

Florence: The first agents for disability care

Problem:

People with disabilities wait months for services or care because their records are scattered across multiple different systems and someone ends up having to read each page-by-page by hand.

- Families are required to retell their full story at every visit, whether it be a school evaluation or a specialist assessment, burning 1400+ hours each year on these repetitive processes.
- Providers then spend case-manager hours, or pay contractors, to review hundreds of pages per person before services start. For example, Oklahoma paid a private contractor about \$1,500 per person to clear its HCBS waitlist. Financially, it adds up to ~\$100.0 BB wasted each year.

Solution:

Florence turns a person's full record set into a reviewed, source-linked intake summary in minutes, so services start sooner. We then take that record and automate across the disability workflow it is associated with, whether it be matching to the right services or finding the correct provider.

Our value to care providers starts at first contact (with the family). Every time a family is newly introduced to a provider, there's a need to quickly understand and appraise their condition/needs. Florence automates their onboarding/intake process, allowing them to save on the most expensive moment. Once the family's information is stored with us, we're able to then move into managing them long-term (state agencies currently spend up to \$300 PMPM managing high-complexity cases, which are often people with disabilities). This long-term management can be through automating paperwork or updating databases, all dependent on the need of the provider. Our value to families starts right at diagnosis. The second a person is diagnosed, they become eligible for benefits & care. That means their care management and coordination journey begins (and lasts for a lifetime). We're able to maintain a longitudinal memory of a person with disability, allowing us to become their source of truth when navigating care systems.

Target market and customer:

Florence is for anyone who has to read a person's full disability record before they can help. Today that reading is done by hand, across every organization a family touches.

Traction and business model:

We have active scoping with providers in Delaware, Oklahoma, California and Boston, plus a growing family channel. We've begun scope in non-profits and hospitals as well. Validated over the summer across legal clinics, schools, medical providers and agencies. Inbound interest from Australia and Ireland. We look to charge on a per-case basis towards enterprises reviewing each incoming disabled individual. As time goes on, we'll begin charging case management fees as well.

Fundraising status and strategic support:

We currently have no fundraising needs. We recently closed our preseed round and will be participating in a16z speedrun in January. Our main need for support comes with potential pilots. We would love to work with any disability service providers, care-coordination organizations, hospitals, regional centers and state DD programs, plus the intake contractors they use, anyone that is looking to revolutionize the way disability workflows are completed.