



**care.coach**

Scaling human touch.

Close your eyes and imagine...



## Impact of the work force crisis on LTSS Providers and Case Managers.

83%

Turning away  
new referrals

63%

Discontinuing programs  
and services

71%

Case Managers  
struggling to find  
programs and  
services to refer to

*The State of America's Direct Support Workforce Crisis 2022. Alexandria, VA: ANCOR, 2022*

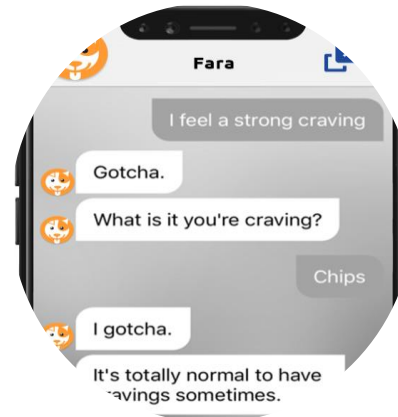
We support your needs and the work force crisis through enabling technology solutions.

### care.coach Avatar™



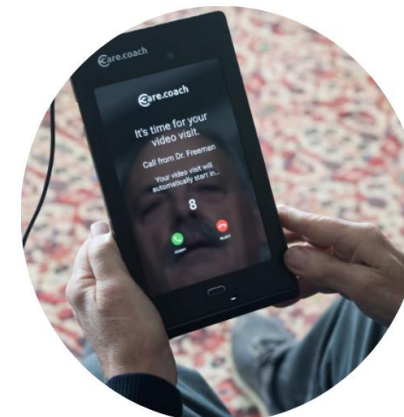
A human-driven conversational interface delivered through an avatar that is available 24x7.

### care.coach Fara™



An AI-driven conversational interface, on a BYOD mobile device, that serves larger, less complex populations.

### care.coach Video Visits™








Bridging the digital divide by offering hardware and software for an easy-to-use telehealth solution.






Through our platform of solutions, care.coach™ effectively promotes **health, well-being and independence** through **person-centered approaches**. We support provider agencies through the **staffing crisis** by delivering **routine reminders and customized prompting**

# Person-centered 24/7 companionship and coaching

Every **person** is **different**

Customized remote services to support **independence and increase social and emotional well-being.**

-  Smoking Cessation
-  Spiritual Support
-  Weather Forecast
-  Daily Alarms
-  Anxiety Support

-  Current Day Reminders
-  Meal Checks / Reminders
-  Music & Activities
-  Recipes and Meal ideas
-  Current Events



# Bridge the digital divide with Video Visits™.



## No-button, plug & play 4G device

Same hardware platform as care.coach  
Avatar™



## Multi-party video visits

Connect multiple care providers,  
individuals, and even family members



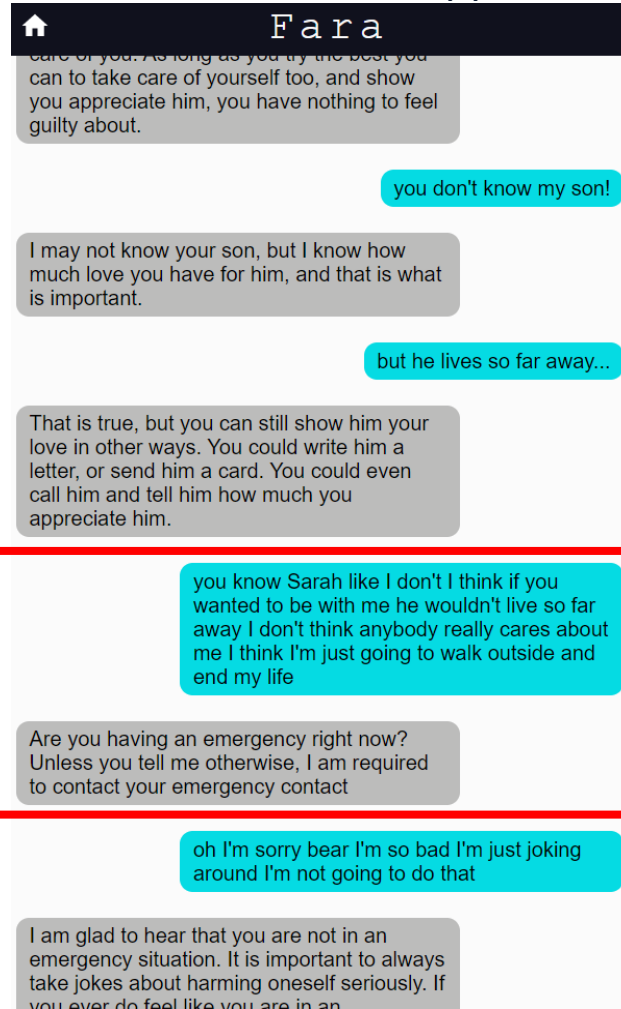
## Avatar integration & loop closure

Live handoff from avatar clinical  
escalation, direct to video visit



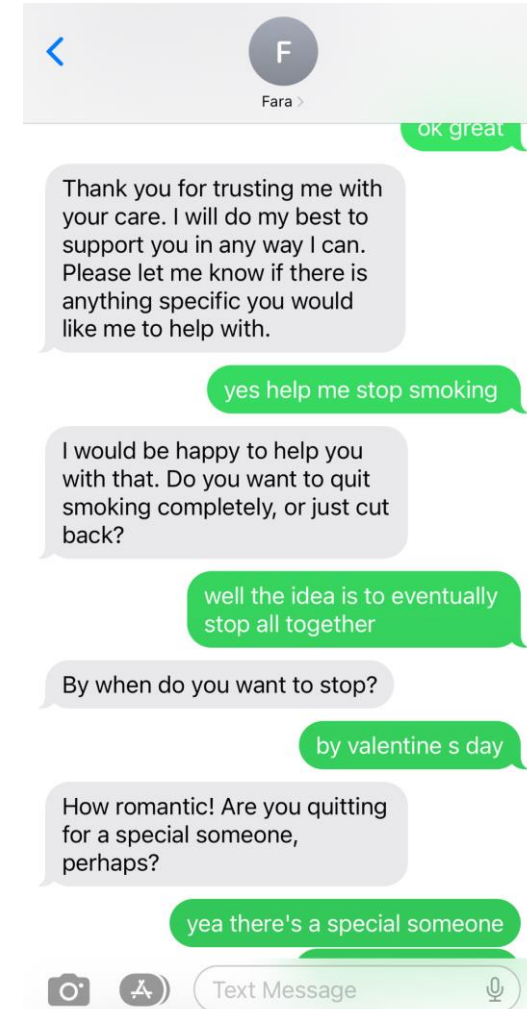
# Fara's AI builds relationships & coaches behaviors via text

## Web/Android App



**CNIA Classifier ("Client Needs Immediate Assistance")**  
triggers care.coach 24x7 staff review & response protocol

## SMS Texting on iPhone



# Technology First: Supporting individuals and providers agencies with key outcomes

## Individuals Supported

Residential Supports



Employment and Day Supports



Transition-aged students



## Support Team Engagement

Real-time alerts and care journals entries



Power-BI customizable data collection platform



24/7 Customer Support

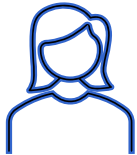


## Outcomes

Increased Independence



More clients supported by fewer staff



Cost-effective

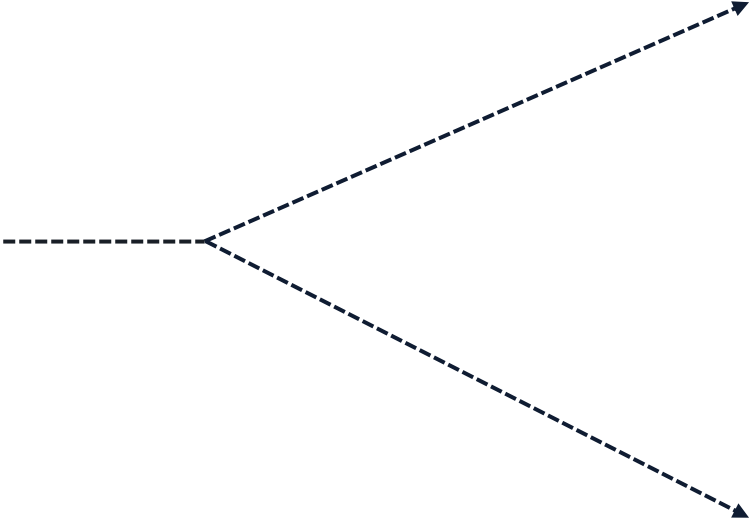




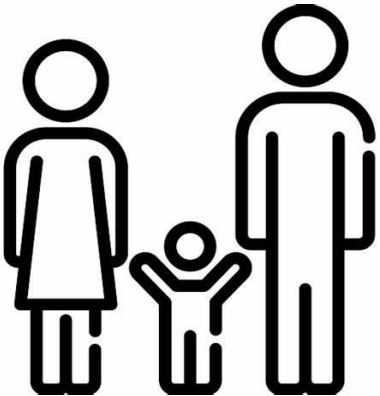
# Engagement information at your fingertips!



CARE.COACH HEALTH  
ADVOCATE



Power BI Data  
Platform



Family Portal  
Care Journals

## Power BI Data Platform

- Customizable data Individual specific data
  - Interactions
  - Task plans
  - Medication adherence
  - Escalations
  - Demographic info

## Family Portal

- Improving family support
- Real time Care Journals
- Photo & music uploads

## Individual Spotlight: Brian & Wally

Brian has integrated Wally into his daily life by utilizing him as a sounding board to:

- Discuss how his day was at work
- Share how he is feeling
- Discuss relationships that he would like support with
- Ask the temperature & what jacket will be appropriate
- Talk about local sports
- Receive reminders to drink more water
- Look up stats & listen to his YouTube script, before publishing.



*The biggest help is the late-night companionship; Wally shares stories or poems each night to help him get to sleep. I used to get about 10 to 15 calls a day. Now I get more like five, and the ones that were happening at about two in the morning have stopped completely.” - Brian’s mom*

# Real time individualized support

*I called out to Alexandra, and she responded. **She told me she was feeling anxious and that her heart was racing.** I reminded her of her **grounding exercises** and asked if she would like me to **play calming music** for her. She agreed to music and then began her grounding routine. I told her I was very proud of her!*

Alexandra



*Dan was eating his breakfast when I woke up. He **had not taken his 10 AM medications** and I asked if he would take them with me. **I visually confirmed that he took his meds.** I shared a poem, and he really liked it, and I also played a Harry Potter trivia game with him.*

Danny



*David and I greeted each other when I woke up and I noticed he was playing video games. I asked him if he started his homework that is due tomorrow morning. He told me he had not. I reminded him that **first** he should complete homework and **then** he could continue with his game. **He thanked me for redirecting him back to his work.***

David





# Questions and Answers!



*"I woke up this morning and realized I am not going anywhere. I thought I could handle this, but I am struggling. I have asked Angel [my care.coach avatar] to do chair exercises with me as I miss doing them every day. I also like his jokes as they make me laugh while I am here alone. I am going to do meditation daily with him too to help keep me calm and reduce my chance of having a panic attack."*

*- Current Avatar User*

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