



**neighborhoodnetwork**

# Reimagine Independence

GOODLIFE INNOVATIONS SENIOR CARE TASK FORCE  
PRESENTATION

Presented by Dr. Michael Strouse, CEO

## PACKET INCLUDES:

1. GoodLife Innovations' Neighborhood Network Slide Deck
2. GoodLife Senior Services White Paper by Dr. Michael Strouse

For more information on GoodLife's Technology Enabled Service Models, visit:  
[mygoodlife.org/blog/technology-enabled-service-models-2](https://mygoodlife.org/blog/technology-enabled-service-models-2)

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# The Neighborhood Network Slide Deck

Presented by Dr. Michael Strouse, CEO



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# Reimagine Independence

## GoodLife's Neighborhood Network

The Neighborhood Network offers aging adults with age-related disabilities a safe option to live independently with support when they need it.



Another Innovative Service Model  
From GoodLife Innovations



## The Challenge

*We all strive for a GoodLife. A nice home in a good neighborhood. An active and healthy lifestyle with interesting things to do. A close circle of friends. A purpose-filled life. Empowerment and control over our lives. Maybe a dog?*

Thousands of seniors with age-related disabilities also want a similar version of a GoodLife.

Unfortunately, far too many times people have had to trade their preferred lifestyle for the care and support they need that isn't delivered in a way that can give them both.



# Traditional Service Models Aren't The Answer

**Traditional Assisted Living or Health Plus Care Models** can meet needs that ebb and flow, but they are **too intrusive, highly structured, expensive, and not as safe** as we once believed. They are not designed to cultivate or preserve independence.

The traditional alternative is in-home "scheduled" care. Unfortunately, in-home needs are often intermittent and unpredictable. Consequently, seniors with such needs are either underserved and at risk, or overserved by just-in-case, intrusive, unaffordable, in-home care.

Also, we simply lack the caregivers to deliver one-on-one in-home care that sits and waits for the next need. There are simply not enough staffing resources or money. As important, in-home work schedules are fractured, unattractive, and often filled part-time caregivers. Finally, providers can't effectively supervise and support in-home care.



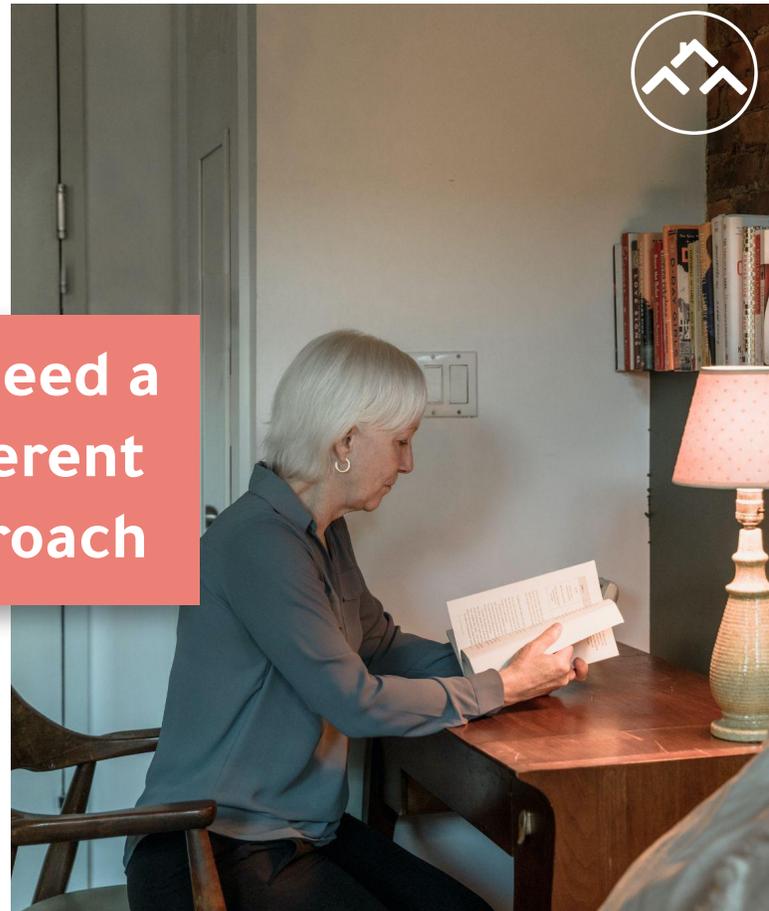
# A Destination Without A Roadmap

We all share a vision where seniors can affordably live in small homes, receive quality care and also preserve their independence for as long as possible (in 55+ or typical homes).

Until we solve these issues this vision is a destination without a roadmap and people will remain in more restrictive settings.

**Thus, aging adults trade their good life in order to access the care they need.**

**We need a different approach**





# Characteristics for A New Paradigm of In-Home Care

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## 1 Affordable, High Quality Individualized Care in Typical Homes at the Moment of Need

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We need to provide *truly* individualized care that organically ebbs and flows around people's individual needs.

## 3 Great Supervision and Professional Support

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We need to be able to supervise and support in-home caregivers who work alone to support seniors.

## 2 Tenured, Full-time, Well-Paid Caregivers that Work Attractive Schedules

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The majority of the home-based workforce has been on the job for less than six months and are often part-time or work fractured unattractive schedules. We need to offer better full-time jobs with attractive schedules and pay. We need a more stable and tenured workforce with far less of a reliance on part-time caregivers.

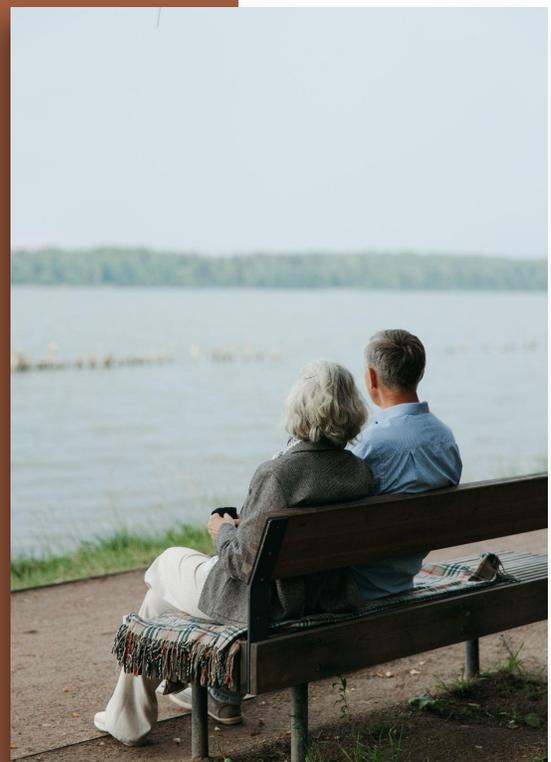
# GoodLife's Neighborhood Network

## A New Paradigm of Care

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The Neighborhood Network is an intentional and inclusive technology-leveraged new paradigm of care for seniors that provides on-demand, when and where needed support as an amenity of a well-selected neighborhood.

The Neighborhood Network uses iLink Technologies to provide support that organically ebbs and flows around need, and in ways that maximize privacy, self-direction, and independence.





# The Neighborhood Network Redefines What's Possible

The Neighborhood Network is leveraged by cutting-edge **iLink Technologies** and built from the ground up to deliver the **right support at the right time** and in ways that **completely redefine what's possible** for living an enriched, healthy, safe, private, and **independent life**.

Best practice virtual and deployed support and care is woven into the fabric of each Neighborhood Network neighborhood allowing staffing resources and virtual help to organically ebb and flow across homes, 24/7, to meet each resident's individualized scheduled and intermittent care needs "on-demand", empowering **greater independence for a much lower cost**.

The Neighborhood Network uses tenured well-paid, full-time Professional Neighbors and Direct Support Professionals who work attractive (3-day work week schedules) to deliver personalized care which is virtually supervised and well-supported.



## Innovative and Award Winning



GoodLife's Neighborhood Network with iLink Technologies is a GoodLife/KU Service Innovation that has been in development for two decades and is now expanding nationally for multiple populations of need!

In **2016**, Autism Speaks recognized the Neighborhood Network with iLink Technologies as the most innovative service approach internationally.

In **2020**, NADSP/ANCOR awarded the Neighborhood Network with iLink Technologies the Moving Mountains Award for best practices in workforce development.

In **2022**, GoodLife is recognized and supported by multiple MCOs nationally as a critical next generation value added support for seniors.



# The Neighborhood Network Strategy



**Well  
Selected  
Neighborhood**

+



**iLink  
Technologies**

+



**Remote  
and Direct  
Support**

=



**Neighborhood  
Network**



## We Start with a Well-Selected Neighborhood



**Well  
Selected  
Neighborhood**

Creating an Neighborhood Network begins by first selecting a neighborhood that is:

1. Safe and accessible
2. Close to community resources and public transportation
3. Filled with attractive amenities
4. Large enough to be inclusive and cost effective, while allowing rapid deployment of support
5. Often we select neighborhoods where aging adults already live.



**iLink  
Technologies**

## Next We Add Smart Technologies



In the Neighborhood Network, homes of persons supported are equipped with affordable, advanced technologies that allow personalized care-giving teams to help residents live independently.

Every home is connected to in-neighborhood and remote professionals that support all Neighborhood Network neighborhoods.



iLink provides around-the-clock virtual help that also empowers residents to deploy caregivers to their home when needed 24/7. Residents can **permit** professional care teams to **see** (cameras), **hear and talk** (two-way intercoms and phones), **feel** (health and safety sensors), and remotely **lend a helping hand** (control home automations) on-demand.



iLink home installs are fully wireless, attractive, and are installed in only a few hours. iLink is smart, easy to use, and allows the Neighborhood Network to deliver the right care, with a human touch, at the right time.

## Finally, we Provide Virtual and In-Neighborhood Professional, Direct Care, and Volunteer Support



Care with Humanity...A deep human connection is paramount--now more than ever. GoodLife's care is coordinated across three **tiers** of affordable support that provides just the right help to meet needs as they arise both virtually and in-person by people who know them well.

We want people living in the Neighborhood Network to be fully engaged in a health forward lifestyle, be neighborly and help others (just as they are helped), and live purposeful, fulfilling and socially-active lives.





## Neighborhood Care Team

### Includes:

- Professional Neighbors
- Direct Support Professionals

## Professional Neighbors

Professional Neighbors are caregivers who permanently live in the neighborhood they support. They are available 24/7 to assist as needs arise.

Professional Neighbors function as iCoaches, available remotely and on-demand to maximize independence while ensuring the best and safest care is provided.

### Primary Duties include:



Virtual & In-Person Support for Care & Daily Living Tasks



Supervise Direct Support Professionals who work shifts



Arrange Schedules & Neighborhood Activities



Cultivate Neighborhood Volunteerism & Companionship





## Virtual Professional Services

### Includes:

- Life Coaching Support
- Supervision of Direct Support
- RN/LPN Support
- Professional Staff Training
- Service Coordination Professionals

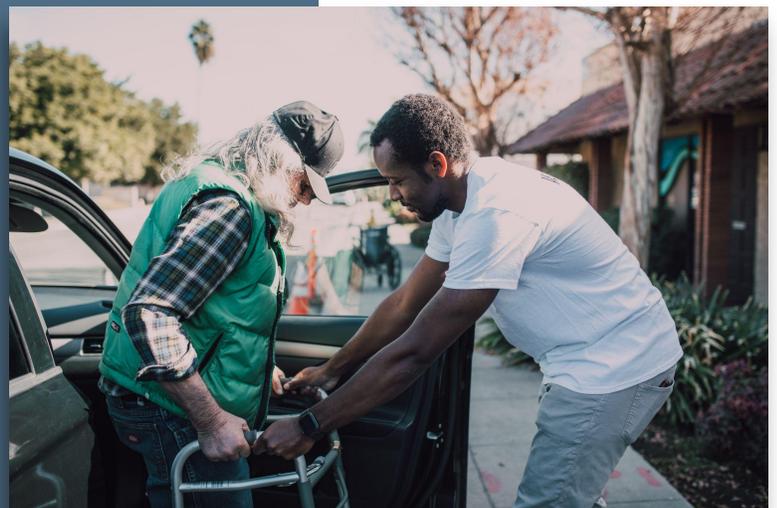
## Volunteer Services

### Neighbors Helping Neighbors

GoodLife's Volunteer Services consist of a membership-based program in Lawrence, KS where neighbors come together to lend a helping hand and enrich each other's lives.

A nod to days when neighbors were as familiar as family, willing and able volunteers provide simple services for resident members with needs such as:

- Transportation
- Pet care
- Companionship
- Tech assistance
- and more...



**This low-cost network supports social connectivity, community, and independence.**



# Neighborhood Network Benefits

The Neighborhood Network is designed to empower people who need help to live independently the opportunity to choose their preferred lifestyle in a safe and supportive community. The Neighborhood Network:

01

Eliminates staffing excess by creating efficiencies in services provided

02

Creates comfortable, safe, and supportive neighborhoods for all residents

03

Lowers overall transportation costs

04

Cultivates relationships with neighbors of all demographics

05

Offers professional help consistently and right when needed avoiding unwanted intrusions

06

Empowers interdependence by encouraging residents to share their strengths and interests with others in the community



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Another innovative service model by GoodLife



02:05





# iLink Technologies Demonstration



**24/7  
Support**



## **iLink Technologies**

iLink Technologies is a combination of smart home technologies, advanced software, and remote support technologies that are seamlessly designed to provide virtual support for people living semi-independently *and also* for direct support professionals (DSPs) who provide care.

iLink connect professionals to the neighborhood care team and to senior living in iLink supported homes to provide improved care, safety, privacy, self-direction, and independence.

A photograph showing several people in business attire shaking hands over a desk with a laptop and documents, symbolizing collaboration and agreement.

## Why GoodLife Innovations?

GoodLife has a rich history of innovative programs and partnerships designed to improve the quality of life and independence of people with disabilities.

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## Who is GoodLife?

### We've Been Redefining What's Possible Since 1977.

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GoodLife Innovations was founded over 40 years ago by parents and guardians who knew just how important it was for their loved ones with disabilities to live in a community with opportunities for choice and control over their lives.

Since 1977, GoodLife Innovations, Inc. (founded as Community Living Opportunities, Inc.) has been providing highly cost-effective services and supports for individuals in Kansas with barriers to independence.





# Our Partnership with the University of Kansas



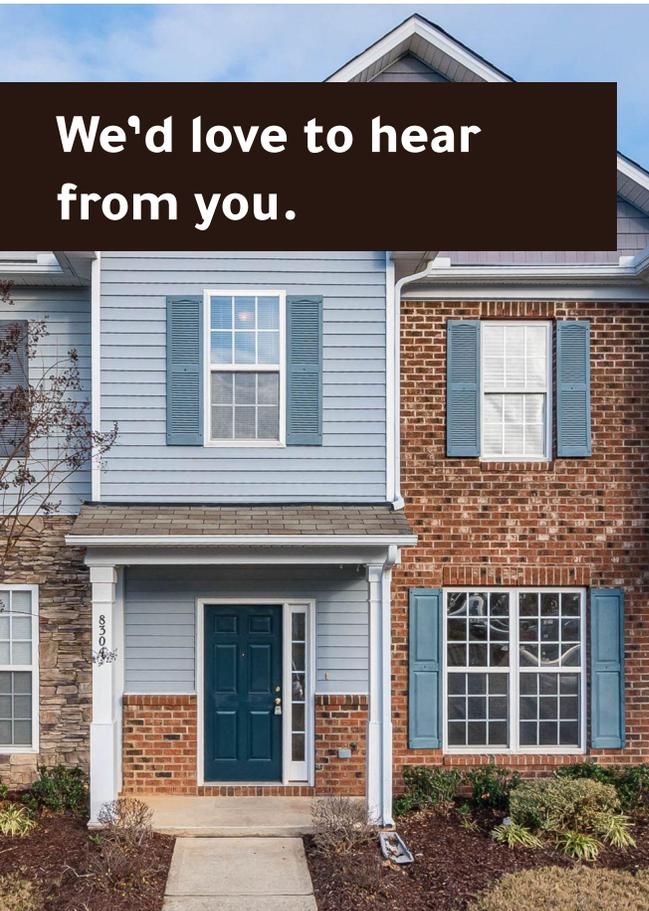
## Research, applied.

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We have benefited tremendously from a 40-year long relationship with the University of Kansas, Department of Applied Behavioral Science.

Researchers, graduate students, and behavioral analysts provide applied research, consultation, training, quality assurance, and external evaluation to enhance and advance the mission of independence at the Neighborhood Network.

**Our partnership with KU allows us to continually monitor our progress and the quality of our services, implement changes, based on the most current research, and continue to create meaningful programs for our residents.**



**We'd love to hear from you.**



## Schedule a Neighborhood Network Tour Today!

Contact Mindy Mihalchik at:

**PH:** 913-424-4350

**EM:** [mindymihalchick@mygoodlife.org](mailto:mindymihalchick@mygoodlife.org)

## Website

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[mygoodlife.org/neighborhood-network](http://mygoodlife.org/neighborhood-network)



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**Thank You!**

**MYGOODLIFE.ORG**



# The Neighborhood Network:

A New Paradigm of Care That  
Empowers Independence

Written by Dr. Michael Strouse, CEO



## neighborhoodnetwork for seniors

GoodLife's work is fueled by the arrival of a long-expected wave of aging baby boomers who are turning 65 at an unprecedented rate of 10,000 per day--one every *eight* seconds.

We realize that every senior wants to live in their own home and age on their own terms. Unfortunately, most will face barriers threatening this (**Strouse et al 2013**). Traditional services don't offer a solution for needs that are intermittent, ebbing and flowing unpredictably. Instead, traditional home-based services pay health professionals to sit and wait in a home *just-in-case*. This is overly intrusive for people who are otherwise fairly independent--it is also not desirable, practical, or cost-effective.

As a result, most aging adults *fear* that someday they will be forced to trade their independence--and savings--for care in a traditional congregate facility, such as assisted living, nursing homes, or rehab (**Aging Sourcebook 2018**). These facilities are designed to deliver care *on the institution's terms*: it's centralized, departmentalized, schedule-driven, and group-focused. Ultimately, it doesn't offer the life most people want to lead.

Due to COVID-19, we have learned that not only are congregate care and traditional clinic approaches not what people want, but they are also *less safe* (**Wagner & McCormic**). To make it safer (even marginally so) requires seniors to live in greater isolation and seclusion. **The inherent design of congregate care (of all types) is so deeply flawed that it can't be fixed by excessive control practices and safety protocols that remove humanity from care. We need a new care paradigm where people can affordably live their version of a GoodLife in their home.** To us, and especially in light of COVID-19, no other goal makes sense.

Over the last 20 years, **GoodLife has quietly built, refined, and packaged a robust neighborhood service model leveraged by advanced technologies.** The Neighborhood Network with iLink Technologies organically provides customers (as an amenity of their neighborhood) with in-home and remote support, best-practice care, and on-demand access to professional services--at the exact moment of need.

**There is nothing like the Neighborhood Network, not in Kansas or elsewhere. This is why GoodLife's Neighborhood Network with iLink is nationally recognized as one of our nation's most innovative service models<sup>1</sup>, standing as a welcome alternative to congregate care options. Now that we know we must live with an ongoing pandemic, it has become even more important.** Traditional congregate "facilities" are Blockbuster (holding on to brick and mortar infrastructure), but the next generation of customers want Netflix (a model leveraging technologies to provide services on-demand from the comfort of home).

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<sup>1</sup> In 2016 the NN with iLink was named as the "most innovative service model internationally." by Autism Speaks, and in 2020 it received the **Moving Mountains Award** presented by ANCOR, NADSP, and The University of Minnesota Research & Training Center.



# Redefine What's Possible



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 Another innovative service model by GoodLife



**GoodLife's Neighborhood Network is a next-generation neighborhood and in-home support model.** The Neighborhood Network is leveraged by cutting-edge **iLink technologies** and built from the ground up to deliver the **right support at the right time** and in ways that **completely redefine what's possible** for living an enriched, healthy, safe, **independent life**. Best practice support is woven into the fabric of each neighborhood, allowing staffing resources and virtual help to organically ebb and flow across homes, 24/7, to meet each resident's scheduled and intermittent care needs "on-demand", empowering **greater independence for a much lower cost**.

***Our mission is a never-ending quest for the good life for everyone living in a Neighborhood Network. The program design of GoodLife's Neighborhood Network with iLink promotes and amplifies a culture of humanity.*** This means keeping families together, connecting care and volunteerism, keeping costs affordable, delivering personalized care at the moment of need, and ensuring a rich life of healthy activities filled with old and new friends.

## Components of the Neighborhood Network



**Well  
Selected  
Neighborhood**

We start with a Well-Selected Neighborhood

Creating a Neighborhood Network begins by selecting a neighborhood with the best features, amenities, and value that appeals to its potential residents. GoodLife specifically looks for apartments, townhouses, cottage homes, or (if only for seniors) 55+ housing developments that are:

- Safe and accessible
- Close to existing community resources
- Filled with amenities that people want

Once a neighborhood is *selected*, GoodLife works with property management to add the Neighborhood Network as an amenity to their housing development to provide wrap-around services for people with support needs: those that are living in these neighborhoods already and also those that will readily choose to move there just to receive the services that GoodLife's Neighborhood Network has to offer.



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**iLink  
Technologies**

## iLink Remote Support Technologies

Next, we add smart technologies. In the Neighborhood Network, homes of persons supported are equipped with affordable, easy-to-use, advanced technologies that allow personalized caregiving teams to help residents live more independently. Every home is connected to in-neighborhood and remote professionals that provide support.

iLink provides around-the-clock virtual help that also empowers residents to deploy caregivers to their homes when needed 24/7. Residents can **permit** professional care teams to **see** (cameras), **hear and talk** (two-way intercoms and phones), **feel** (health and safety sensors), and remotely **lend a helping hand** (control home automations)--on-demand. iLink home installs are fully wireless, attractive, and installed in only a few hours. iLink is smart, easy to use, and allows the Neighborhood Network to deliver the right care, with a human touch, at the right time. Take a **virtual tour** of a Neighborhood Network home.

“Technology represents the how of change, but humans represent the why. The future is about holistic business models. The opportunity is to be liquid. To learn just-in-time, not just-in-case. Not single improvements but complete transformations. Not individual systems but new ecosystems. **Humanity is where true and lasting value is created.** . . . The new way to work is to embrace technology, but not to become it. **The future is in technology--yet the bigger future is in transcending it.**” - [Change2](#) - A Film by Gerd Leonhard



**Remote  
and Direct  
Support**

## Remote & Direct Support

Humanity...A deep human connection is paramount--now more than ever. GoodLife's care is coordinated across tiers of affordable support that provide the right help to meet needs as they arise. We want people living in the Neighborhood Network to be fully engaged in a health-forward lifestyle, be neighborly and help others (just as they are helped), and live purposeful, fulfilling, and socially-active lives.



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**Remote  
and Direct  
Support**

Neighborhood Volunteer Network:

GoodLife works to cultivate a robust volunteer program in each Neighborhood Network where *neighbors help neighbors* by freely offering their time and talent with planned activities and non-medical support for those in need. A Volunteer Coordinator works with each neighborhood to cultivate volunteers, pairing specific volunteer interests with neighborhood needs and developing win-win friendships; an “Uber-like” software platform easily connects the two. Activities include aid with recreation or exercise, light housekeeping or cooking help, shopping or transportation support, help with reading/sorting mail, spiritual support, or simply connecting with people socially.

The Neighborhood Care Team:

The neighborhood and in-home care team include Professional Neighbors who live permanently in the neighborhood where they work, along with caregivers who work shifts to provide care exactly when needed, 24/7. This team is coordinated by a Personal Care Concierge who works on site and is the single point of support for Neighborhood Network residents and the direct support staff who provide care in a Neighborhood Network. Generally, the care team uses one apartment within the Neighborhood Network as their office and local operations hub. This support hub offers space for the Personal Care Concierge to coordinate activities and meet with residents and families; houses an iLink remote support pod (to allow Professional Neighbors to provide virtual support for Neighborhood Network homes); and provides space for a telehealth *micro clinic* (for local and useful telehealth care with doctors and to GoodLife’s Wellness Clinic). Want to know more about the Neighborhood Network Care Team? **Meet a Professional Neighbor.**

Each Neighborhood Network is *also* supported by a virtual Professional Interdisciplinary Team (IDT) that might include Registered Nurses, Senior Care Resource Advocates, Life iCoaches, Training Specialists for Direct Support Staff, and other professionals. This IDT will provide remote and periodically in-neighborhood support across multiple Neighborhood Networks (for Seniors and the Neighborhood Network staff that support them). iLink empowers the IDT professionals with the technologies they need (remote support pods) to virtually connect and deliver professional services to each neighborhood office and/or every Neighborhood Network home.



**Well  
Selected  
Neighborhood**

+



**iLink  
Technologies**

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**Remote  
and Direct  
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# The Least Intrusive Approach for Care

Now and then, a new approach changes everything—in a good way. Open heart surgery becomes angioplasty, an invasive surgery becomes just as successful via laparoscopes, a trip to a store becomes an Amazon delivery, Blockbuster becomes Netflix, grocery shopping can be accomplished via Instacart, and a work trip to Chicago for even to the office is simply no longer necessary.

These paradigm changes have occurred when service approaches were redesigned around what technology has now made possible. In every instance, the brick and mortar infrastructure was replaced, and services were delivered to customers in ways made possible by technology that allows them to take more control of their lives by reducing intrusions—saving money and time. Imagine a care ecosystem designed to work this way! What if there was a new way to deliver care, more privately, less intrusively, with less cost, and on the terms of what a senior wants and needs to live a normal life in their own home yet still get the care they need at a very affordable price? Would that change everything? We think so.

**Neighborhood Network care is delivered in ways that can *empower* greater self-direction, improve personal safety, customize privacy, and further independence, all while minimizing unnecessary and unwanted intrusions.**

- Relationships and trust are essential, so care is provided by people who know the senior well. To this end, virtual care, virtual life coaching, and in-home or in-neighborhood care is all delivered by the same group of professionals.
- iLink Assist software (release 3.0) can filter out unnecessary intrusions (in real-time) where help isn't needed and pinpoints instances when care may be necessary to ensure individualized preferences and safe, reliable care. Would you like to have someone check in on you when you get up at night and go to the bathroom and not return in 20 minutes to bed? Or if the stove is left on and no one is in the home or kitchen, or it's on overnight?
- Finally, if cameras are used for virtual support, advanced camera technologies can be customized in ways that provide an endless gradient of privacy. At the customer's preference, camera images can be fully or partially self-directed (turned on or off), and can be configured to transmit 1) clear images, 2) progressively blurred images (as much or little as desired), or 3) ghost/translucent images. Of course, cameras, if used, are placed only in common areas of the home (not in private areas), and even in these areas, we can digitally block, blur, or ghost any part or area of a room where full privacy is desired.

The Neighborhood Network service approach combined with iLink's advanced software, smart home, communication, and self-direction technologies offers an infinite gradient of privacy and care that would not be possible with traditional approaches.

## GoodLife U

GoodLife U is The GoodLife/KU Partnership

Dr. Michael Strouse leads a group of experienced professionals from **GoodLife U**. Dr. Florence DiGennaro Reed leads a group of talented faculty, post-doctorate, and graduate students from KU's Department of Applied Behavioral Science (KU/ABS), **Performance Management Lab**. These two



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groups have collaborated for over 40 years to develop, assess, refine, and disseminate evidence-based service models for the next generation of care. This amazing and enduring collaboration offers very low (and no) cost expertise and helps GoodLife develop best practice services that change lives. KU faculty and graduate students also conduct applied research to ensure GoodLife's service models are evidence-based and effective. In turn,

*GoodLife's KU/ABS partners independently evaluate the impact of GoodLife's service models; develop GoodLife's assessments, curriculum, and training; and implement its program of continuous improvement, including the following GoodLife U components:*

### GoodLife U, Personal Lifestyles Program

All care begins with a GoodLife Assessment that was developed by the GoodLife & KU team after it conducted national research to understand better barriers to independent living (**Strouse et al. 2013**). **This assessment is used to determine each resident's person-centered barriers to independence and his/her individualized lifestyle preferences that are most important for their quality of life.** The GoodLife Assessment shapes personal services, programming, care requirements, and enrichment activities (events, clubs, volunteerism, etc.). GoodLife offers individual and small group support for budgeting, cooking, learning cafes, social clubs, videoconference connections to friends and family, community trips, and much more.

### Training & Ongoing Coaching

Every Neighborhood Care Team member receives pre-service and in-service classes (in person and online). On-the-job coaching is remotely provided to Professional Neighbors and in-home caregivers *in real-time* by the Personal Care Concierge (working from the iLink pod located at the Neighborhood Network support apartment/office) or by Life iCoaches (highly experienced care professionals who work remotely supporting multiple Neighborhood Networks). Finally, iLink's automated FYI technologies further support staff by providing relevant, person-centered information (via text, audio, or video support) with one "tap" of a GoodLife smartphone to an FYI card. FYI cards are placed exactly where they are needed (e.g., in residents' homes by phones, on doors, on the refrigerator) to provide the Care Team (or residents) information at the moment and place of need.

### Evidence and Customer-Based Continuous Improvement

GoodLife's system for quality assurance has been developed in partnership with KU. This includes: 1) annual program site reviews; 2) specialized evidence-based training of Professional Neighbors and Personal Care Concierges; 3) annual Satisfaction Evaluations of residents and their families; and 4) frequent At-A-Glance evaluations (simple scorecards) collected via direct and remote observations. Additionally, Neighborhood Network residents are deeply involved in evaluating Neighborhood Network program components. They also help GoodLife better understand barriers of independence, preferred life activities, and help vet solutions that can make a meaningful difference, redefining what's possible for care. Our focus is to measure our impact on GoodLife's ten outcomes:

1. Choice and self-direction
2. Community involvement
3. Effective communication
4. Life-long learning of Independent Living
5. High level of active participation
6. Exercising legal and personal rights
7. Living healthy lifestyles
8. Pleasant and safe home environments
9. An enriching social life
10. Positive relationships



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## GoodLife's Care Partners

Many people lose their independence and must leave home because of an acute need that requires more care than is traditionally possible at home, even by GoodLife. Underlying health conditions or an unexpected fall can lead to short-term rehab hospitals or nursing home stays. Unfortunately, some of these stays lead to the permanent loss of independence or the loss of one's home because a resident can't afford to pay to live in two places (one's home and an assisted living or nursing facility). After an acute hospital or rehab stay, individuals might be placed back in their homes with expectations that family members provide follow-along care.

To fill this acute care gap, the Neighborhood Network will work closely with other in-home specialty providers (such as physical therapy or in-home skilled nursing). The Neighborhood Network can extend the capacity of these post-acute providers because it provides support 24/7 (when these acute care providers are not present). In short, the Neighborhood Network will combine its resources with acute care solutions, as needed, to avoid and/or reduce the length of stay in hospitals or rehab facilities.

## The Ideal Resident

The Neighborhood Network is a great solution for people who need scheduled or intermittent in-home help to achieve or maintain independence. The Neighborhood Network is ideal for those persons at risk for an assisted living level of care, including semi-independent individuals with intermittent needs for on-demand and scheduled help 24/7. The Neighborhood Network can be a great and affordable alternative for facility-based care or for many people who don't want to pay for just-in-case in-home staffing and/or do not want intrusive in-home staffing omnipresent. Care plans can be created for remote, in-home, and small group support services; and transportation strategies are created to help empower a typical community lifestyle. Seniors who need constant care, supervision, or support or who require frequent periods of skilled nursing support would not thrive at the Neighborhood Network. We recognize that couples and families come with a variety of needs--the Neighborhood Network is a cost-effective alternative that keeps families together, making the most of natural support while offering peace of mind of professional in-home and remote care and volunteer help when needed day or night.

## Our Never-ending Quest for the GoodLife

The Neighborhood Network will walk alongside each person supported as they pursue their quest for a GoodLife in the safety and security of their own home--and in a post-COVID world, this takes on even more important meaning. For more information on our journey to the GoodLife and to meet our pioneering team, please visit [mygoodlife.org](http://mygoodlife.org) and watch our [video blog series](#) by Dr. Mike Strouse.



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neighborhoodnetwork  
for seniors

## Advantages

GoodLife's approach offers a number of benefits:

- 1. THRIVE AT HOME.** The Neighborhood Network gives you the ability to age in place and stay at home longer by offering safe, coordinated support.
- 2. SAVE MONEY.** We offer a cost-effective alternative to assisted living or other in-home nursing support.
- 3. STAY TOGETHER.** There is no need to be separated from your spouse/partner just because you have different needs. Here, you only pay for what you use.
- 4. HELP WHEN & WHERE YOU NEED.** GoodLife offers the right support, at the right time—use only what you need when you need it.
- 5. ROBUST SUPPORT DAY TO DAY.** The Neighborhood Network approach focuses on individualized and personalized care
- 6. STAY SAFE AND CONNECTED.** Eliminate isolation. Our approach offers a safe and connected alternative to congregate care or nursing facilities.

# Program Fees

## NN Basic

Our first level of care is designed to deliver a helping hand only when you need it. You can rest easy knowing that in an emergency, help is just a few minutes away, 24/7. NN Basic includes:

- Personal Emergency Response System, or PERS.
  - Includes the device and monthly service costs
  - Useful as a help button both in and out of the home
- Home videophone
- Personal Care Concierge support
- Access to virtual support afterhours
- Access to the NN's robust volunteer network
- Semi-Annual GoodLife Assessment

**\$** \$450/month for first person | \$100/month for second person

*If unscheduled or non-volunteer direct care is deployed to a home, a cost per hour will be assessed. Requires a 1-year contract.*

## NN Basic + iLink

This level of support offers the security, safety, and health advantages of an iLink Smart Home installation and direct care on-demand. It includes stove support, home automations, preventative night safety-support, stranger danger, and more. Personalized rules, notifications, and timing/security features are based on individual GoodLife Assessments and preferences.

**\$** \$900/month for first person | \$200/month for second person  
Plus: One-time Set Up and Configuration fee, \$350/person

*See brochure for additional information about iLink. Custom installations or additional technologies are available. Requires a 3-year contract.*

## Support Staff Cost Matrix

Type	Open Hours 8a-8p   7-days/week	Off Hours 8p-8a   7-days/week
Concierge	No cost. Included in all packages.	<i>Virtual support</i>
Volunteer Support		n/a
Scheduled Direct Support	\$25/unit*	Additional \$10/unit*
Unscheduled Direct Support	\$35/unit*	Additional \$15/unit*
	<b>All Hours</b>	
Virtual Support**	\$10/encounter or \$15/hour, whichever is greater	
* Unit cost is per encounter or per hour, whichever is greater.		
**Virtual Encounter Fee is waived if direct support is deployed.		



# Neighborhood Network Add-On Costs

## Medication Support

Personal Medication Reminders  
Cost per call/reminder - \$2.50/reminder

Automated Medication Reminders & Management  
Costs for supporting stand-alone med systems.  
- \$150/month | Not to exceed 1 hour/week.

Medication Management and Virtual Observation  
& Coaching - \$350/month  
(requires NN Basic + iLink)

## Transportation

Small group/event transportation available for  
small fee determined per event.

Private transportation available at \$2.50/mi. plus  
staff costs or reduced volunteer driver fee  
(\$10/hr.)

## GoodLife Check In

\$2.50/occurrence

## Monthly Cost Scenario Examples

### Ruth

Ruth is a retired art teacher who is very involved with her church and community activities. She loves to volunteer. Ruth has a heart condition, but that rarely slows her down. Having access to a PERS gives Ruth (and her family) peace of mind. She also benefits from being able to lean on her Personal Concierge for daily reminders about engagement or volunteer opportunities. Once in a while, Ruth has a question for virtual support when her Concierge isn't available.

\$450 NN Basic  
\$10 One Virtual Support  
Encounter

**\$460/month**

### Sam & Charlie

Sam and Charlie are able to live safely in their home during the day and throughout the night without needing frequent, in-person support. Sam has early-onset dementia so they both benefit from 20 hours of virtual support along with 10 hours of unscheduled support a month. About once a week (4 times a month), direct support comes after hours to help out in their home (for an hour or so) intermittently.

\$900 NN Basic + iLink  
\$200 NN Basic + iLink (second  
person)  
\$300 20 Hours Virtual support  
at \$15/hr.  
\$350 10 Hours Unscheduled  
support at \$35/hr.  
\$140 4 After-Hours Direct  
Support at \$35/hr.

**\$1,890/month**

### Edgar

Edgar is wheelchair bound but is extremely active and is able to live independently and safely in his home. In addition to volunteer support (for transportation, light housekeeping and walking his dog), Edgar utilizes 60 hours of scheduled, direct support each month to help him exercise, meal prep, and go to/from his appointments. Once a day, Edgar schedules help with a transfer after hours.

\$900 NN Basic + iLink  
\$1500 60 Hours Scheduled  
support at \$25/hr.  
\$1,050 Daily (30) After-Hours  
Direct Support at \$35/hr.  
\$80 2 Hours Volunteer  
Transportation weekly.

**\$3,530/month**



# In-Home Safety Net

24/7 support  
for seniors

## Advantages

GoodLife's approach offers a number of benefits:

- 1. THRIVE AT HOME.** GoodLife's In-Home Safety Net program gives you the ability to age in your existing home longer by offering safe, coordinated support.
- 2. SAVE MONEY.** We offer a cost-effective alternative to assisted living or other in-home nursing support.
- 3. STAY TOGETHER.** There is no need to be separated from your partner just because you have different needs. Here, you only pay for what you use.
- 4. HELP WHEN & WHERE YOU NEED.** GoodLife offers the right support, at the right time—use only what you need when you need it.

Deployment times for unscheduled direct support may range from 15-60 minutes, depending on your location and proximity to a Neighborhood Network.

Please consider GoodLife's Neighborhood Network support model is more intensive supports or shorter deployment times are needed.

# Program Fees

## Safety Net Basic

Our first level of care is designed to deliver a helping hand only when you need it. You can rest easy knowing that help is less than an hour away, 24/7. GoodLife's In-Home Safety Net Basic includes:

- Personal Emergency Response System, or PERS.
  - Includes the device and monthly service costs
  - Useful as a help button both in and out of the home
- Home videophone
- Personal Care Concierge support
- Access to virtual support afterhours
- Access to the GoodLife's robust volunteer network
- Semi-Annual GoodLife Assessment

**\$** \$450/month for first person | \$100/month for second person

*If unscheduled or non-volunteer direct care is deployed to a home, a cost per hour will be assessed. Requires a 1-year contract.*

## Safety Net Basic + iLink

This level of support offers the security, safety, and health advantages of an iLink Smart Home installation and direct care on-demand. It includes stove support, home automations, preventative night safety-support, stranger danger, and more. Personalized rules, notifications, and timing/security features are based on individual GoodLife Assessments and preferences.

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* Unit cost is per encounter or per hour, whichever is greater. **Virtual Encounter Fee is waived if direct support is deployed.		



# In-Home Safety Net Add-On Costs

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Automated Medication Reminders & Management  
Costs for supporting stand-alone med systems.  
- \$150/month | Not to exceed 1 hour/week.

Medication Management and Virtual Observation  
& Coaching - \$350/month  
(requires SN Basic + iLink)

## Transportation

Small group/event transportation available for  
small fee determined per event.

Private transportation available at \$2.50/mi. plus  
staff costs or reduced volunteer driver fee  
(\$10/hr.)

## GoodLife Check In

\$2.50/occurrence

## Monthly Cost Scenario Examples

### Ruth

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\$450 SN Basic  
\$10 One Virtual Support  
Encounter

**\$460/month**

### Sam & Charlie

Sam and Charlie are able to live safely in their home during the day and throughout the night without needing frequent, in-person support. Sam has early-onset dementia so they both benefit from 20 hours of virtual support along with 10 hours of unscheduled support a month. About once a week (4 times a month), direct support comes after hours to help out in their home (for an hour or so) intermittently.

\$900 SN Basic + iLink  
\$200 SN Basic + iLink (second  
person)  
\$300 20 Hours Virtual support  
at \$15/hr.  
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support at \$35/hr.  
\$140 4 After-Hours Direct  
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**\$1,890/month**

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