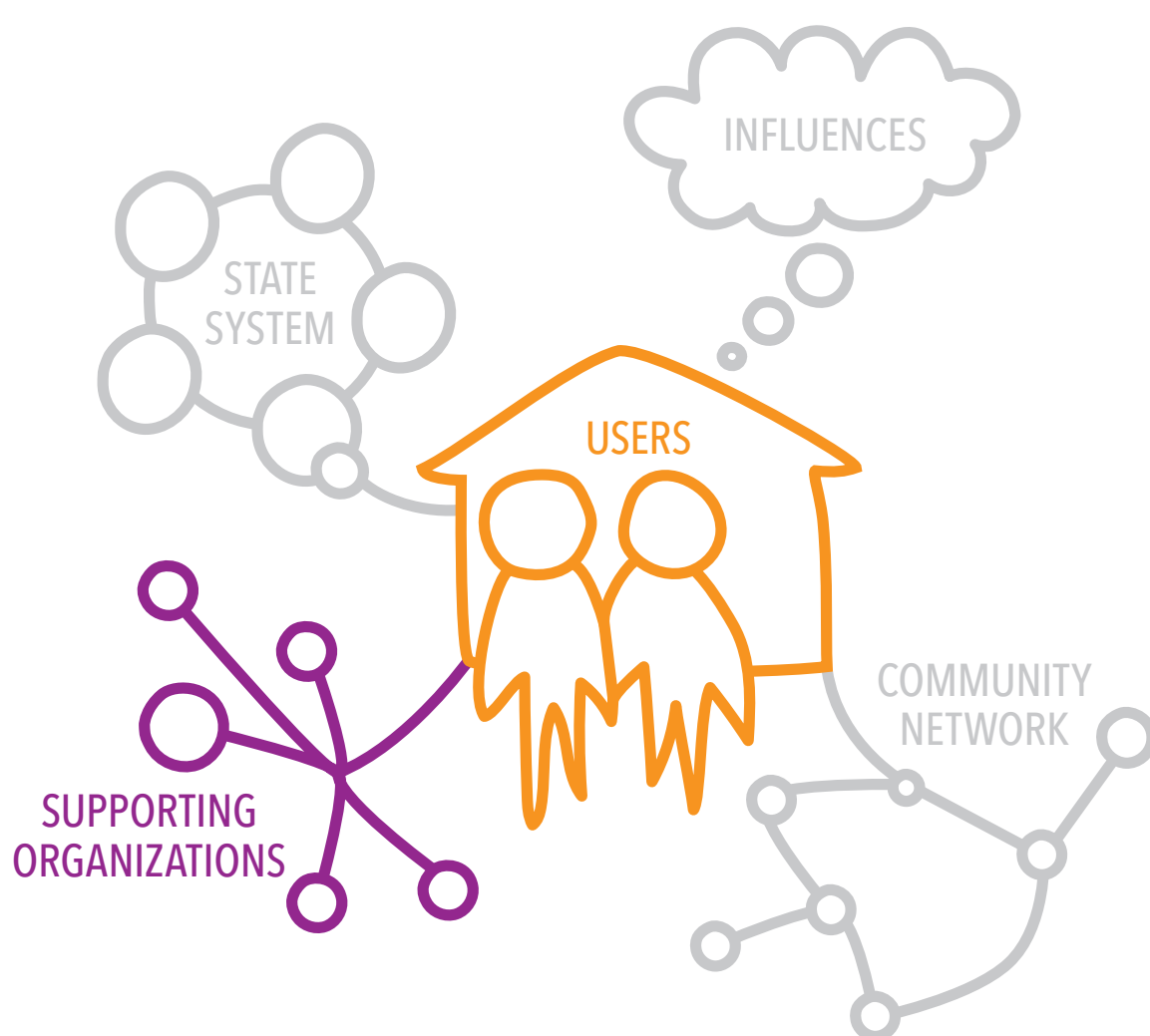
3 The designers revise the kitchen design and invite Maurine back to test out the new design.



4 The new kitchen design works well with people using wheelchairs. Maurine demonstrates how she can cook by herself in this kitchen.

Self-Advancement Support

A platform to foster personal and professional development for both Customers and Providers.



HOW DOES IT WORK?

Partnered external organizations, such as educational institutions and other related community organizations, share resources and information on continuing education programs or additional certifications that Customers or Providers can take. This allows both Customers or Providers to advance their own career paths and vocational skills. Partnered organizations also post potential job openings that may be of interest.

Motivated Customers and Providers can choose to be ambassadors to those who have just entered the program or have requested personalized mentorship. Ambassadors learn leadership skills, while mentees receive knowledge and emotional support. This builds and strengthens trust within the community, by leveraging existing expertise within the network.

WHO DOES IT SERVE?

- HSP Customers
- HSP Providers
- External partnership organizations

WHAT ARE THE BENEFITS?

Peer-to-peer support reduces workload on DRS counselors and provides personalized advice within partnerships. Certifications and courses provide opportunities to employment and additional sources of income.



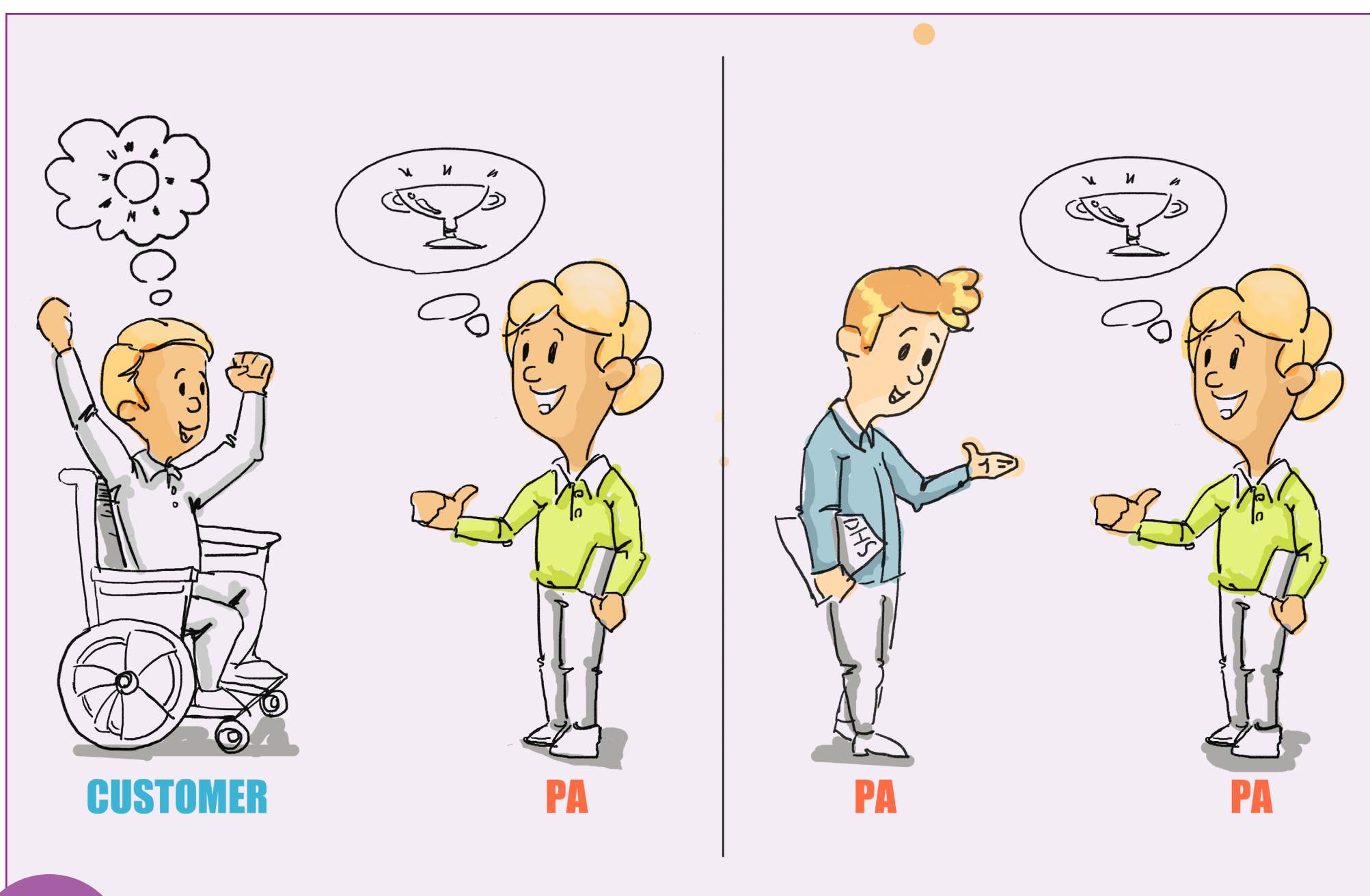
1 Lucy, an HSP Customer, attends a class hosted by Access Living and Hospital to learn how to cook and take medicine by herself.



2 Pett plans to become a nursing assistant and wants to learn more about medicine. He finds a medical training program posted on the DHS website and joins it to start his nursing career.



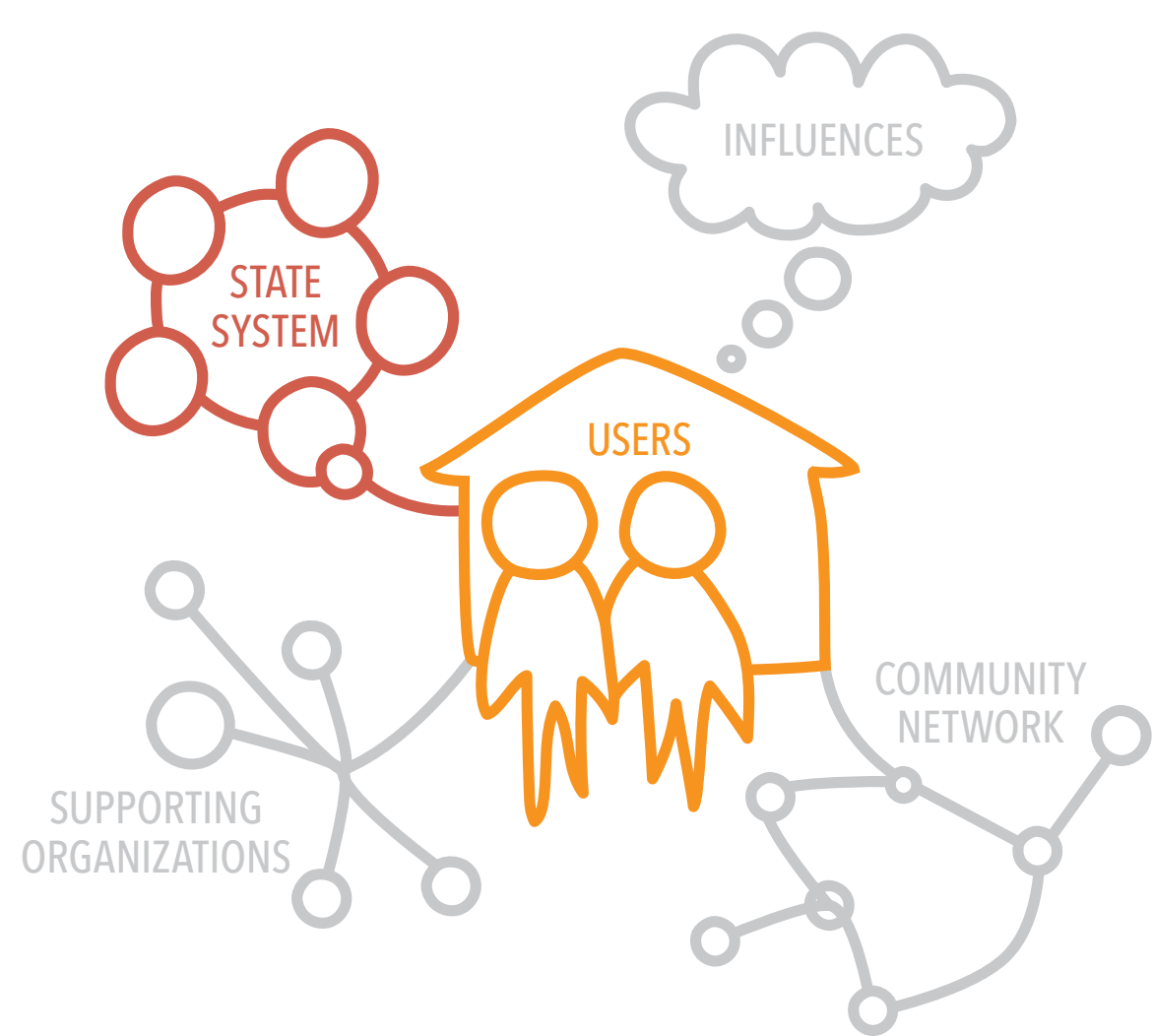
3 Joshua, an HSP Provider, wants to find a job. The DHS helps him connect to a community of aging adults. Now, he will go to a 60+ couple's home to cook and help care for them.



4 Bill, an HSP Provider for 8 years, meets Sam, a newly hired Provider. They talk about how to communicate with customers and Bill shares resources that he's found helpful in his experience.

Data-Enabled Matchmaking

An online centralized communication space to connect Customers and Providers before agreeing to work together.



HOW DOES IT WORK?

When new Providers are verified and matched, they can view a Customer's service plan as well as a description of how they prefer the task performed. There is a two-way review system available where Customers, Providers, and their communities can leave reviews and award badges.

This space creates an entry point for interested community members to volunteer and help people in their community in times of need, and learn more about becoming a Provider.

This matchmaking process uses an algorithm similar to dating apps to pair Customers and Providers based on criteria like residential proximity, social and personal interests, and Customer service needs with Provider capabilities. DHS can provide standardized tools to facilitate data sharing, like resume templates for Providers and interview discussion guides for Customers.

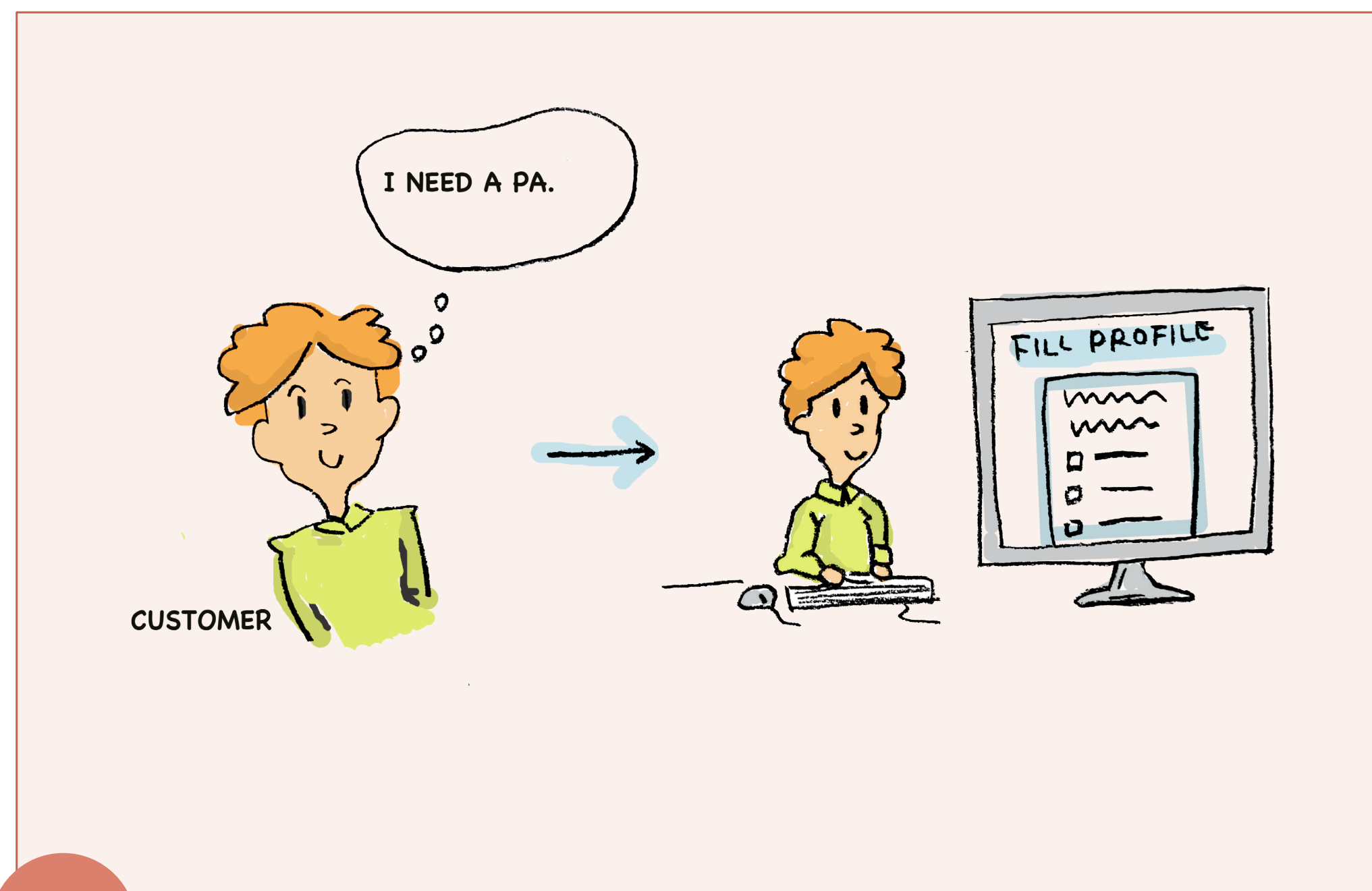
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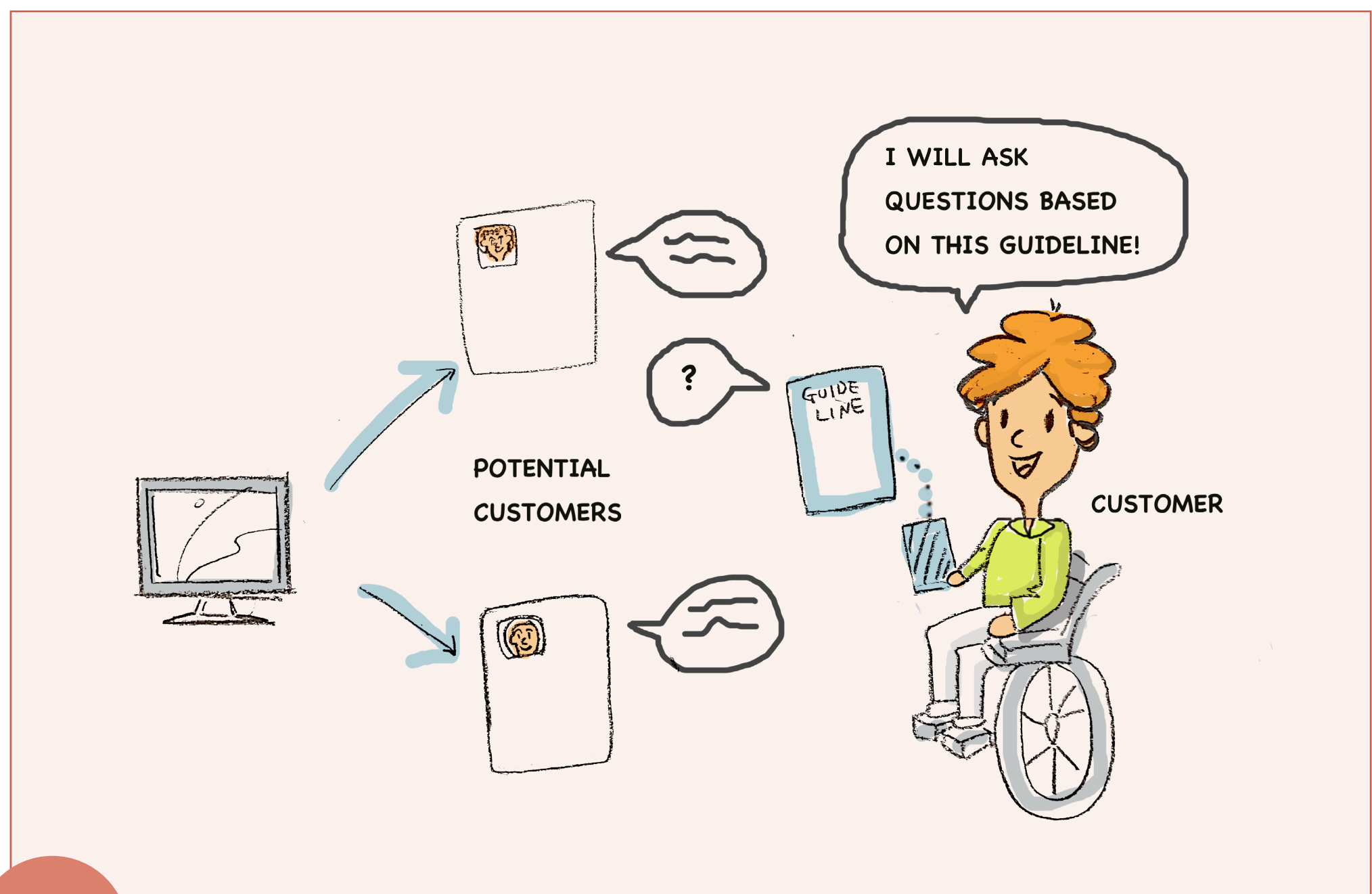
WHAT ARE THE BENEFITS?

Algorithm system reduces DHS workload and gives Customers a means to express particular requests to new Providers.

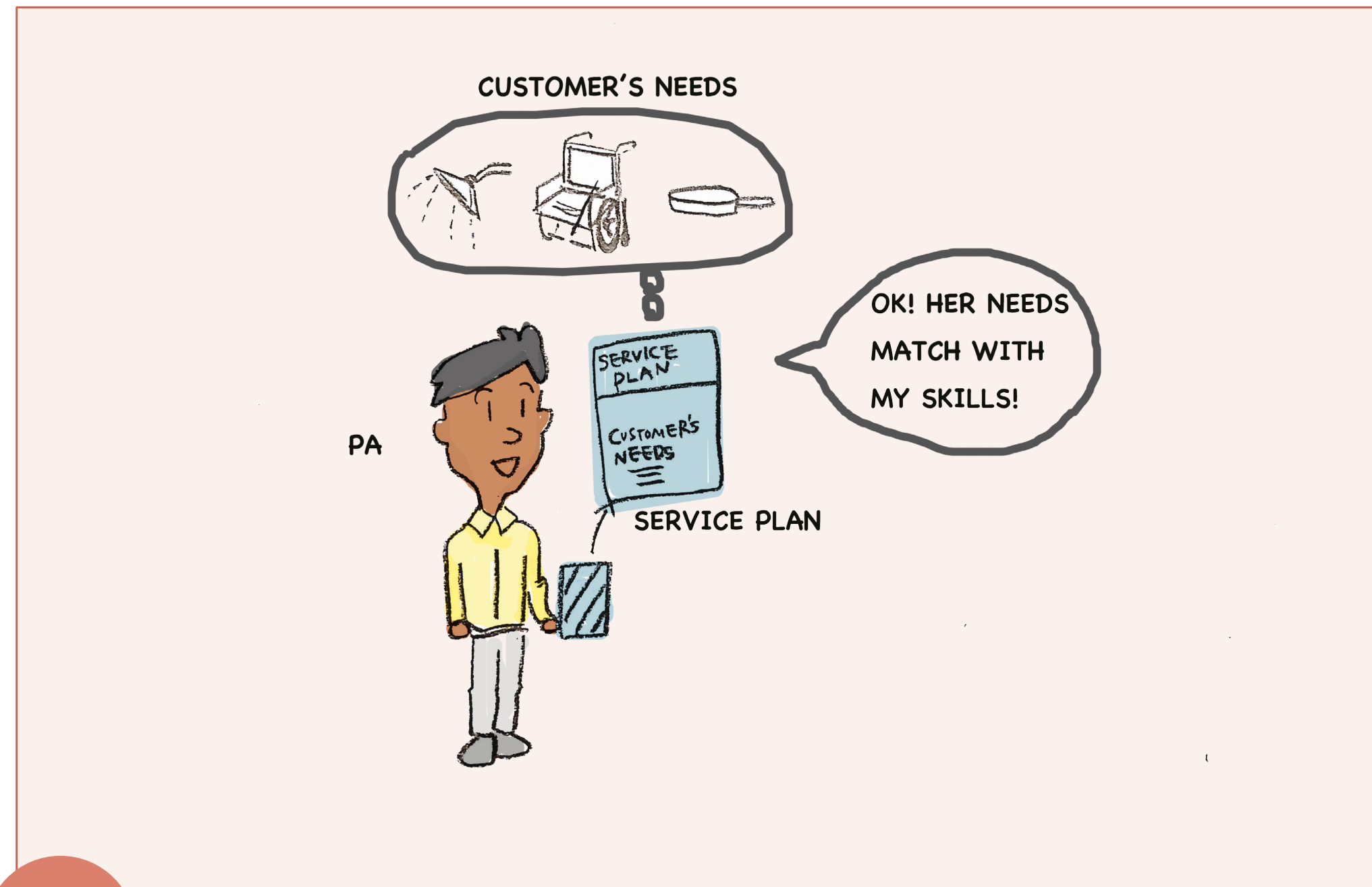
More accurate matching improves quality of care, mitigates conflicts, and reduce turnover rate of Providers.



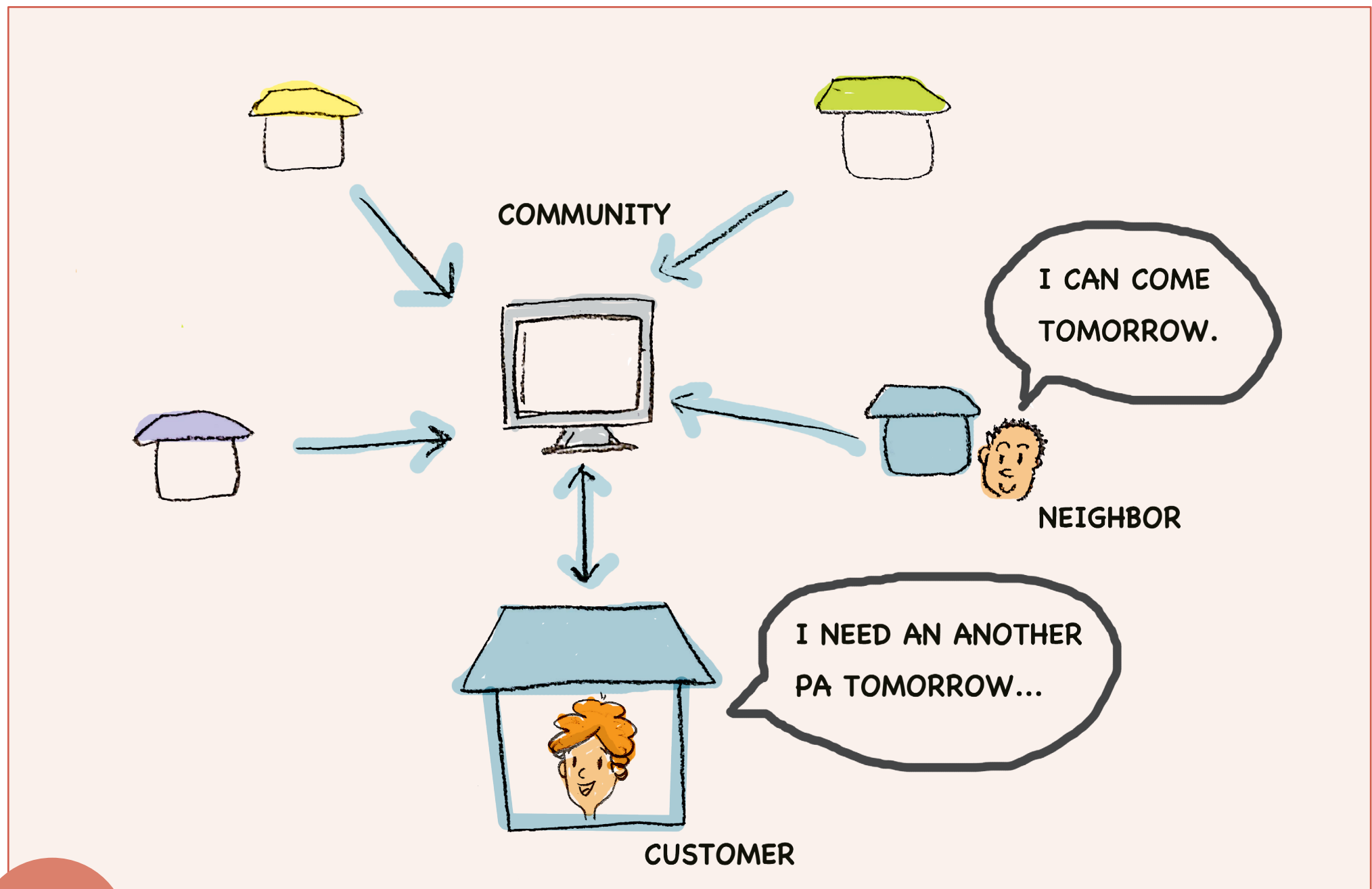
1 Laura needs a new HSP Provider to help out during the day time since her family has to work.



2 After she uploads her needs, the system gives her a list of potential Providers with their profiles. She finds some she is interested and calls them with the help of the question guideline.



3 Ben, an HSP Provider, sees Laura's Provider request and reaches out to her.



4 One day, Laura needs another Provider because Ben has a home emergency and can't make it to work. She uploads her needs, and a neighbor comes to help.