

My25 OVERVIEW REPORT



As we do on a routine basis, we've been reaching out to your staff over the past few weeks to make sure we address organizational goals and the needs and choices of people supported. We very much appreciate the time and dedication of your staff to establish this communication and build our relationship; it's the primary way we are able, together, to accomplish the most beneficial health, quality and financial outcomes.

Here is a brief, general summary of our recent efforts and exchanges. Please let me know at any time if you would like to talk further about this information or anything in general. We greatly appreciate the opportunity to partner with you. Thank you.

Date: 11/4

Organization: XXXX Provider

Overview Completed By: Jennifer Jenkins

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Good News

Since *My25's* implementation this past August within the 10 additional settings you added to your original 16 from last year, several individuals have already experienced improved health outcomes. For example:

- At Wiburxx, SW lost 7 lbs., RJP lost 10 lbs., and RJ lost 14 lbs., all moving toward a healthier BMI. Way to go!
- At Elkxx, KC & TM have lost 5 lbs. each and LMC has lost 8 lbs.
- ST at the Oakxx house has lost 5 lbs. moving from a BMI of 35 to a healthier 34 BMI. Also at Thornxx, NL has lost 6 lbs. and SL—needing to gain weight—added 14 lbs . . . moving both toward/into normal BMI range.

Along with positive health outcomes, several settings expressed their appreciation for various components of the *My25* program.

- Peter at Archxx & Wiburxx said *My25* is “wonderful” because it is convenient and easy for staff to follow.
- Wendy at Bostxx said *My25* “made life so much easier.”
- **Many houses have seen a decrease in grocery expenses. Peter at Archxx & Wiburxx said he has extra money at the end of the month now. Also, Joe at Omaxx house said he is saving \$80 a month.**

Settings We Connected With

Archxx | Bostxx | Broxx | Chesxx | Deerxx | Elkxx | Oakxx | Omaxx | Thornxx | Wiburxx

Settings We Couldn't Connect With, But Tried!

We connected with all ten (new) settings utilizing the *My25* program. Hats off to you. Thank you!



Changes We're Making Based On Our Conversations

To reflect choice, dietary, health and budget needs, we made numerous menu changes—some upon request and some at our suggestion as we kept watch on health trends—within all the houses we connected with. Following are a few examples of the kinds of menu changes we have been making and are pleased to make at any time to facilitate these important goals.

- For MT at Bostxx we have replaced broccoli, Brussels sprouts, and spinach because MT is prescribed Coumadin now.
- At the Chesxx house, we replaced raw veggie snacks (except salads), zucchini, and quinoa for the whole house at Michelle's request. We also replaced milk at dinner with a drink of choice because people served want to have this option.

We've also provided instructions and login information for Michelle regarding access to our proprietary software, PinPoint. Pinpoint generates a number of the customized resources we supply to XXXX Provider on a weekly basis. By having direct access, Chesxx will be able to pull several weeks' worth of Shopping Lists (that we email as PDFs each week), because Chesxx is interested in buying ahead . . . larger quantities as a cost savings measure. This will also help staff as far as convenience and productivity.

If you're interested, you can watch a brief video that demonstrates how Chesxx is able to easily access Pinpoint for their grocery shopping lists: <https://vimeo.com/184579245>

- For Deerxx, based on consumer preferences, we replaced pork for HS, MH, & DC. We also replaced tuna for DC, and changed HS to low fat milk & a 1500 calorie meal plan as prescribed.
- For Elkxx, we added slow cook meals on Mondays and Wednesdays to ease meal preparation time for staff and embrace the fall and winter seasons.
- We have also been in regular communication with the house manager Carrie at the Oakxx house since the arrival of a new resident SM. SM has faced challenges in regulating her blood sugar levels even before moving to the Oakxx house. There seemed to be a lack of coordination with SM's day program which was supplying a second breakfast, unbalanced lunches, and problematic snacks. Carrie has gone above and beyond to get us all on the same page. We are awaiting additional information from SM's doctor and day program, but are keeping a close eye and we are eager to pitch in. We also sent information to Carrie that detailed ideas for snacks specifically for people with diabetes. We also have curricula regarding diabetes that can be helpful to staff and house managers and we're happy to share at any time—please just ask!



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Additional ...

- We were unable to obtain current weights for the consumers at Omaxx. Please feel free to forward current weights when available.

We are committed to improving health for the people you support. Based on feedback your staff provides, we are able to adjust menus and work with staff to accomplish outcomes related to BMI, A1C levels, blood pressure readings, and more. As more time elapses, and we are able to secure updates to resident weights from XXXX Provider, we will supply health trending analysis for you and proceed proactively regarding menus and other forms of support we can make available to you.

- Because there are several consumers at Archxx, Bostxx, Broxx, Chesxx, & Deerxx that are struggling with their weight, we are attaching one of our tip sheets, *When Consumer Health Is Moving in The Wrong Direction*; based on our experiences, this information is often easily, quickly and sustainably helpful. One idea that we offer in this tip sheet has to do with engaging consumers in menu planning and meal prep. We find that “when you make it, you own it.” We encourage use of our *Bump-Up-Veggie-Flavor Chart* as a way to engage people supported in choosing their favorite flavors to add to the likes of broccoli and carrots, so veggies are more appealing to them. And we’re happy to hop on the phone at any time to talk through these challenges and provide information that can be further helpful to staff. Please just ask! We will remain in close communication with staff to keep a close eye on those consumers needing to move in a better health direction.

Also for Archxx, because Peter informed us of the challenges he’s faced in encouraging people served to choose healthy snacks and eat out at fast food restaurants less, we sent 2 pieces of curricula, *Best-Bet Snacks* and *Better Nutrition in Fast Food Restaurants*. We also have quick-view videos on both topics that we are happy to share at any time.

- The house managers at Archxx, Broxx, Deerxx, and Omaxx told us that staff may not be using the Therapeutic Report consistently, so we sent along our *How to Use* guide. We’re also happy to provide additional inservices training (no charge!) regarding this valuable tool at any time. The Therapeutic Report, customized for each individual in each setting—and sent each week as a companion to the menus—helps staff understand the serving sizes of specific food items for individuals with unique dietary and medical needs. Using the Therapeutic Report is typically a surefire way to ensure healthier portioning and therefore control over unnecessary weight gain. Again, please let us know if we can help with training here.
- We are committed to helping your settings control grocery expenses. We’re pleased to note that so far your settings report being within budget. We’d like to be instrumental in bringing expense down without sacrificing taste or health. In most agencies we are able to reduce purchases by 10 to 20%. We have even seen grocery costs reduce by as much as 30 to 40% in many waivers and ICFs. This is possible when the menus are followed and staff is held accountable. If you note any increases to grocery expense, we are available to be helpful—please just reach out.
- We’ve thoroughly enjoyed interacting with your house managers at XXXX Provider. We look forward to our continued relationship, and we hope that managers and DSPs feel comfortable reaching out to us whenever there are dietary concerns or menu change requests. Menu change requests, which we never charge for additionally, ensure that mealtime is based on resident food likes/dislikes—choice! — and their specific dietary and health needs.

- If you have a chance, please watch our brief videos sent to us by two providers talking about their experiences with My25:
<https://vimeo.com/187718001>
<https://vimeo.com/187705840>

