



East Bay Innovations

Residential Success Story

**LifeSherpa + SimplyHome:
Expanding Client-to-Staff Ratio at
East Bay Innovations with 49% of
POS Hours Delivered Remotely**



Summary

East Bay Innovations, in partnership with the Alta California Regional Center, launched a state-funded Assistive Technology (AT) Pilot Program to explore how technology can enhance independence while optimizing staffing resources in residential support settings. With workforce shortages and rising staffing costs, they needed a scalable solution that maintained high-quality care without increasing expenses.

By integrating SimplyHome’s sensor technology with LifeSherpa’s digital remote support platform, East Bay Innovations implemented an innovative remote support model that reduced the need for 24/7 on-site staff. This approach enabled a shift in staffing ratios—allowing support teams to serve more residents—while ensuring safety through real-time monitoring and need-based interventions.

Problem

East Bay Innovations faced significant challenges due to staffing shortages and the high costs associated with maintaining on-site DSPs around the clock. Traditional caregiving relied on close-proximity support for daily activities, such as locking doors, preparing meals, and responding to safety concerns. This approach was resource-intensive, leading to staffing inefficiencies and escalating operational costs. As workforce shortages persisted, East Bay Innovations needed a scalable, cost-effective solution to continue delivering high-quality care without compromising resident safety and independence.

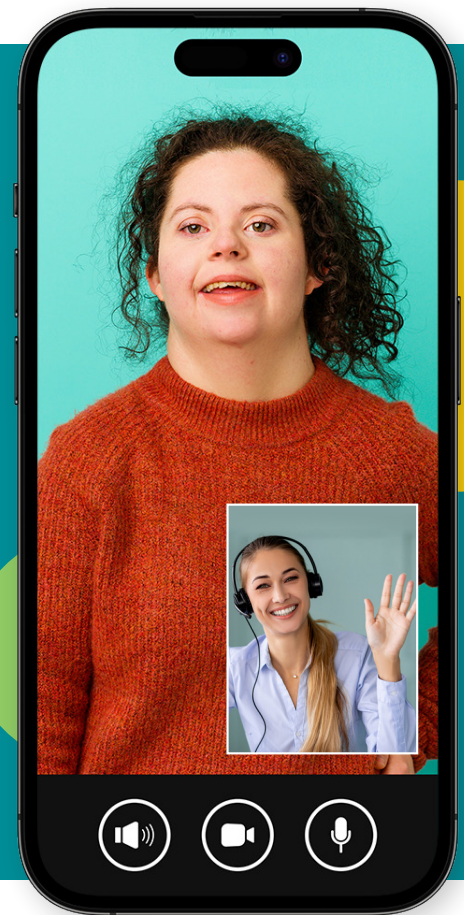
As part of the Alta California Regional Center’s state-funded AT Pilot Program, East Bay Innovations implemented this model across six different residential locations in the Oakland East Bay area, supporting six individuals with varying needs. The program was designed to test how assistive technology could reduce the need for 24/7 on-site staff while maintaining safety and quality of care. The goal was to determine if remote support and sensor-based interventions could allow staff to be reallocated more efficiently, improving overall service delivery while containing costs.

Solution

To address these challenges, East Bay Innovations implemented a remote support model using SimplyHome's sensor technology and LifeSherpa's remote support platform. This innovative solution included:

- **Sensors and Help Buttons (SimplyHome):** Detecting when support was needed and triggering automated alerts.
- **Automated Notifications (SimplyHome):** Notifying remote teams of events in real-time, ensuring timely interventions.
- **Remote Communication Tools (LifeSherpa):** Facilitating direct interactions between residents and remote support staff.
- **Workflow Automation (LifeSherpa):** Efficiently assigning tasks and actions to remote support teams.
- **Personalized Life Skills Guides (LifeSherpa):** Empowering residents with step-by-step support for daily tasks.

This integrated system was deployed in five locations, each with unique resident profiles, demonstrating its versatility and scalability in residential care settings.



Results

- **Increased Independence:** Residents were able to engage in daily activities with remote guidance, promoting independence and confidence.
- **Efficient Staffing Utilization:** A centralized remote team supported multiple residences, optimizing staffing resources and reducing costs. This shift resulted in a significant increase in remote work hours, allowing Direct Support Professionals (DSPs) to handle more clients without compromising care quality:
 - **Month 1:** 450 remote support hours (13% of total POS hours)
 - **Month 2:** 900 remote support hours (26% of total POS hours)
 - **Month 3:** 1,500 remote support hours (44% of total POS hours)
 - **Month 4:** 1,500 remote support hours (44% of total POS hours)
 - **Month 5:** 1,650 remote support hours (49% of total POS hours)
- **Immediate Response to Critical Events:** Automated alerts enabled rapid responses, ensuring resident safety without requiring on-site staff at all times.
- **Data-Driven Decision Making:** Real-time activity tracking and reporting allowed East Bay Innovations to identify trends, optimize workflows, and enhance proactive support planning, leading to more efficient care and better use of resources.

Growth in Remote Support

