

It's Tough Out There:

Service Delivery Must Evolve

CFHS
Consulting For Human Services



 Lutheran
Services
in America®

Challenges facing the industry

- Workforce shortages
- Payment reform
- Managed care
- Aging population
- Private equity investing in our sector
- Younger people demanding innovation
- Exec teams can feel frozen

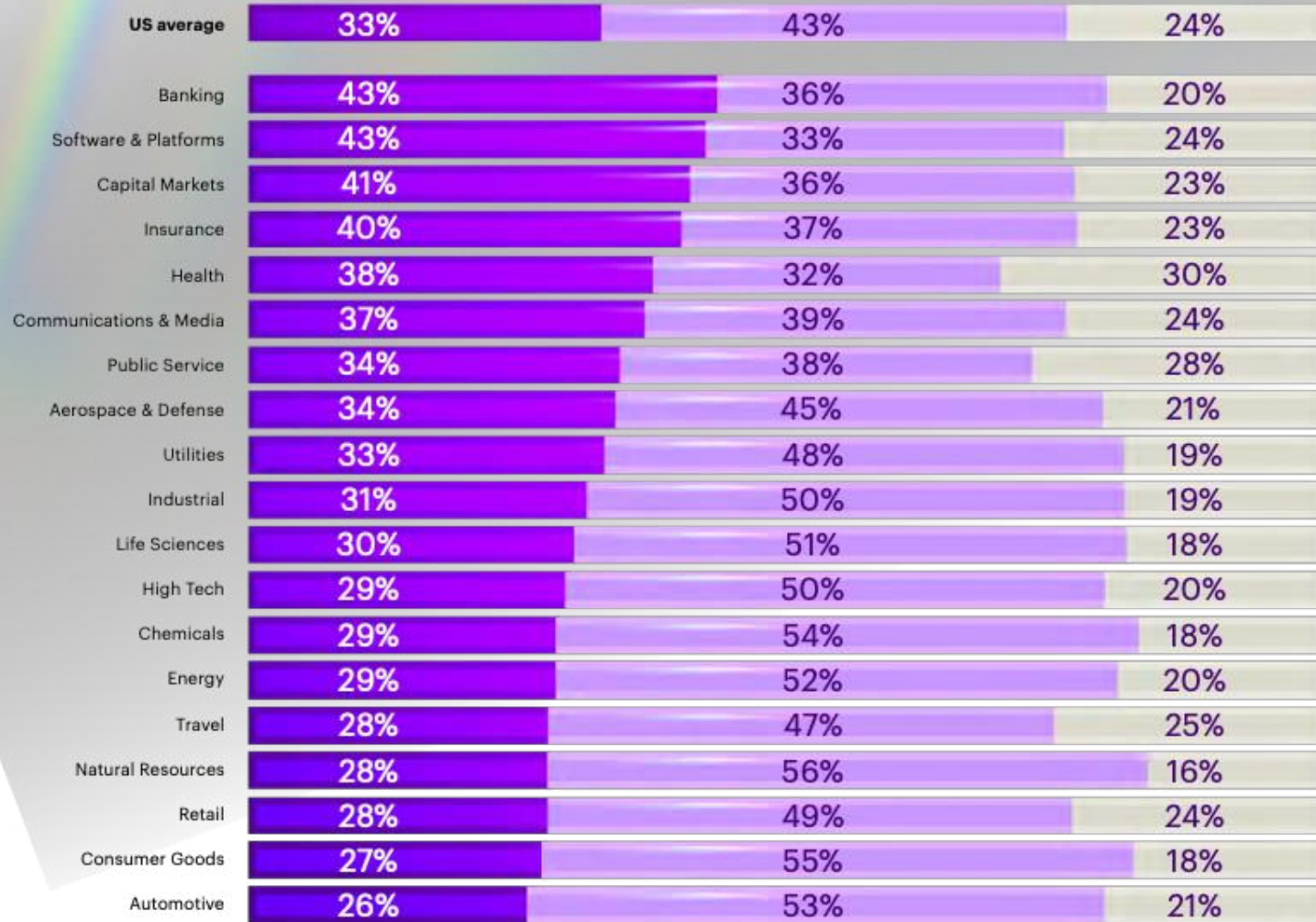
TECHNOLOGY CAN RELIEVE THE PRESSURE



Figure 4: Most of the tasks of an average US worker could be reinvented

Share of US worker's tasks that could be reinvented by technology augmentation or automation, by industry

Share of worked hours, 2021



Augment

Automate

No impact

Source: Accenture Research analysis based on BLS and O*Net. O*Net tasks were classified into the four categories. This classification was performed based on a list of 2,000 detailed examples for 300+ tasks. US average corresponds to the weighted average based on occupation shares across industries.

Due to rounding, not all figures add up to 100%.

Increasing potential for augmentation based on the combination of new technologies and new ways of working

Source:
Accenture World Economic Forum 2023

The Fight for “Techquity”

- Healthcare technology improves patient outcomes, but underserved communities often lack access.
- Techquity is healthtech equity — using tech innovations to close the digital divide.
- There are four essential elements to techquity: digital access, digital literacy, healthcare literacy, and consumer trust.
- Organizations must incorporate an equitable approach to designing, building, and launching products.

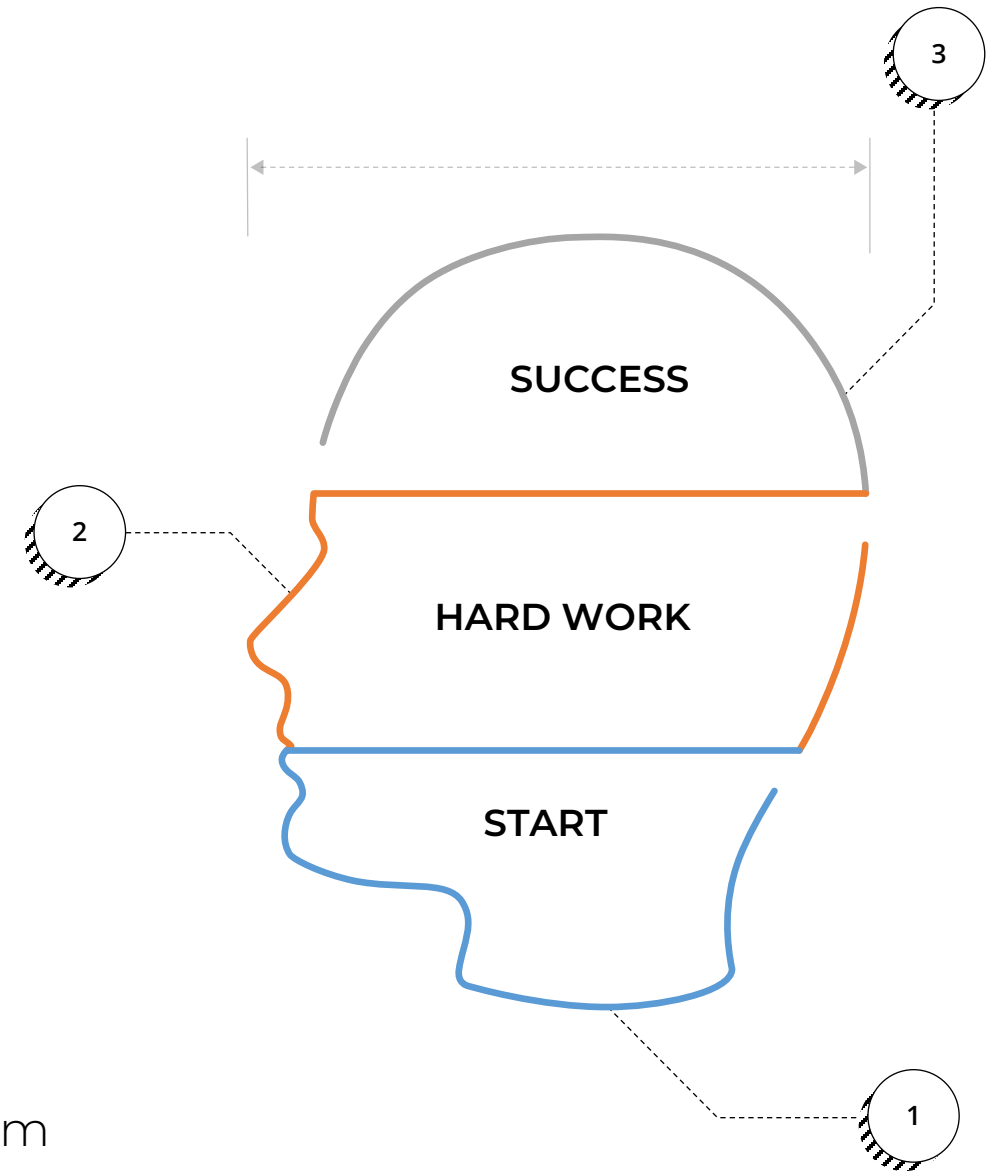
[The fight for techquity: Why business leaders need to address the barriers to healthtech, VentureBeat](#)



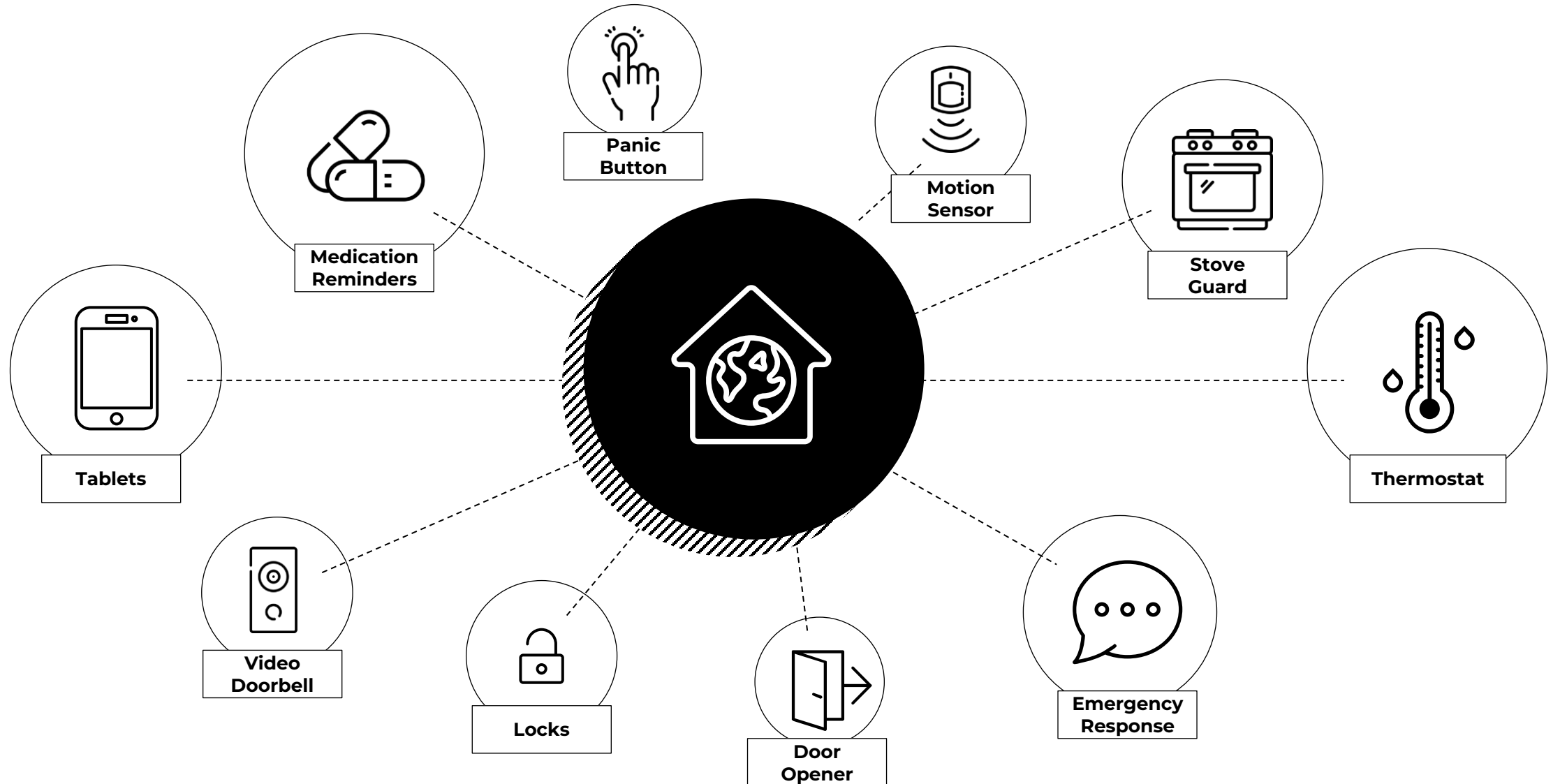
Quote

“If [Techquity] is not a top-team agenda item, a C-suite agenda, then it isn’t going to be funneling down to your technology or your product or your design teams.”

-Tushar Mehrotra,
senior vice president of analytics, Optum



Common Residential Technology Options



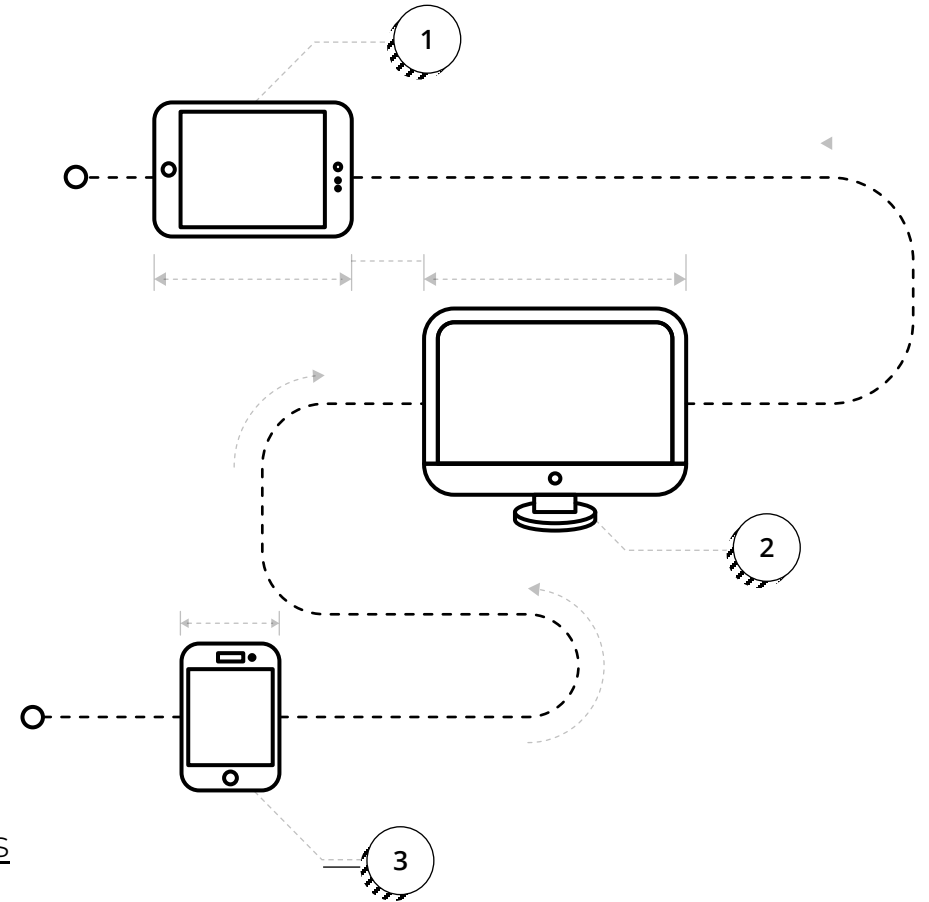
Keep It Simple, Keep It Connected

- Tech shouldn't make a DSPs job harder
- Tech that isn't connective offers data but not the tools to understand or apply it.
- Integration is critical. Convenience without connectivity to the daily workflow is confusion.
- Don't force people to solve a puzzle. What can you start using in 30 days?
- Empathetic, one-on-one support can mean a 6% to 10% reduction in healthcare costs (helpful for VBC with payors)



Technology Solutions In Practice

- [Are You In A 'Technology First' State? What Does That Mean? \(Article\)](#)
- [Leveraging Technology To Improve Services For Consumers With I/DD \(Video\)](#)
- [Advancing Technology Access For People With Intellectual & Developmental Disabilities \(PDF\)](#)
- [Tennessee DIDD's Enabling Technology Program \(Website\)](#)
- [Smart Homes Made Simple: Your Guide to Smart Home Technology \(PDF\)](#)
- [Long-Term Services & Supports State Scorecard: Growing Assistive Technology Awareness through State Programs, Partnerships, and Innovation \(PDF\)](#)
- [AARP Public Policy Institute's Promising Practices and Emerging Innovations: Growing Assistive Technology Awareness through State Programs, Partnerships, & Innovation \(PDF\)](#)



Abridge

A fully integrated suite of AI-backed products for healthcare conversations.

Awake Labs

A platform integrating wearable tech designed for care teams and the people they support.

Hello it's Me

An online community offering stories, gaming, relationship coaching, dating, and more for people with IDD.

The Heart Seat (casana)

The Heart Seat™ passively captures health parameters and seeks to reliably track health trends, with no behavior change.

Lumicare

Providing individualized technology services, including assessments, support, and training.

Station MD

A telehealth service offering 24/7 urgent care, primary care, and behavioral health to people with IDD and other populations.



ElliQ

- ElliQ is the first proactive AI care companion and a Time Best Invention of 2022.
- ElliQ can participate in conversations, learn new skills, and is "proactive, empathetic, and contextual."
- ElliQ is voice-operated, monitors health, and includes a companion app for family members or caregivers.
- App users can connect via video calls, send texts, images, video messages, and set reminders.
- One-time cost of \$250 plus \$30 per month.



Hello, It's Me

Introducing the Hello, It's Me app!

The app tailored for the IDD community. Your safe place to learn, interact, connect, and have fun.

Hello, It's Me provides age-appropriate scenarios that allow the participant to practice life skills in areas such as relationships, work, navigating the community, and well-being.



Andrea Palmer, CEO Awake Labs

Andrea Palmer is the founder and CEO of Awake Labs, a digital health company empowering people with cognitive disabilities to live healthier and more independently. She has been working at the intersection of enabling technology, mental health, and person-centered care for over seven years.





Q&A



Thank You



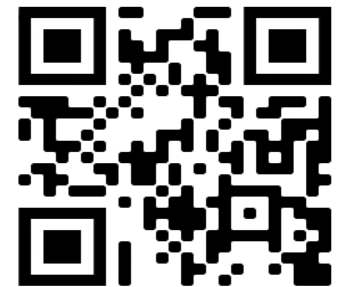
**Special thanks to Arlington
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Provider Organizations

Management Consulting Support

Sometimes the outside lens provides the clearest view. We can help your leadership team and board to level set, chart a course, and get on the same page. From building a new service line, exploring growth strategies, or divesting to "right size," let our experience enhance your mission and improve your margins.

Strategic Planning

- Retained Fractional C-Suite
- Focused, Concise Strategic Planning Process
- Facilitation of Strategy Sessions & Agency – Led Strategic Planning
- Service Line Analysis & Development
- Organizational Development

Compliance & Quality

- Retained Fractional Chief Compliance Officer Services
- Process Audits
- Compliance Plan Development & Implementations
- Plan Of Correction
- Quality Improvement Guidance
- Risk Management Activities

Business Development

- Pipeline Development
- Strategic Support
- Service Line Analysis
- Value-Based Payment Arrangement & Negotiations Support
- Accreditation Technical Assistance
- Referral Generation

Administration

- Finance
- IT
- Marketing
- Human Resources
- Board Briefings
- Market Landscape Presentations
- Organizational Development



Provider Organizations

Strategy & Solutions Advisor

The CFHS team is strongly rooted in behavioral health direct care, with deep experience in supported housing, long-term services and supports, intellectual developmental disabilities, autism services, substance use disorder, and integrated care delivery. Let us put our experience and network to work for you.

Our SMEs have thrived in C-Suite roles across provider organizations both large and small. We can identify roadblocks and solve workflows and culture challenges – maximizing efficiencies and improving clinical quality.

Short term leadership staffing solutions can sometimes bring value more quickly and efficiently. Let's talk about how CFHS can help your organization tackle urgent projects with understood results.

The CFHS team has supported providers in evolving their board governance and table of organization to align with growth strategies. Through marketing and positioning support, our team can increase referrals and enhance access to the critical services you provide.

- Behavioral health
- Intellectual developmental disabilities
- Autism services
- Substance use disorders
- Long-term services & supports
- Supported housing
- Children's residential