WHAT IS REMOTE SUPPORTS

SAME AS IN-HOME STAFFING, WE JUST DO IT BY USING SENSORS, TABLETS, DISPENSERS, AND OPTIONAL CAMERAS TO PROVIDE SERVICES.

Remote Supports is Staffing

THS Smart Home - Living Room

MUTE   END CALL

BENEFITS OF ADDING REMOTE SUPPORTS

#1 **NO MORE STAFFING SHORTAGES**

#2 **BACKUP STAFF IS ALWAYS IN THE HOME**

#3 **INCREASED INDEPENDENCE**

#4 **FREE UP HPC STAFFING FOR OTHER INDIVIDUALS WHO NEED IT**

ADDING REMOTE STAFFING GIVES YOU UNLIMITED STAFFING OPTIONS & FLEXIBILITY FOR YOUR INDIVIDUALS

THS HOMECARE EXAMPLE

155 CLIENTS

THS Total Homecare Solutions

52

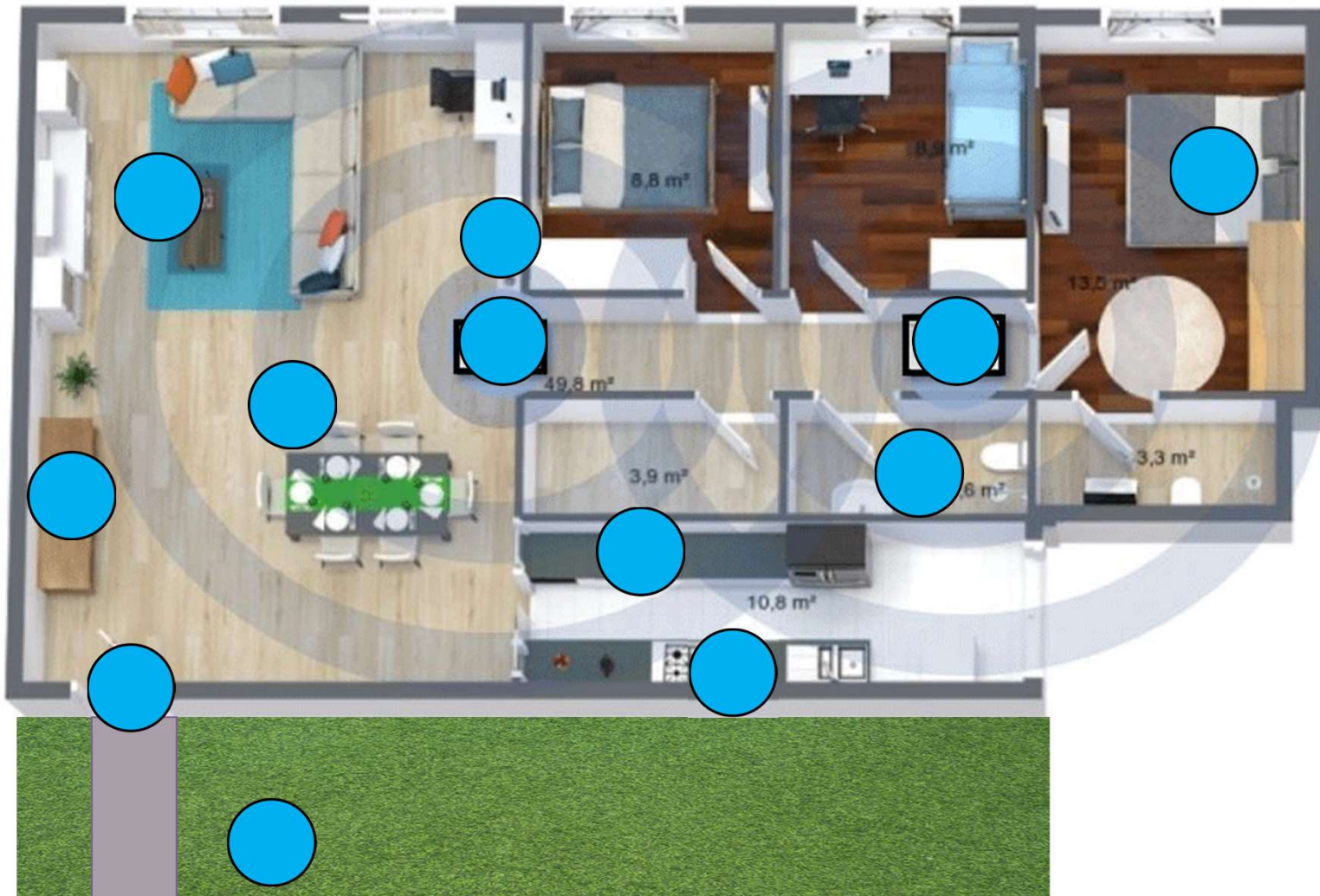**33%** REMOTE SUPPORTS USERS

+ $925,000

AFTER RSS:

+ $425,000

BEFORE RSS:

- $500,000

INCREASED PROFITABILITY AFTER IMPLEMENTING RSS

WHAT REMOTE SUPPORTS CAN DO

TWO-WAY COMMUNICATION

THS Smart Home - Living Room

MUTE   END CALL

INDIVIDUAL CAN HAVE MULTIPLE TALK DEVICES IN THE HOME IF NEEDED

-REMINDERS

-SUPPORTIVE LISTENING

-WAKE UP CALLS

-CHECK-IN'S

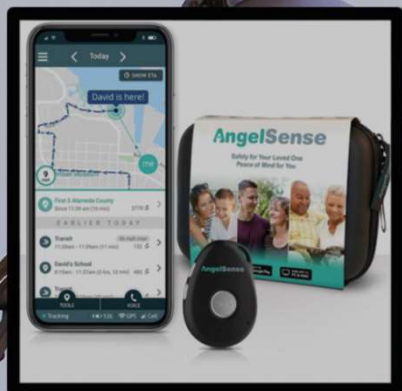-REDIRECTION

COOKING SAFETY

STOVE ACTIVATION SENSOR

COOKING ASSISTANCE

AUTOMATIC SHUT OFF TIMER

ELOPEMENT ASSISTANCE

STAFF CAN REDIRECT OR CALL FOR ASSISTANCE

WEARABLE GPS DEVICES

TRACKABLE PHONE APPS

SEIZURE MONITORING

- REMOTE STAFF GET ALERTS & CAN ALERT STAFF OR WALK THE INDIVIDUAL THROUGH THE SEIZURE UNTIL ITS OVER.
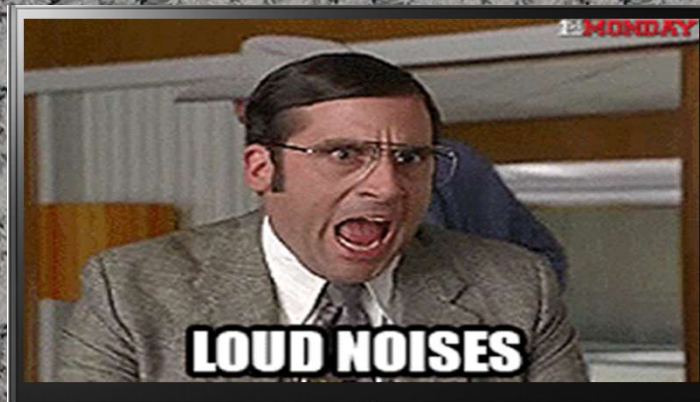
- DEVICES RECORD DATA FOR DOCTORS & FAMILY

WEARABLE DEVICES WORK INSIDE & OUT OF THE HOME

BED MATS AVAILABLE FOR NIGHTTIME MONITORING

NOISE/AGGRESSION MONITORING

ALERTS STAFF WHEN THERE ARE EXTENDED LOUD NOISES IN THE HOME
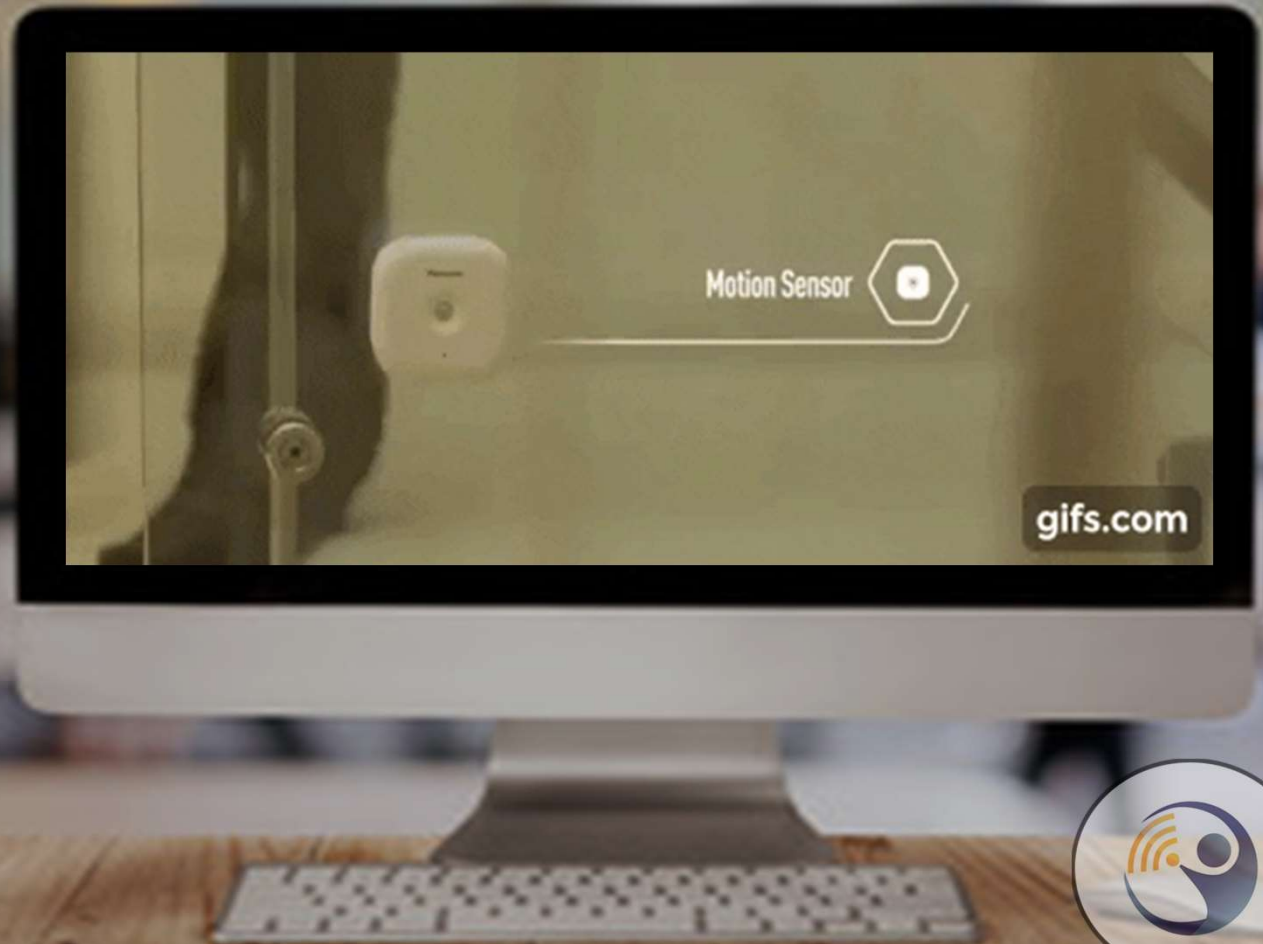
REMOTE STAFF CAN DE-ESCALATE OR RE-DIRECT IF NEEDED

MOTION DETECTION

ALERTS STAFF WHEN THERE IS MOVEMENT IN AREAS OF THE HOME

SENSORS CAN JUST TRACK DATA OR BE USED AS A TRIGGER FOR REMOTE STAFF TO CALL IN

DOOR SAFETY/SECURITY

REMOTE STAFF CAN REDIRECT UNWANTED GUESTS OR JUST CHECK IN WITH THE INDIVIDUAL IF THEY LEAVE

ENSURES SAFETY OF INDIVIDUAL AND REDUCES ANXIETY AT NIGHT

VISUAL CHECK-IN'S / WELLNESS CHECKS

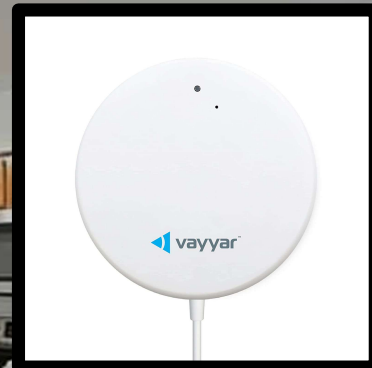**REMOTE STAFF CAN ADD CAMERAS TO PERIODICALLY CHECK ON INDIVIDUALS WELLNESS**

USED TO VISUALLY CHECK ON SAFETY CONCERNS LIKE FALLS OR CERTAIN BEHAVIORS

CAMERAS ARE ONLY ADDED FOR WELLNESS CHECKS AT THE INDIVIDUALS REQUEST ONLY.

FALL DETECTION

OUTSIDE THE HOME WEARABLE FALL PENDANT

WEARABLE FALL PENDANT

RADAR FALL SENSOR

SMALL CALL BUTTONS

MEDICATION MANAGEMENT

- REMOTE STAFF CAN PASS MEDICATIONS

- IF INDIVIDUAL IS NOT SELF MED, A DISPENSER FILLED BY A NURSE CAN BE USED FOR REMOTE STAFF TO PASS MEDICATIONS

HEARING IMPAIRED OPTIONS

- REMOTE SUPPORTS CAN INTEGRATE WITH A RELAY SERVICE (SORENSON/PURPLE) FOR COMMUNICATION

- BED SHAKERS CAN BE USED TO WAKE INDIVIDUALS

- BLINKER BULBS/LIGHTS CAN BE USED TO GET AN INDIVIDUALS ATTENTION

- MESSAGING CAN BE USED FOR COMMUNICATION AS WELL

2:1 STAFFING OPTION

- FREE UP STAFF FOR ANOTHER HOME THAT NEEDS IT

- REDUCE BEHAVORIAL ISSUES IN HOMES

- IN CASES WHEN STAFF ARE ASKED TO LEAVE, RSS IS STILL IN THE HOME

REMOTE STAFF CAN BE USED AS THE SECOND STAFF IN THE HOME

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REMOTE SUPPORT CERTIFICATION
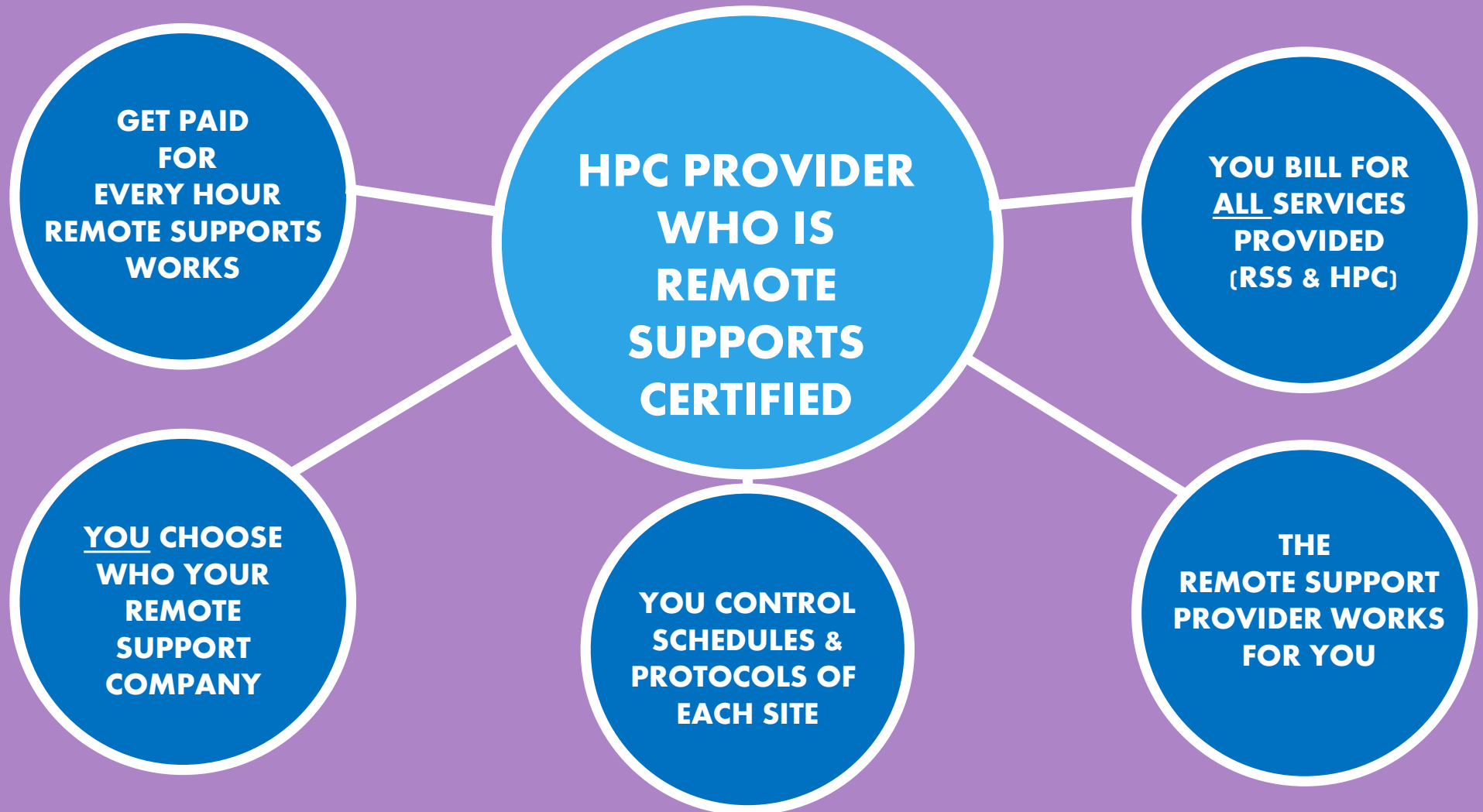
1. GO TO YOUR OHIO DODD PORTAL TO APPLY FOR CERTIFICATION TO BECOME A PAID BACKUP PROVIDER FOR REMOTE SUPPORTS

2. CERTIFICATION PROCESS TAKES ABOUT TWO WEEKS TO GET APPROVAL

3. ONCE YOU RECEIVE YOUR CERTIFICATION, YOU CAN THEN START GETTING **PAID** TO BE BACKUP FOR REMOTE SUPPORTS SHIFTS FOR ANY PROVIDER

PAID BACKUP BENEFITS FOR AN HPC PROVIDER

GET PAID FOR EVERY HOUR REMOTE SUPPORTS WORKS

HPC PROVIDER WHO IS REMOTE SUPPORTS CERTIFIED

YOU BILL FOR ALL SERVICES PROVIDED (RSS & HPC)

YOU CHOOSE WHO YOUR REMOTE SUPPORT COMPANY

YOU CONTROL SCHEDULES & PROTOCOLS OF EACH SITE

THE REMOTE SUPPORT PROVIDER WORKS FOR YOU

HOW DIFFICULT IS IT TO GET RSS SETUP

CALL OR EMAIL THS

THS WILL CONTACT SSA

THS WILL COORDNATE MEETING WITH TEAM

THS WILL DO ALL PAPERWORK FOR SSA

THS WILL SETUP BILLING
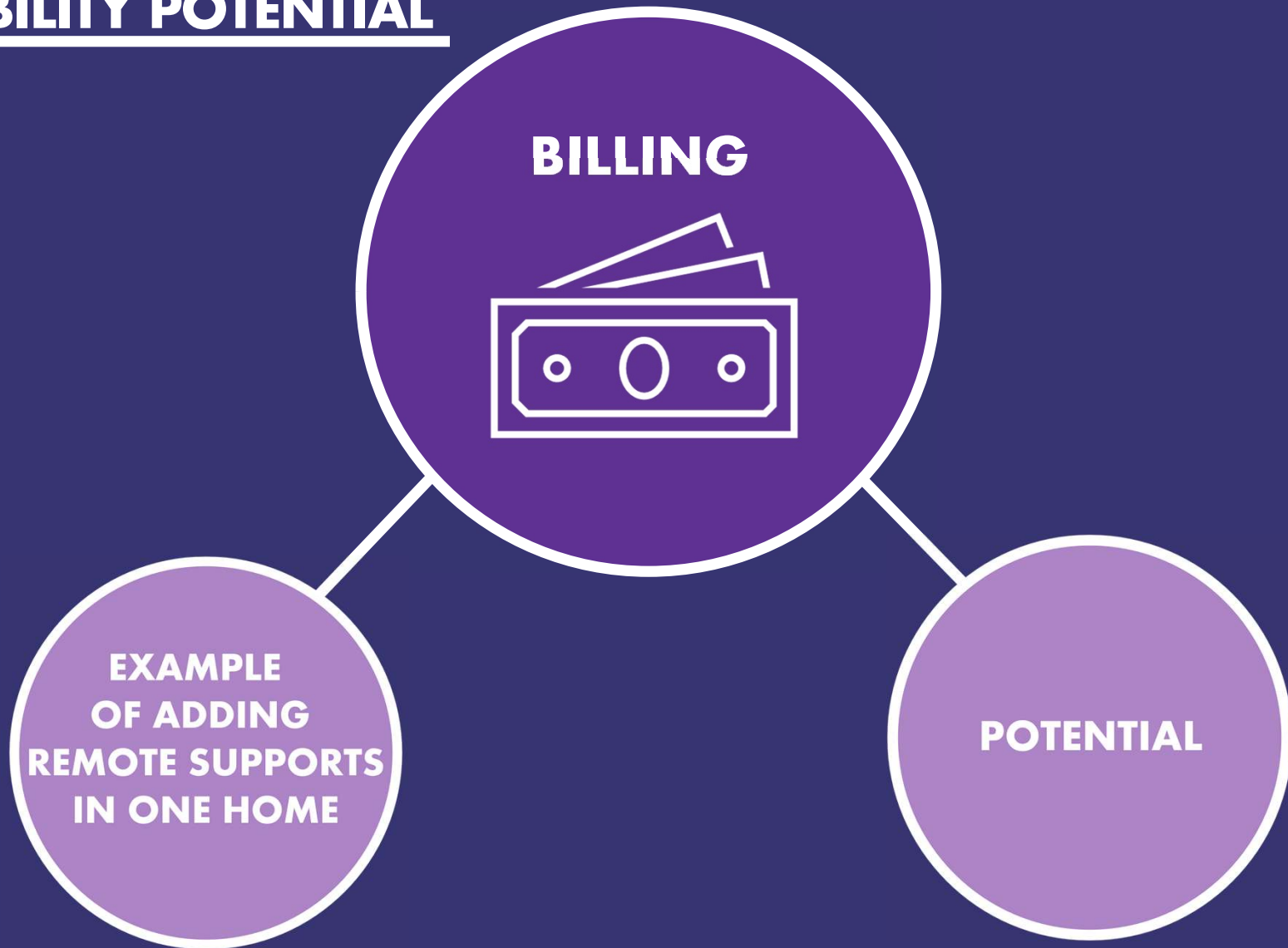
THS WILL COORDINATE INSTALLATION

STEPS TO GET A SITE STARTED:

Lemme holla at u. Lemme holla at u. Holla Holla Holla

JUST IDENTIFY AN INDIVIDUAL OR SITE AND THS RSS WILL HANDLE EVERYTHING ELSE FOR THE HPC PROVIDER

THS
Remote Support Services

PROFITABILITY POTENTIAL

BILLING

EXAMPLE OF ADDING REMOTE SUPPORTS IN ONE HOME

POTENTIAL

REPLACING ONE OSOC OVERNIGHT SHIFT W/RSS

PAID RSS BACKUP RATE/HR:
$10.24

RSS PROVIDER RATE/HR:
$6.88

HPC PROVIDER SHARE/HR:
$3.36

REMOTES SUPPORTS SHIFT: 8 NIGHT HOURS

HPC PROVIDER BILLS FOR 8 UNITS A DAY AT $10.24
OF THAT $10.24, THE HPC PROVIDER PAYS THE RSS PROVIDER $6.88
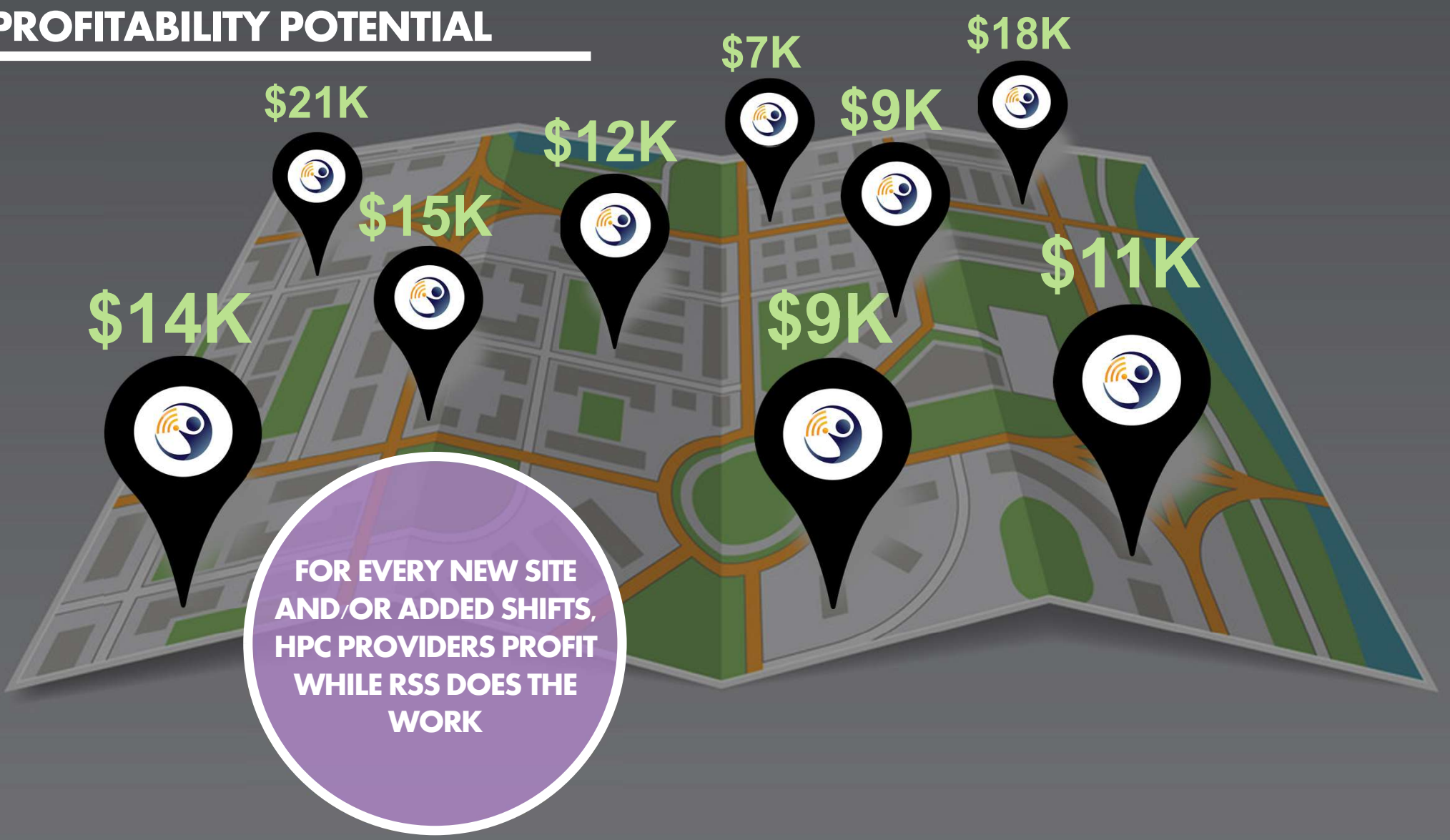HPC PROVIDER KEEPS $3.36 FOR BEING 'ON CALL'

8 HOURS A DAY X $3.36/HOUR X 365 DAYS IN A SPAN =

HPC PROFIT PER SPAN FOR REMOTE SUPPORTS WORKING:

+$9,811.20

PROFITABILITY POTENTIAL

$18K

$7K

$21K

$9K

$12K

$15K

$9K

$14K

$11K

FOR EVERY NEW SITE AND/OR ADDED SHIFTS, HPC PROVIDERS PROFIT WHILE RSS DOES THE WORK

REMOTE STAFF INTERVIEWS

1. WHAT HAPPENS WHEN POWER GOES OUT AT THE INDIVIDUALS HOME?

2. WHAT HAPPENS IF INTERNET GOES DOWN?

3. HOW QUICK CAN YOU ADD A NON-SCHEDULED SHIFT IN CASE IN-HOME STAFF WILL NOT BE THERE?

4. HOW QUICKLY CAN YOU REPLACE/INSTALL EQUIPMENT?

5. HOW OFTEN CAN WE GET SHIFT REPORTS?

ALL REMOTE SUPPORT COMPANY'S CAN DO MOST SERVICES.
STAFFING IS ALL TRAINED THE SAME AS IN-HOME HPC STAFFING.
THE DIFFERENCE IN REMOTE SUPPORT PROVIDERS IS:
SYSTEM/TECHNOLOGY RELIABILITY & TRANSPARENCY

REMOTE SUPPORTS FAQ

1. CAN I USE REMOTE SUPPORTS WITHOUT CERTIFICATION?

   A: YES – BUT YOU LOSE CONTROL AND DO NOT GET PAID

2. WHO IS RESPONSIBLE IF AN INCIDENT OCCURS DURING RSS?

   A: THE RSS PROVIDER IS THE PROVIDER OF RECORD DURING RSS SHIFTS

3. ARE YOU INSURED AND STAFF TRAINED?

   A: YES – RSS IS A STAFFING PROVIDER JUST LIKE HPC PROVIDERS

4. HOW DOES BILLING WORK?

   A: THE HPC PROVIDER BILL FOR ALL HOURS (RSS & HPC) WEEKLY. THE RSS PROVIDER SENDS AN INVOICE FOR THEIR SHARE MONTHLY.

5. HOW FAST CAN SERVICES START IF NEEDED?

   A: 3-5 DAYS AFTER THE COUNTY APPROVES SERVICES

6. ARE CAMERAS REQUIRED?

   A: NO. CAMERAS ARE USED FOR VISUAL VERIFICATION OF THINGS.

7. ARE YOU ALWAYS WATCHING CAMERAS WHEN STAFF IS THERE?

   A: NO. WE ONLY MONITOR DURING SCHEDULED SHIFTS.

THS REMOTE SUPPORTS IS THE #1 PROVIDER OF REMOTE SERVICES IN OHIO

BASED IN CINCINNATI, THS RSS HAS PARTNERED WITH OVER

150 HPC PROVIDERS AROUND THE STATE

THS
Remote Support Services

🕐
566,038
Support Hours

📅
82,215
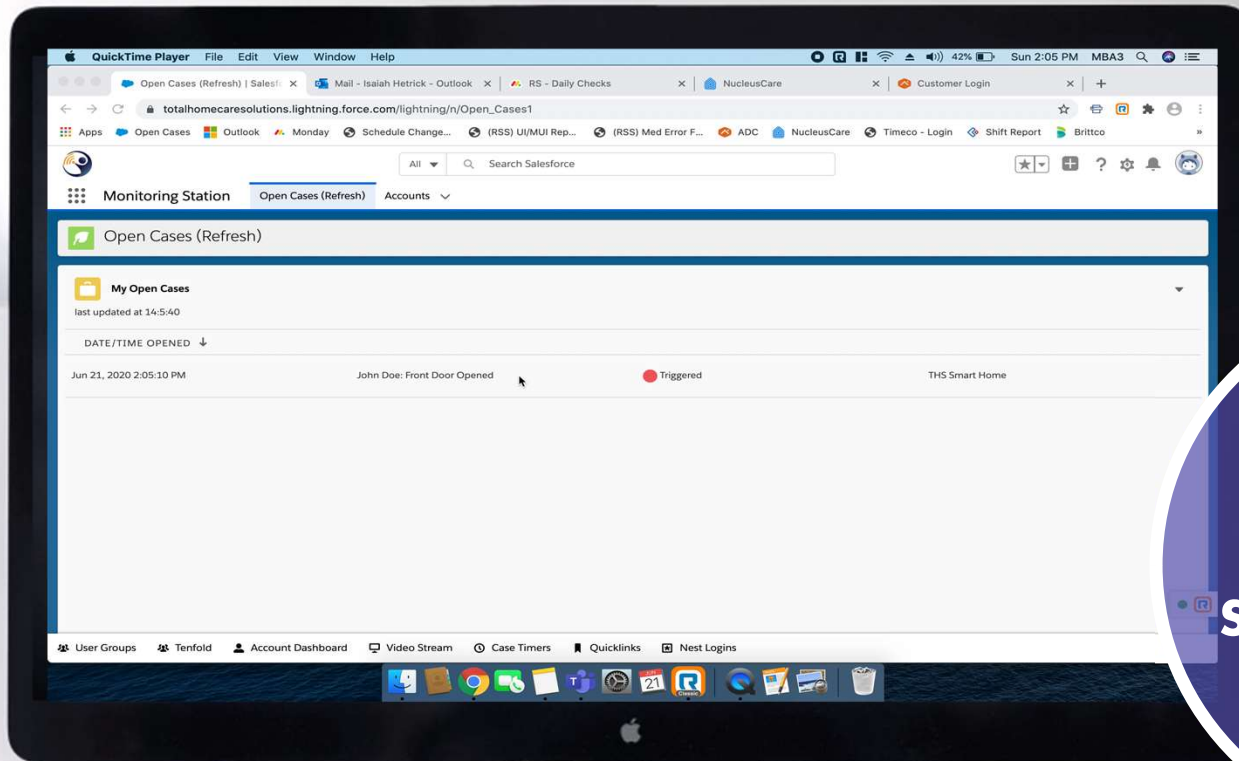Check-Ins

📈
181,726
Hours of Sensor Data

THS
Remote Support Services

PROPRIETARY MONITORING SOFTWARE

BACKUP SYSTEMS

REPORT PORTAL

PROPRIETARY
MONITORING SOFTWARE

THS RSS
MONITORING
SOFTWARE WAS
CREATED
SPECIFICALLY FOR
THE DD
POPULATION

WHY DO WE USE BACKUP SYSTEMS?

IN THE HOME

BACKUP SYSTEMS ENSURE WE CAN ALWAYS PROVIDE SERVICE TO INDIVIDUALS WE SERVE
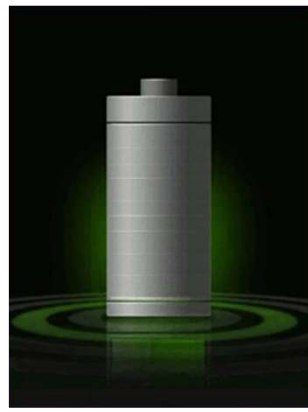
THS RSS BACKUP SYSTEMS

LOCAL POWER

BATTERY BACKUP

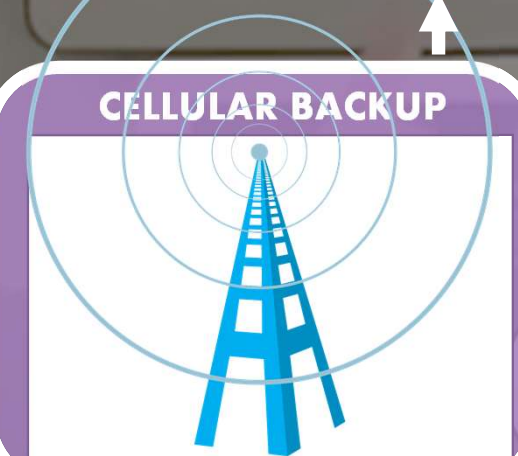**THS RSS SYSTEM RELIABILITY ALLOWS US TO ALWAYS BE THERE FOR THE INDIVIDUALS WE STAFF**

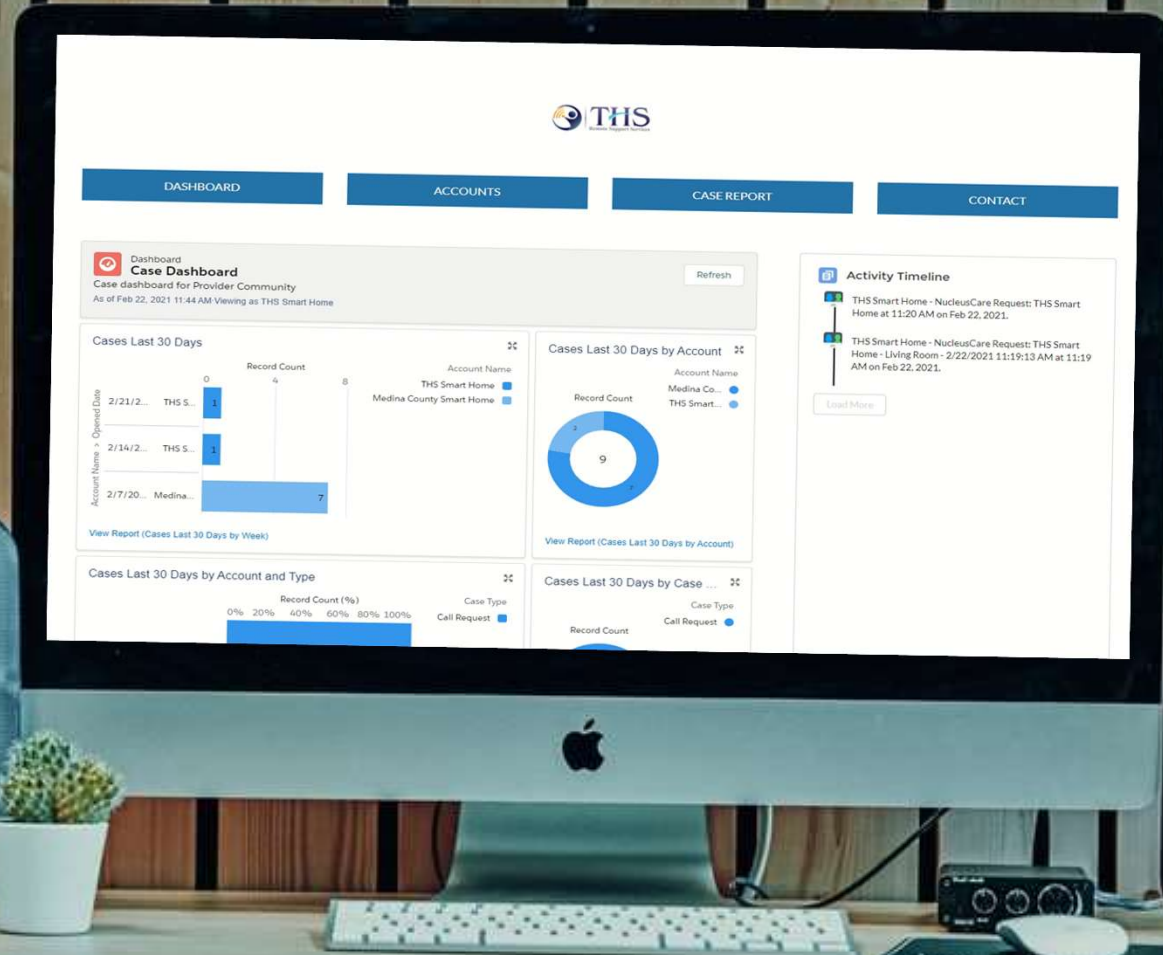THS Smart Home - Living Room

INDIVIDUALS HOME

LOCAL INTERNET

Unable to connect to the Internet

More

CELLULAR BACKUP

ACCESS DATA, PRINT REPORTS, & VIEW SCHEDULES FROM HOME OR OFFICE ANYTIME

REAL TIME
REPORT ACCESS PORTAL

CONTACT US & TESTIMONIALS

"We interviewed MULTIPLE Organizations & CHOSE to work with THS not only because THS has been at the forefront & a LEADER in this industry, but because they have a PRINCIPLED APPROACH to serving individuals that is FOCUSED on the PERSON and their INDEPENDENCE while maintaining SAFETY."

-Rich Johnson President/CEO **ViaQuest**

"I was looking for a SINGLE PROVIDER to serve ALL the individuals we serve at Benchmark Human Services statewide. Only a few minutes into the interview with THS, I realized I FOUND my PARTNER. I RECOMMEND individuals, families, county boards, and providers to PARTNER with THS."

-Ryan Knodel State Director
Benchmark Human Services

David Ilg
dilg@thsrss.com

James Finley
jfinley@thsrss.com

#1 RSS VENDOR IN OHIO