

Better care. Time returned to people. A stronger Day Center.

genus connects the work of a Day Center with life at home: participants, families, staff, and community partners. Public resources, the partner portal, and the family care app can support one connected journey, from the first inquiry through daily participation and changing needs. Your knowledge and care practices give the technology its purpose. The aim is useful support for people and an organization with the capacity to sustain it.



Illustration of people contributing to care; not a customer portrait.

Useful family communication

Turn reviewed observations into updates families can recognize and discuss. Bring their questions and feedback back to the team, so communication helps the next encounter.

Prepared, supported staff

Connect role-based learning, approved resources, and clear responsibilities. Help staff understand the person and the next step, with human review where judgment matters.

Less duplicated work

Reuse appropriate content and pathways, review uploaded records, and coordinate practical handoffs. AI can help prepare drafts; measure the complete effort, including checking and corrections.

Participation that continues to fit

Make first visits easier to approach and everyday participation more personal. Learn why people stay, pause, or leave, and support appropriate transitions when needs change.

Shared direction. Personal delivery.

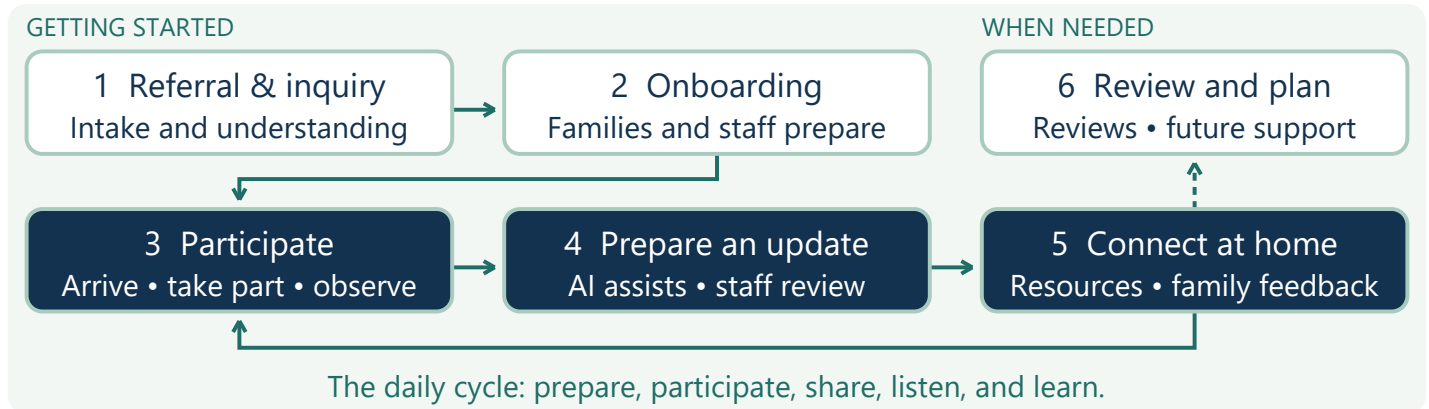
Across configured departments and locations, central teams can coordinate branding, approved knowledge, research, care strategies, and governance. Local teams contribute their contacts, resources, and understanding of participants. Agree content distribution, access, reporting coverage, and common measures; use reviewed local learning to improve the shared approach.

A moment that carries home

In a fictional example, Sam shares a gardening tip at the center. Staff review the observation and share a useful update with Jamie, a family member. Jamie has something specific to ask about, then offers feedback the team can consider before the next visit.

One connected care journey

Connect the whole journey while keeping people responsible for decisions and follow-through. The daily cycle repeats; family reviews, doctor conversations, and transitions happen when useful, rather than after every visit.



1. Referral, inquiry, and intake

Respond, understand preferences and needs, and agree participation and sharing through staff-led intake.

3. The daily experience

Connect scheduling, check-in, activities, observations, and departure with what matters to the participant.

5. Life at home and feedback

Offer family communication and education; bring useful responses to the people preparing the next day.

Under every stage: governance, approved knowledge, staff training, billing and daily closeout, and accounting support through agreed exports and processes.

Feedback → team review → shared learning → a better next interaction. Connections represent agreed work and permissions, not automatic transfer of private information.

2. Onboarding and preparation

Orient families, prepare staff, confirm contacts, and provide relevant resources before the first visit.

4. A reviewed update

AI can organize recorded observations; staff check accuracy, meaning, permissions, and recipients before sharing.

6. Reviews and transitions

Prepare reviewed information for family discussions, family-chosen doctor conversations, and future support arrangements.

Riverbend Day Center Demo

Roster guide Columns legend + Add

Roster
1-8 of 8 - Demo participants

Participant	Program	Status	Intake	Core tasks	Next visit
SR Sam Rivera	Day Center	Enrolled	Saved	Quiet lunch	May 4, 2024
MB Maya Brooks	Day Center	Enrolled	Saved	Art activities	May 4, 2024
EP Evelyn Park	Day Center	Enrolled	Saved	Mobility resources	May 5, 2024
AL James Lee	Day Center	Enrolled	Saved	Music choice	May 5, 2024
RB Rose Bennett	Day Center	Enrolled	Saved	Quiet lunch	May 6, 2024
DC David Cole	Day Center	Enrolled	Saved	Staff-reviewed meal support	May 6, 2024
NH Nora Hayes	Day Center	Enrolled	Saved	Meal breaks	May 7, 2024
AR Arthur Reed	Day Center	Enrolled	Saved	Garden walk	May 7, 2024

Fictional demonstration: the portal helps staff prepare and follow through.

Riverbend Day Center Demo

Share a daily update

SR Sam Rivera
Participant

Monday, May 4, 2024

A little color, a familiar tune.

Share with

JR Jamie Rivera
Family circle

Add a note

A lovely moment from Sam's day.

Share with family

Home Calendar Messages Family

Fictional demonstration: review the update and intended family recipient.

Work personally, without repeating every setup step

Place contacts or pathways into one community or selected communities. Reviewed contact and participant uploads support batch preparation, with validation and exceptions to resolve. Confirm each location's configuration, responsible people, and supported integrations before use.

Measure what makes the organization stronger

Choose measures that help a decision. Establish comparable baselines, sources, owners, and review periods with the team. These are proposed measures to verify locally—not a live dashboard, promised savings, or customer results.

Area	Practical measures and decisions
Referrals and access	Human response time; eligible referrals reaching first service within an agreed window. Find barriers between inquiry and a useful first visit.
Quality and family experience	Reported usefulness of support; corrections needed before an update is shared. Check that faster communication remains accurate and helpful.
Efficiency	Staff minutes per comparable complete workflow; estimated hours returned. Include preparation, review, correction, sharing, and follow-up.
Training	Current role requirements and observed readiness, assessed separately. Look beyond completion clicks to supported practice.
Continuity	Participant retention and staff retention as separate starting-cohort measures. Review reasons; recognize successful transitions and planned endings.
Partner and community connection	Accepted handoffs; person-confirmed useful introductions among cases due. Check whether support actually reached the next person.
Learning and captured wins	Reviewed improvements tested; decisions and learning returned to contributors. Carry useful ideas forward, including decisions to adapt or stop.
Financial value	Verified expense reduction plus incremental contribution, less applicable costs. Connect operational change with sustainable organizational value.

Time returned is capacity, not automatically cash saved. Incremental contribution is additional earned revenue less variable delivery costs. Deduct implementation and ongoing costs only where not already counted; count each benefit once.

Show missing evidence as not yet measured. Use consistent populations and periods, keep participant and staff measures separate, and pair numbers with people's experience. Report the locations covered before combining results.

Start with one practical improvement

1. Choose one complete workflow. 2. Establish a comparable baseline. 3. Name a responsible owner. 4. Agree a quality check. 5. Review results with the people involved.

Start with one practical improvement, learn what helps, and build the next step together.

Discuss your Day Center workflow →