

## BACKGROUND

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### Services for the Underserved (SUS)

provides \$185 million in annual services to the disadvantaged and the developmentally disabled and is one of the largest human service agencies in the country.

SUS received a grant from the New York Department of Health to identify interventions that would result in a meaningful reduction in the costs of care for the developmentally disabled coupled with an increase in quality, as evidenced by the reduction in the incidence of challenging behavior.

## SOLUTIONS

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- 1 Customized functionality to support the specific needs of the developmentally disabled, including specialized assessments and analytics, implemented within 8 weeks of program start
- 2 Tracked data included behavior changes, interventions, caregiver levels, medications, hospitalizations, and life skills development
- 3 Platform tools made it possible to generate real-time dashboards capturing trends at the individual, sub-group, group, and population levels
- 4 Through effective dashboarding and analysis, SUS was able to identify opportunities to improve outcomes while reducing costs

## RESULTS

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**70%**

reduction of challenging behavior within six months



**30%**

reduction in use of psychotropic drugs



**15%**

reduction in required caregivers per case