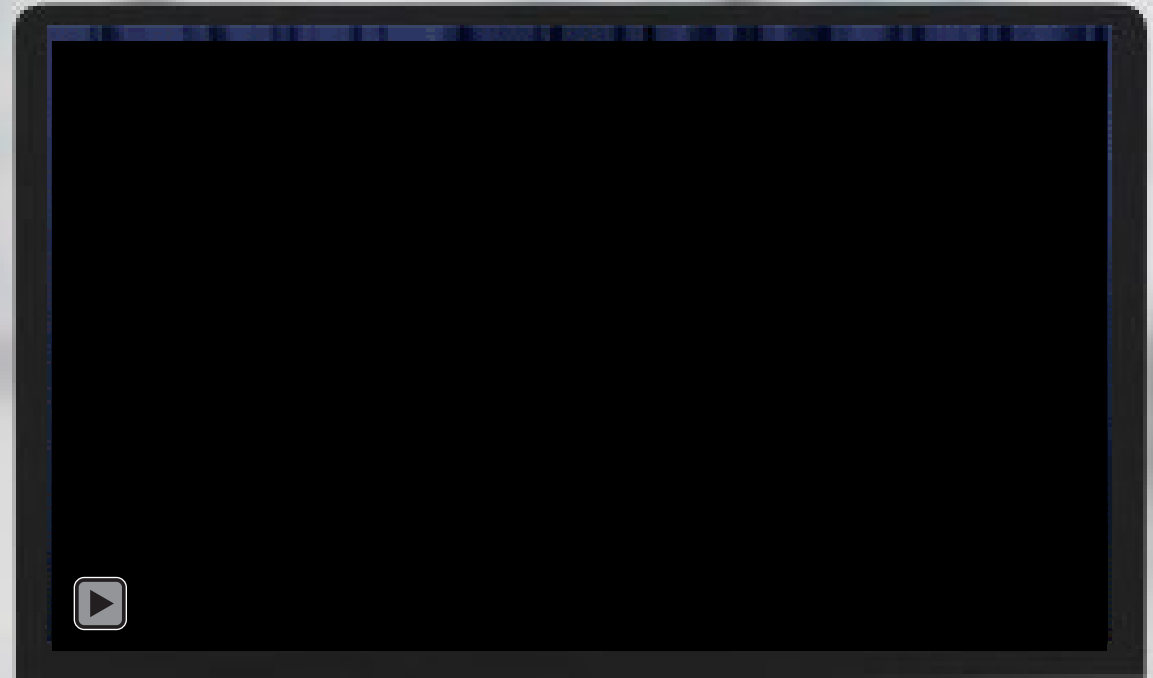


REMOTE
SUPPORTS:

HOW AGENCIES
CAN SOLVE THE
DSP CRISIS

IT'S GO TIME



INTRODUCTION



THIS
Remote Support Services

HOST:
DAVE
ILG

AUDIENCE
QUESTION



SPECIAL
APPEARANCE

:
JIMMY
FINLEY

TOPICS



WORKER
SHORTAGE



WHERE
TO BEGIN



REMOTE
SUPPORTS



BILLING



RSS FAQ



WHY IS THERE A WORKER SHORTAGE

UNEMPLOYMENT
RATE
-10/22

3.5%

AGING
POPULATION



+

PANDEMIC

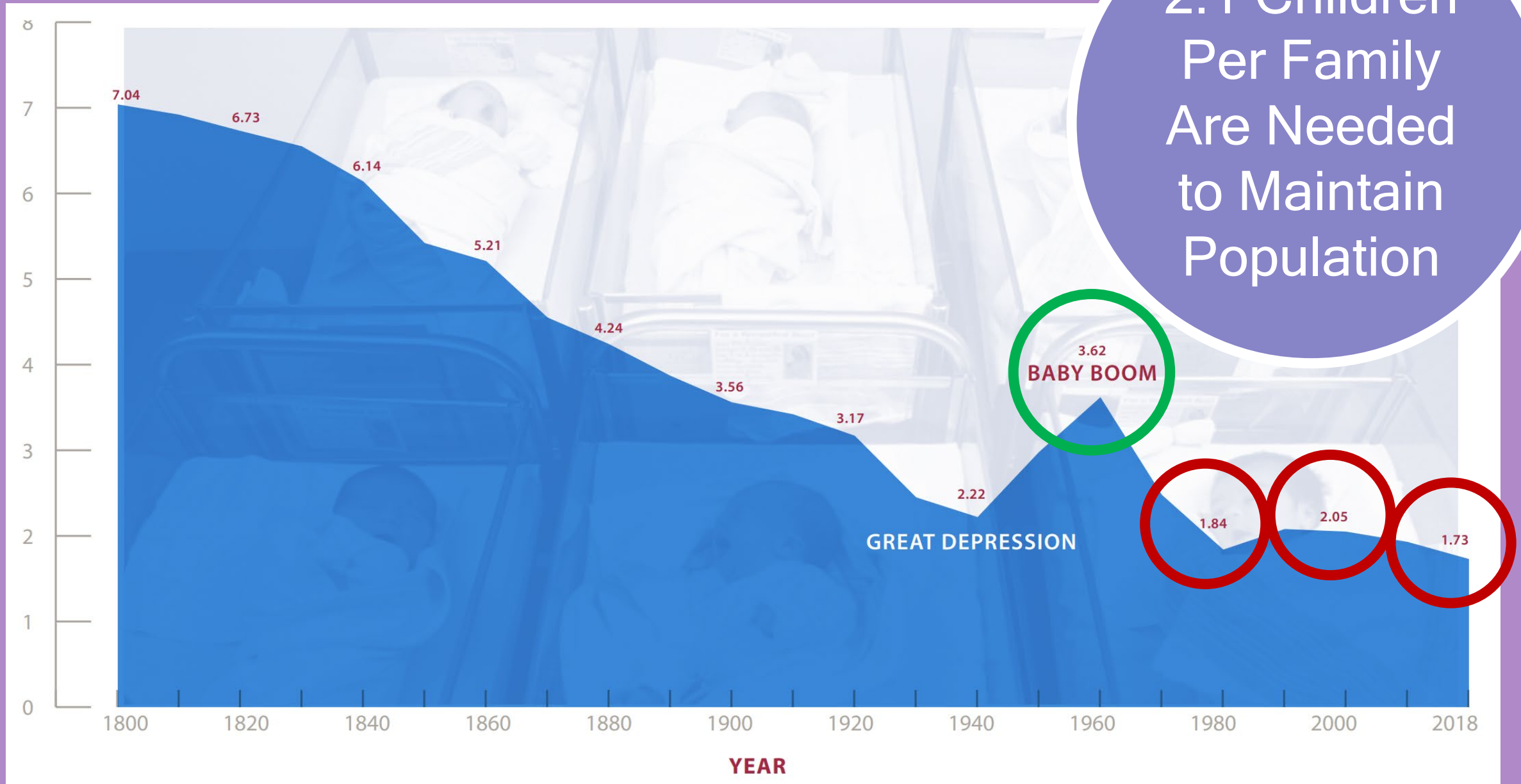


+

BIRTH
RATES

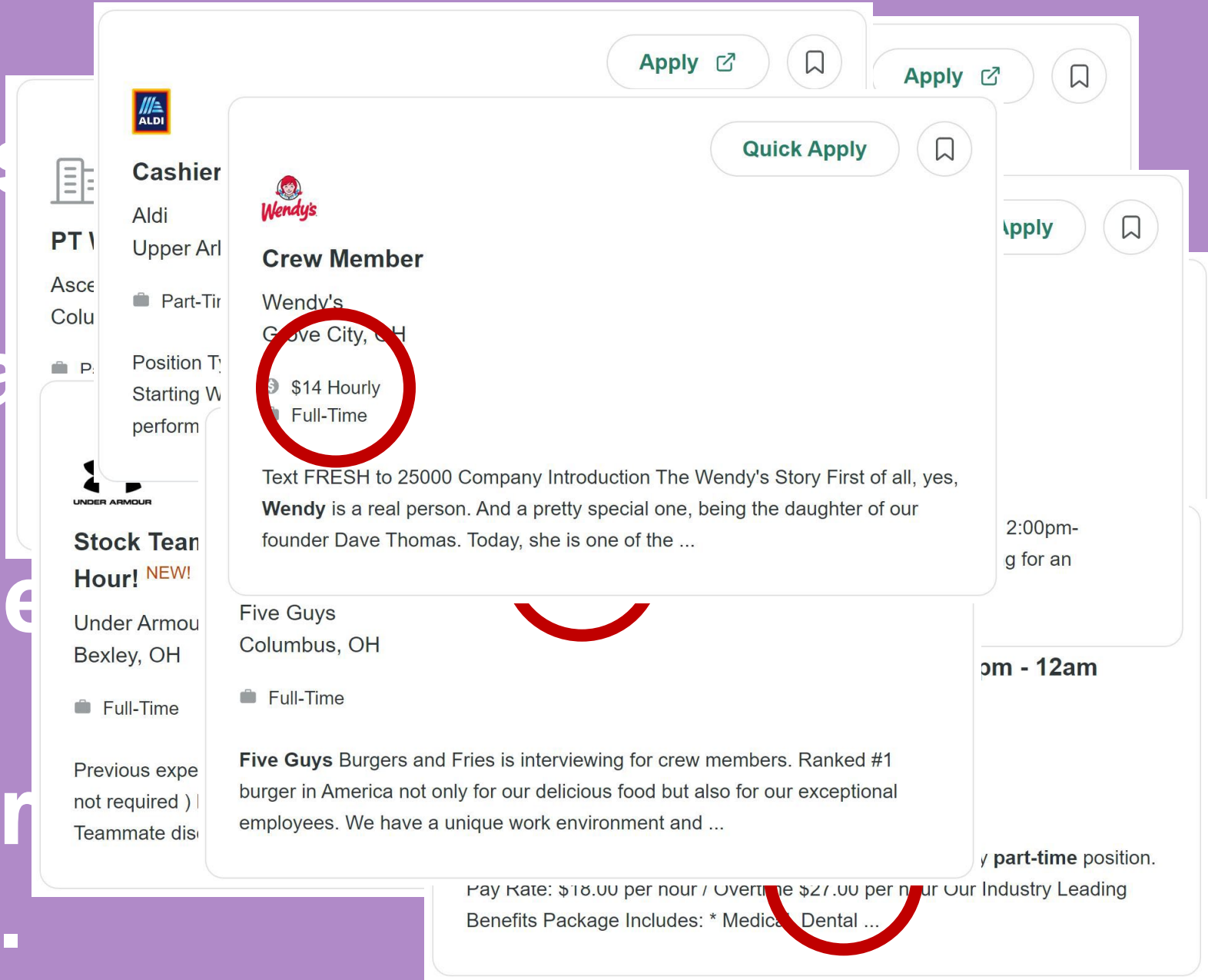


WHY IS THERE A WORKER SHORTAGE



WHY IS THERE A WORKER SHORTAGE

An MIT and CNBC analysis earlier this year found that even a \$15 minimum wage wouldn't be a living wage for many families.



REMOTE SUPPORTS



WHAT ARE
REMOTE
SUPPORTS

REMOTE
STAFFING
BENEFITS

DATA

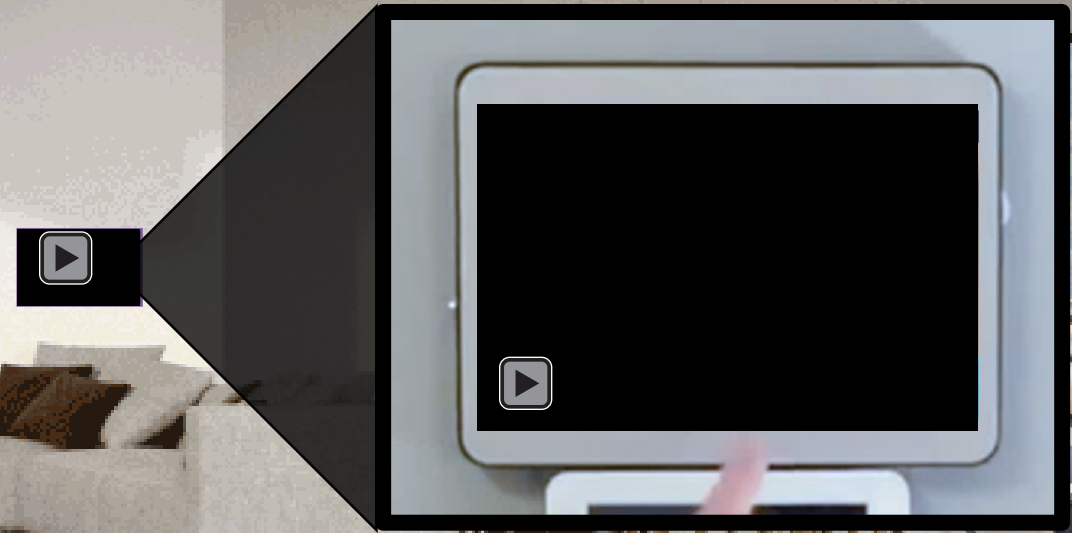


REMOTE
SUPPORTS
USES

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



BENEFITS OF ADDING REMOTE SUPPORTS



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



THS HOMECARE EXAMPLE

155 CLIENTS



52

◀ **33%**

REMOTE
SUPPORTS
USERS

+ \$925,000

AFTER RSS:

+ \$425,000



BEFORE RSS:

- \$500,000

INCREASED
PROFITABILITY
AFTER
IMPLEMENTIN
G
RSS



A diagram illustrating the benefits of remote support. It features a central black rectangle with a play button icon, representing a video. Five circles are connected to this central point by white lines. Four of these circles are purple and contain text about remote support benefits: 'GET REMOTE SUPPORT CERTIFIED', 'SELECT POTENTIAL REMOTE SUPPORT INDIVIDUALS', 'FREE CHOICE OF PROVIDER RULE', and 'REMOTE SUPPORTS BACKUP'. The fifth circle is blue and contains the text 'BENEFITS OF BEING PAID BACKUP'. The background is a blurred office scene with people working at desks.

**GET REMOTE
SUPPORT
CERTIFIED**

**SELECT
POTENTIAL
REMOTE
SUPPORT
INDIVIDUALS**

**FREE CHOICE
OF PROVIDER
RULE**

**REMOTE
SUPPORTS
BACKUP**

**BENEFITS
OF BEING
PAID
BACKUP**

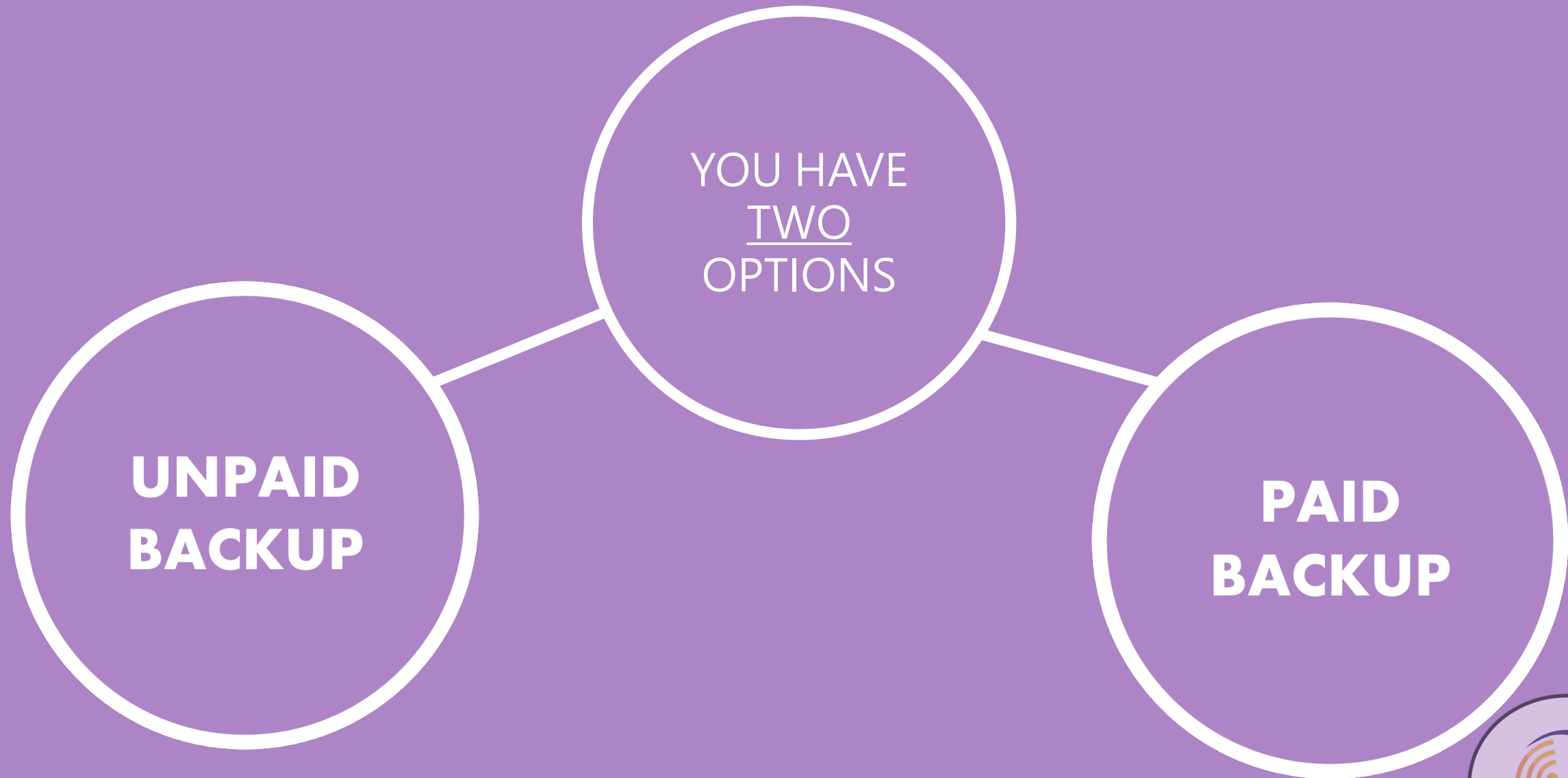
REMOTE SUPPORT CERTIFICATION

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**

BACKUP FOR REMOTE SUPPORTS



UNPAID BACKUP

NO ONE IS
BEING PAID TO BE
ON CALL IN CASE
THE INDIVIDUAL
NEEDS PHYSICAL
ASSISTANCE

THE REMOTE SUPPORT AGENCY
CYCLES THROUGH THE CALL
TREE PROVIDED BY THE TEAM
UNTIL THEY CAN GET A HOLD
OF SOMEONE TO HELP.

THE INDIVIDUALS TEAM DECIDES
WHO REMOTE STAFF CALL IN
CASE PHYSICAL ASSISTANCE IS

NEEDED
CALL TREE CAN BE:

PARENTS

GUARDIAN

HPC AGENCY

INDEPENDENT PROVIDER

SSA

EMERGENCY SERVICES

REMOTE STAFFING PROVIDERS CALL THE
LIST UNTIL THEY CAN GET SOMEONE TO
ASSIST



PAID BACKUP

AN HPC AGENCY
GETS PAID BY
WAIVER DOLLARS
TO
ALWAYS HAVE
SOMEONE
ON-CALL
IF NEEDED

THE HPC AGENCY MUST BE
CERTIFIED THROUGH OHIO
DODD BEFORE THEY CAN BE
PAID THROUGH THE WAIVER TO
HAVE STAFF ON-CALL FOR RSS

THE INDIVIDUAL ALWAYS HAS
SOMEONE ON-CALL IF PHYSICAL
ASSISTANCE IS NEEDED.

AN HPC AGENCY MUST BE CERTIFIED
BY THE STATE TO BE A PAID BACKUP
PROVIDER FOR REMOTE SUPPORTS

INDEPENDENT PROVIDERS CAN NOT
BE CERTIFIED AS PAID BACKUP.



STAFFING AGENCY IN THE HOME

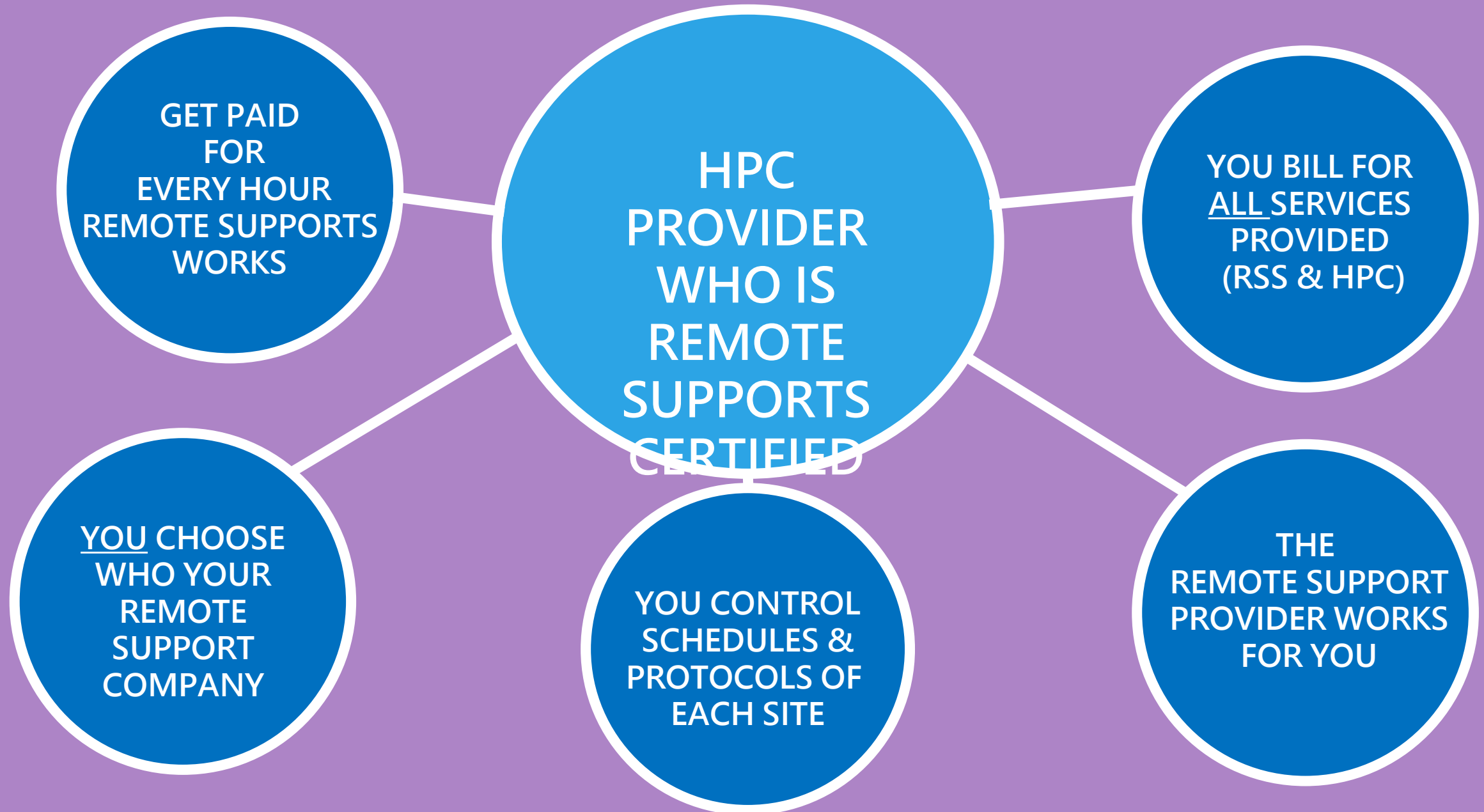


INDIVIDUAL:
INTERVIEWS & SELECTS A REMOTE STAFFING PROVIDER



NO INTERVIEW
IS NEEDED.
REMOTE
SUPPORTS IS
SETUP THROUGH
THE HPC AGENCY
USING THEIR
RSS PARTNER

PAID BACKUP BENEFITS FOR AN HPC PROVIDER



HOW DIFFICULT IS IT TO GET RSS SETUP

CALL OR
EMAIL

RSS PROVIDER WILL CONTACT SSA
WE WILL COORDNATE MEETING WITH TEAM
WE WILL DO ALL PAPERWORK FOR SSA
WE WILL SETUP BILLING
WE WILL COORDINATE INSTALLATION



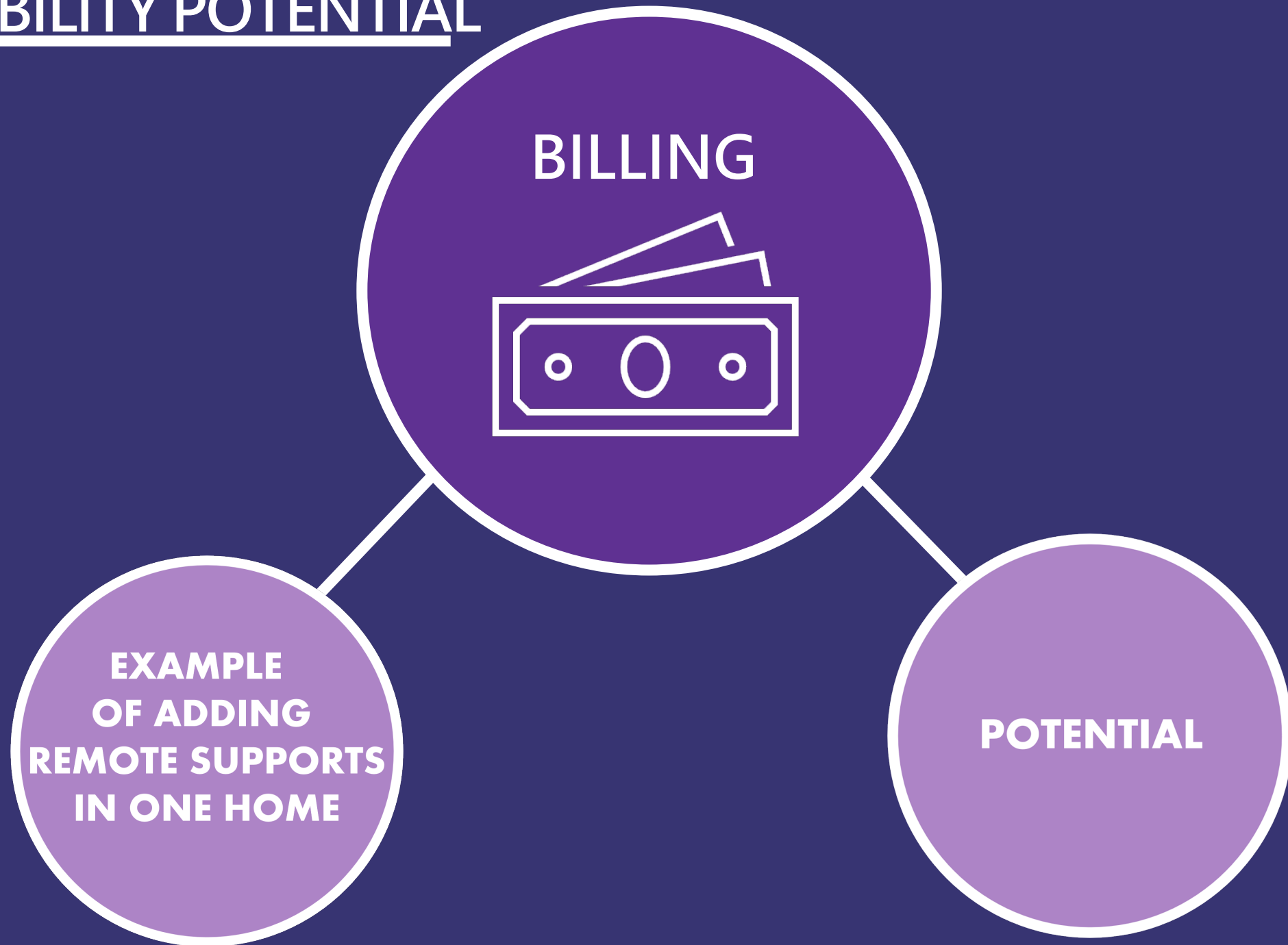
THIS
Remote Support Services

STEPS TO GET A SITE
STARTED:



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

PROFITABILITY 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

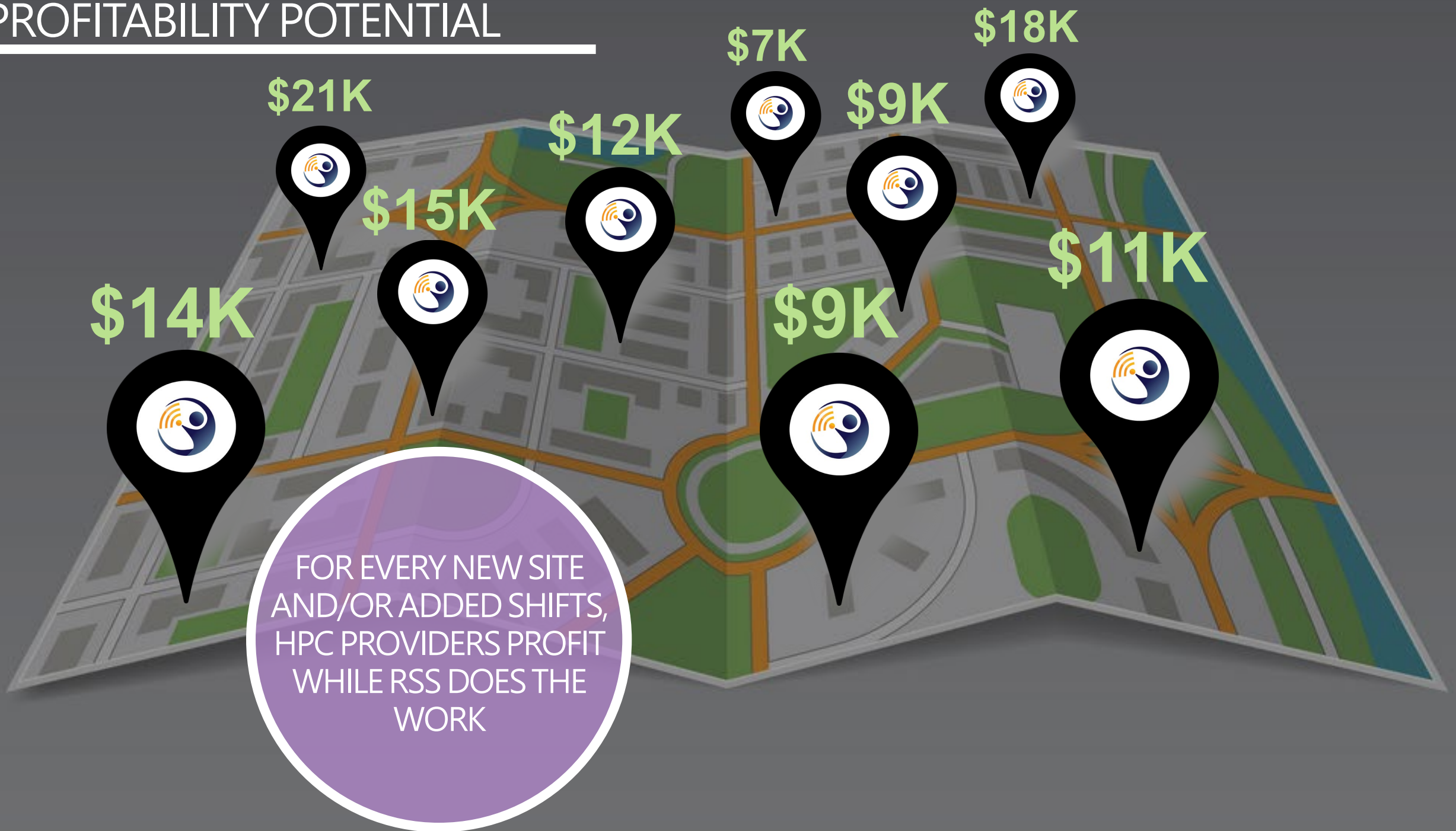
**HPC PROVIDER BILLS FOR 8 UNITS A DAY AT \$10.24
OF THAT \$10.24, THE HPC PROVIDER PAYS THE RSS PROVIDER \$6.88
HPC PROVIDER KEEPS \$3.36 FOR BEING 'ON CALL'**

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





**NOT ALL RSS
PROVIDERS
ARE THE SAME**

**RSS
FAQ**

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?

THESE CAN ALL BE RED FLAGS FOR
REMOTE STAFFING PROVIDERS



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.

**WHO
IS THS
RSS?**

**CONTACT
US**



THS
Remote Support Services



THIS REMOTE
SUPPORTS
HAS BEEN
PROVIDING
SERVICES
SINCE 2017

BASED IN CINCINNATI, THIS
RSS HAS PARTNERED WITH
OVER **150** HPC PROVIDERS
AROUND THE STATE



CONTACT US & TESTIMONIALS



David Ilg
dilg@thsrss.com

JAMES FINLEY
JFINLEY@THSRSS.COM

#1 RSS VENDOR IN OHIO

"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