



# LIVECARE

MOBILE WORKFORCE MANAGEMENT SOLUTION  
FOR THE HOME HEALTHCARE INDUSTRY

May, 2019



### Mobile Workforce Management (MWM)

Location-aware, mobile workforce management platform to provide:

1. Scheduling, assignment, dispatching and monitoring of in-home caregivers
2. Consumer financial package and petty cash account tracking & reconciliation

### Mobile Transportation Management (MTM)

Location-aware transportation management platform to provide:

1. Optimized scheduling, dispatching and routing of drivers and vehicles that transport in-residence consumers



## Mobile Workforce Management Solution

1. Deliver a minimum productivity improvement of 10 percent to in-home staff over current baseline
2. Reduce financial package and petty cash account errors by 10 percent
3. Reduce regulatory fines and penalties
4. Improve care delivery to the consumer

## Mobile Transportation Management Solution

1. Increase vehicle and driver utilization by 10 percent
2. Reduce average consumer trip time by 10 percent
3. Improve management and oversight of vehicle maintenance



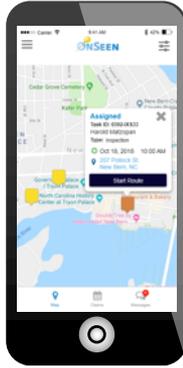
# **LIVECARE**

## MOBILE WORKFORCE MANAGEMENT SOLUTION OVERVIEW

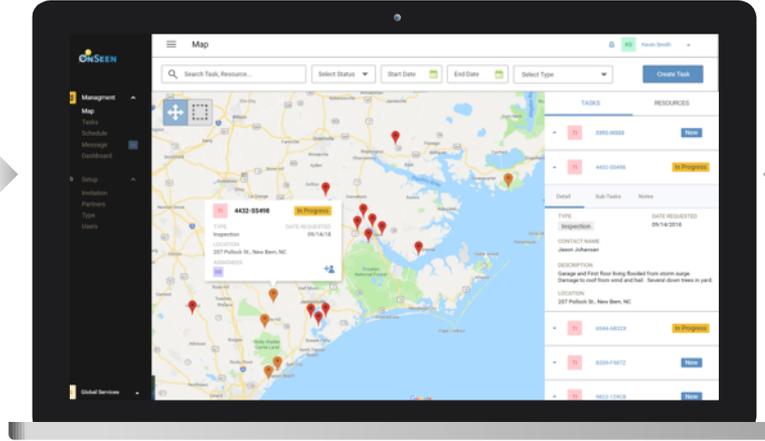
# MOBILE WORKFORCE MANAGEMENT SOLUTION (“MWMS”) - OVERALL ARCHITECTURE



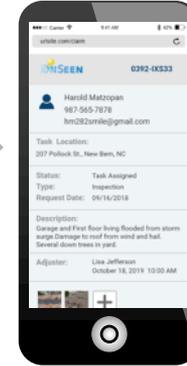
## In-Home Caregiver App (Native Mobile App)



## MWMS Admin Console & Dashboard (Responsive Web App)



## Consumer/Guardian Portal (Web or Native App)



**Intelligent Scheduler  
& Route Optimizer  
(Micro-Service)**



**Company Backend  
Systems**

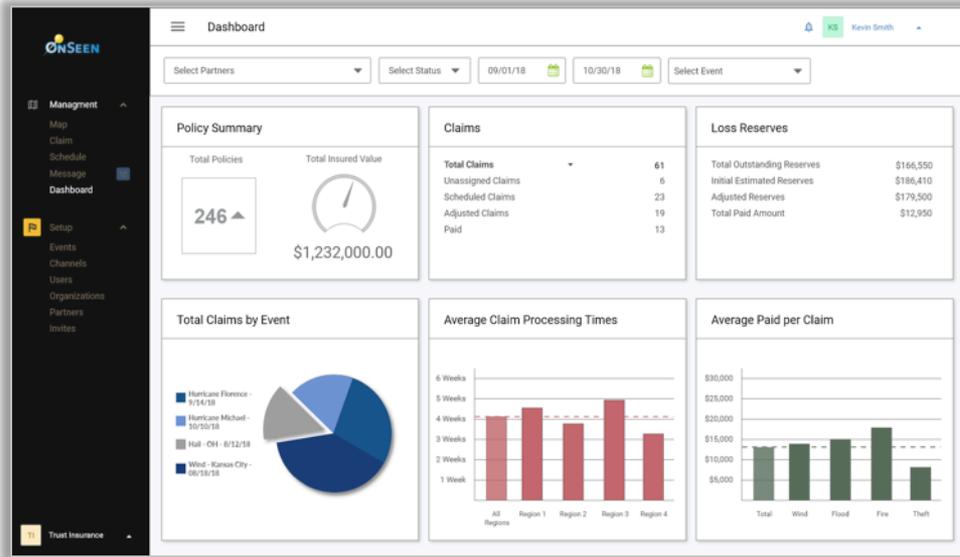
# MWMS - ADMIN CONSOLE



- ❖ Used by Home-Office Management, Admins with role-based access
  - Create Organizations, Sites and Users - Can be done via API, file download or data entry in the Admin Console
  - Monitor staff, activities, sites and tasks through map & list views
  - Assign activities and tasks to in-home caregiver and other participating field staff
  - Set consumer spending caps and discretionary spending limits
  - Review and monitor electronic financial packages, petty cash ledgers, receipts, signatures and related items
  - Review and perform desk audits on financial transaction entries from home office
  - Review in-home provider task and activity details and attachments
  - Send auto-notifications and alerts to field staff based on established triggers and thresholds
  - Generate alerts to relevant parties for balance overages/underages

TASKS	RESOURCES
0991-05353	New
4422-05494	In Progress
0544-05224	In Progress
8039-F9672	New
9022-12918	New

Status	Task ID	Request Date	Location	Type	Contact	Assignee
New	0991-05353	08/14/2018	207 Pullback St., New Bern, NC	Inspection	Harold Matysian	[i]
New	4422-05494	08/14/2018	2313 Woodburn Ave, New Bern, NC	Delivery	Robert Savage	[i]
In Progress	0544-05224	10/10/2018	518 Sherwood Rd., Jacksonville, NC	Inspection	Shayne Garner	[i]
In Progress	8039-F9672	10/10/2018	15 Bluff St., Jacksonville, NC	Consultation	Karen Eaton	[i]
In Progress	9022-12918	08/26/2018	218 Metcalf St., New Bern, NC	Consultation	Randall Cunningham	[i]
New	4200-F9187	08/14/2018	8 Bayview Dr., Jacksonville, NC	Treatment	Fred Macintosh	[i]
In Progress	0540-02324	08/13/2018	200 Riverside Dr., New Bern, NC	Delivery	Samuel Richter	[i]
In Progress	342Y-W9167	10/10/2018	4451 Haywood Farms Rd., New Bern	Treatment	Sara Comstock	[i]
In Progress	0544-05224	07/06/2018	601 River St., Jacksonville, NC	Inspection	Barbara Dickson	[i]

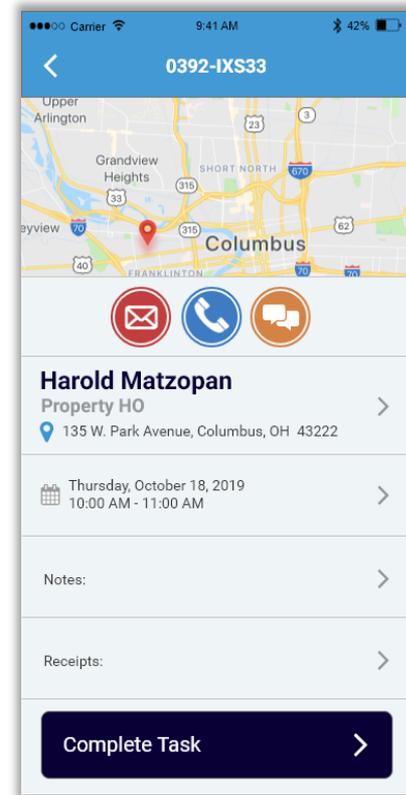


- ❖ Used by Home-Office Management, Admins with role-based access
- Monitor and review strategic KPIs and performance metrics
- View and download operational reports
- Auto-generate daily transaction logs and reports with time stamps
- Auto-generate Aging Report related to transactions
- Auto-generate Caregiver Performance Report for each caregiver based on task completion ratio, missing receipt ratio, transaction error ratio, etc

# MWMS - CAREGIVER APP



- ❖ Used by in-home caregivers with role-based access
  - Review and accept tasks and activities that have been assigned
  - Review their Task Schedule details and location of their scheduled assignments
  - Auto-update Task Status by swiping task status action buttons
  - Manage Petty Cash Ledger
    - Log each Consumer Petty Cash transaction (deposits, withdrawals)
    - Capture and submit Deposit and Withdrawal Tickets, Expense Receipts, Pay Stubs, Checks and Bills by taking picture of ticket or receipt on DSP's mobile device
    - Auto-send scanned Tickets, Receipts, etc to OCR engine service for line item level recognition and data population
    - All readable information will be populated and displayed on online Ticket, Receipt or other form that can be finished and edited by DSP (RSM can edit Tickets or Receipts through Admin Console)
    - Capture electronic signatures for each Ledger Transaction





The screenshot shows a mobile application interface for adding a receipt. At the top, there is a blue header bar with a back arrow, the text '0392-IXS33', and a 'SAVE' button. Below the header, the title 'Add Receipt:' is displayed next to a camera icon. The form contains several input fields: 'Date:' with a calendar icon, 'Category:', 'Individual's Name:', 'Store/Company Name:', 'Card Number:', 'Transaction Amt:', 'Transaction Type:', and 'Transaction Description:'. At the bottom, there are two yellow buttons: 'Click to Enter Individual's Signature' and 'Click to Enter Employee's Signature'.

- ❖ Used consumers and/or guardians with role-based access
- View Daily Transaction Logs and Missing Details Reports with time stamps
- View Outstanding Report and Aging Report related to transactions
- Capture and submit Deposit and Withdrawal Tickets, and Expense Receipts by taking picture of ticket or receipt
- Send scanned Tickets and Receipts to OCR engine service for line item level recognition and data population
- All readable information will be populated and displayed on online Ticket or Receipt form that can be finished and edited by Caregiver
- Capture electronic signatures for each Ledger Transaction



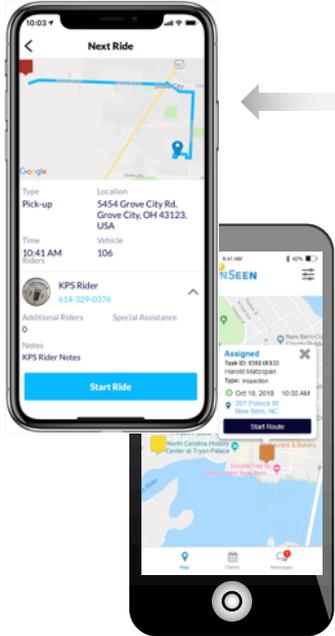
# **LIVECARE**

## MOBILE TRANSPORTATION MANAGEMENT SOLUTION OVERVIEW

# MOBILE TRANSPORTATION MANAGEMENT SOLUTION (“MTMS”) - MODULES & COMPONENTS

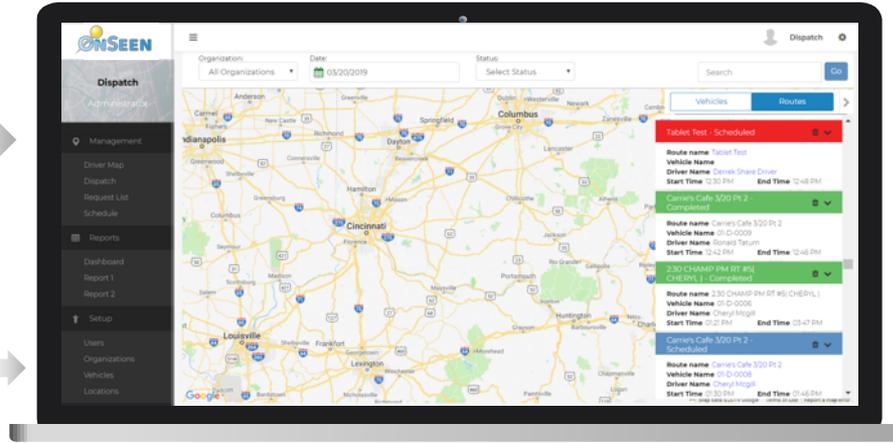


**Driver App**  
(Native Mobile App)

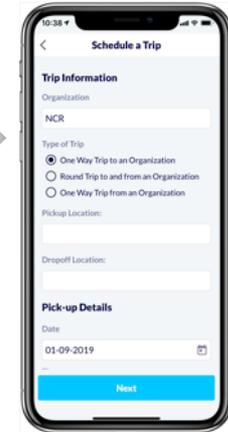


**Caregiver App**  
(Native Mobile App)

**Dispatch Console & Dashboard**  
(Responsive Web App)



**Consumer/Guardian Portal**  
(Web or Native App)



**Intelligent Scheduler  
& Route Optimizer**  
(Micro-Service)

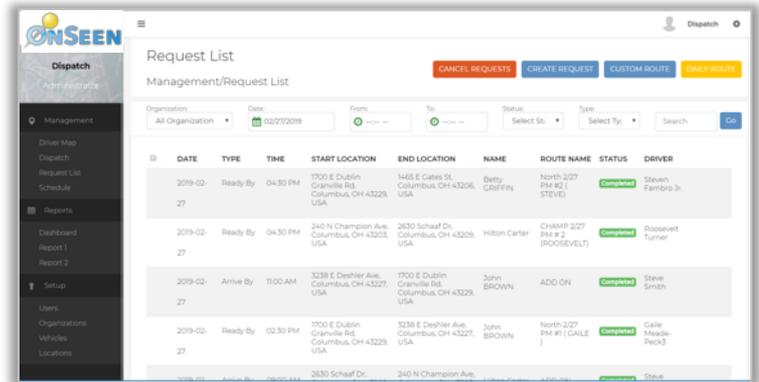
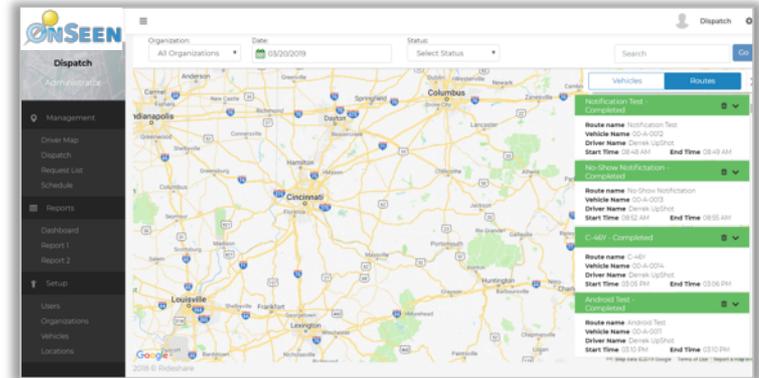


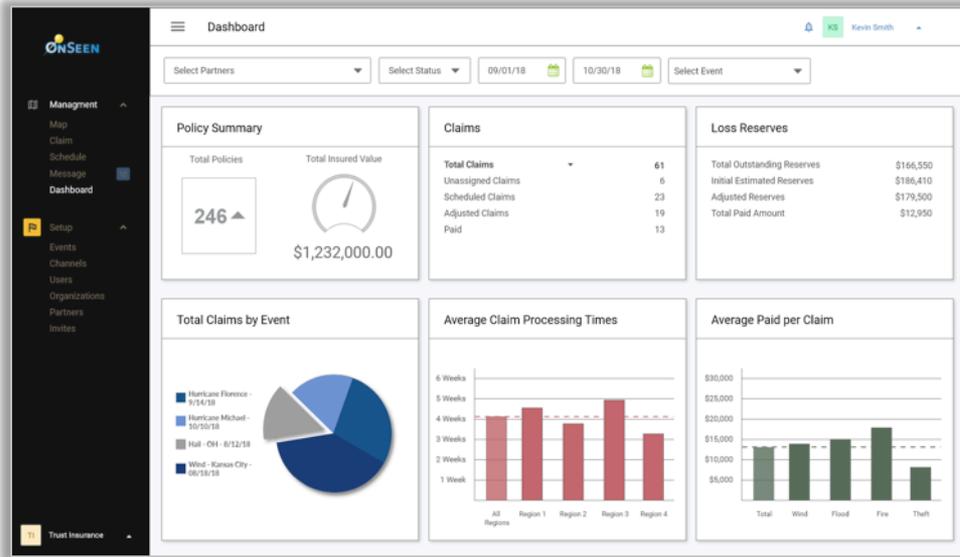
**Company Backend  
Systems**

# MTMS - DISPATCH CONSOLE



- ❖ Used by Dispatchers, Home-Office Management, Admins with role-based access
- Create Organizations, Sites, Vehicles, and Users - Can be done via API, file download or data entry
- Receive Transportation Service Requests (TSRs) via Caregiver App or Consumer/Guardian Portal
- Run Intelligent Scheduler and Route Optimizer (ISRO) to determine optimal vehicle/driver schedules and pick-up/drop-off routing with consideration to special needs, vehicle types/capacities, pickup/drop-off time, etc
- Auto-optimize or manually schedule and dispatch Drivers and Vehicles to meet Consumer TSRs
- Monitor status, pick-up/drop-off locations of Consumers, TSRs, drivers and vehicles
- Send auto-notifications and alerts to Drivers, Caregivers and/or Consumers/Guardians based on pre-set triggers



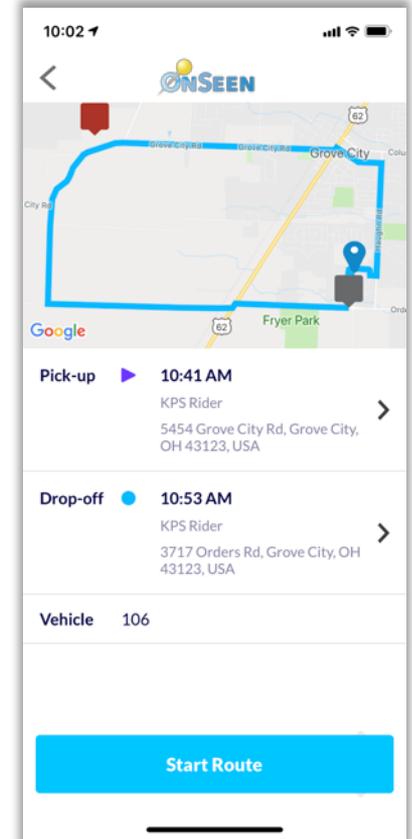
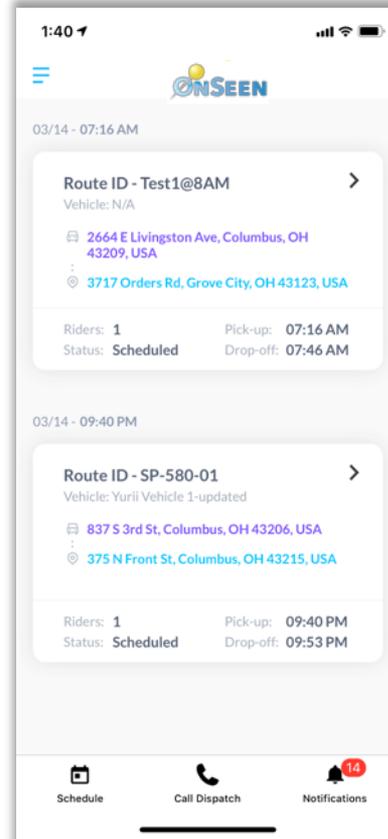


- Used by Dispatchers, Home-Office Management, Admins with role-based access
- Monitor and review strategic consumer transport KPIs and performance metrics mutually defined by Client and OnSeen
- View and download Transportation Reports mutually defined by Client and OnSeen
- Auto-generate Daily Trip Log with Pick-Up/Drop-Off time stamps

# MTMS- DRIVER APP



- View Scheduled Routes and individual TSRs assigned to Driver
- Review Driver Trip Pick-Up/Drop-Off instructions
- Integrate with Driver's selected navigation app on their mobile device for point-to-point directions to next stop
- Receive Notifications regarding changes to their schedule, routes or individual TSR's
- Provide Status updates for Consumer Pick-Ups and Drop-Offs



# TRANSPORTATION MANAGEMENT SOLUTION - CAREGIVER APP



10:41

**Schedule a Trip**

Pickup Location:  
5485 North High Street, Columbus, OH,...

Dropoff Location:  
6540 Riverside Dr, Dublin, OH 43017, USA

**Pick-up Details**

Date  
01-09-2019

Time  
Arrive By 03:00 PM

**Rider Information**

Number of Riders  
1

Special Assistance: [Change](#)

None

**Next**

1:41

**Trip Plan**

Ready By 09:00 PM

Drop-off

Date 02-19-2019  
No Recurring.

Fare \$36.45 per ride

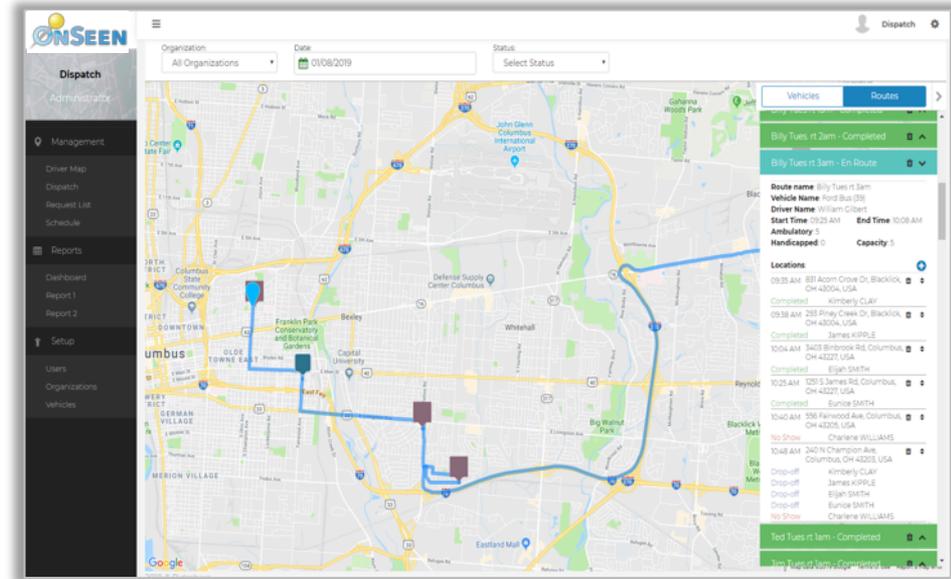
**Cancel Trip** **Modify Trip**

- View Scheduled Trips for their Consumers
- Receive Notifications regarding ETA for Pick-Ups, Drop-Offs of their Consumers
- Establish Transportation Profile for their Consumers
- Receive Reminder Notifications regarding upcoming TSRs
- Real-time tracking of Driver/Vehicle ETA and Location

# TMS - CONSUMER/GUARDIAN PORTAL



- Submit TSR (24 hours prior to requested Pick-Up Time)
- View Scheduled Trips for Consumer
- Establish Transportation Profile for Consumer
- Receive Reminder Notifications regarding upcoming TSRs
- Real-time tracking of Driver/Vehicle ETA and Location



# THANK YOU

## QUESTIONS?

---

OnSeen Executive Team

[Randy.smith@onseen.com](mailto:Randy.smith@onseen.com)

614.313-7433

