

StoriiCARE

Innovative
Senior Solutions.

MISSION

To improve the lives of seniors and disabled individuals by keeping them in their homes and communities longer through every team member being caring, compassionate, comforting, and kind.



CASE STUDY

STORIICARE IN ACTION

Reducing Missed Visits by 24%: ISS
Unlocks Efficiency with StoriiCare



ABOUT INNOVATIVE SENIOR SOLUTIONS

Sisters Eshonda Blue and Jessica Finch began their careers as registered nurses before transitioning into entrepreneurship in senior care. In 2007, they co-founded Innovative Senior Solutions, initially offering home care services. After selling their home care business, they decided to focus on Adult Day Healthcare.

ISS now operates five Adult Day Centers across Georgia, offering transportation services and Structured Family Caregiving programs. In addition, they manage 16 small personal care homes and have recently launched an Adult Day franchise. Their mission remains focused on helping seniors stay in their homes and communities for as long as possible.

The Challenge

As ISS expanded, managing records on paper quickly became unsustainable.



In 2023, Innovative Senior Solutions, which was operating two Adult Day Centers at the time, acquired three additional locations. This rapid growth highlighted the need for a robust digital solution capable of managing all five centers from a single platform.

Having been early adopters of technology during their years as a home care provider—going paperless and implementing EVV well before it became a state requirement—ISS was no stranger to innovation.

Their new priority was clear: they needed the ability to log in from anywhere, monitor operations, access billing information, and review reports for each center, all within one centralized system.

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When we acquired three other centers — that was the turning point. We wanted to be paperless and knew we needed a system to manage all five locations.



Eshonda Blue
Co-Founder & CEO



The name of our company is Innovative. We like to be ahead of the game because it helps us live up to our standards, goals, and mission. StoriiCare offered more than the other systems we looked at. You guys are forward-thinking, and we felt that would be the best fit for us.

Eshonda Blue
Co-Founder & CEO



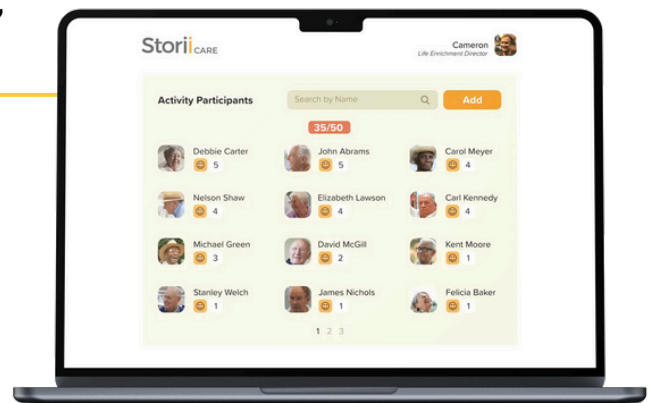
The Solution

The Decision to Go Digital

ISS evaluated multiple providers but found StoriiCare offered the flexibility and customization they needed. *"We looked at a couple [software providers]... your system did more. We were able to build all the forms we already had on StoriiCare and customize the enrollment process. That was a big piece for us."*

The Implementation

A Smooth Onboarding Journey



Transitioning from paper documentation to tablet-based systems is a cultural shift for an adult day center — it's not just adopting new technology, but transforming daily habits, workflows, and mindsets. Staff learn to capture information in real time and embrace new ways of working. With StoriiCare, this transition is seamless. Your dedicated Account Manager will learn your key workflows and customize training sessions for each job role. Plus, StoriiCare provides ongoing support through Live Chat, comprehensive Help Articles, and an AI Voice Agent, ensuring your team feels confident and supported every step of the way.



"Your team did a really good job with the onboarding. You assisted us through every inch of that process. I don't remember it being difficult. I think it was pretty seamless."

The Benefits

Operational Efficiency

“We can pull reports at the drop of a dime. We hired a Virtual Assistant to manage our StoriiCare and reports, but we’re able to pull what we need weekly, and it’s real-time and accurate. It’s definitely helping us be more efficient.”

Data-Driven Decision Making

“One of the KPIs we track is missed visits. In the first quarter of 2025, missed visits were down 24% compared to the same period in 2024. Once we saw how many missed visits we had across our centers, we put a plan in place and got those numbers down. If we hadn’t been able to track missed visits and reasons for missed visits so easily in StoriiCare, we wouldn’t have known how to fix it.”

Future Growth

“As we continue to grow with franchisees, I’m excited to see how this will strengthen our connection with them. Our industry currently lacks designated quality measures — and we need them. We need to track key outcomes such as hospitalizations, discharges to long-term care, and other healthcare-related metrics. We believe StoriiCare will be instrumental in helping us achieve this as we plan for the future.”

StoriiCare on AWS

Scalable, Secure, & Compliant by Design



- End-to-end architecture meets SOC 2 Type II, GDPR & HIPAA requirements
- 40+ AWS services power every customer-facing and internal workflow
- EC2 + ELB + Lambda give us always-on scalability & high availability
- Event-driven / asynchronous design with SQS, EventBridge & DynamoDB boosts resilience
- Auto-scaling EC2 and Lambda keep performance high
- S3, RDS & DynamoDB provide durable, encrypted data & media storage
- Real-time queries on large datasets deliver live insights system-wide

StoriiCARE


StoriiCare is an easy to use Electronic Health Record for Adult Day, Residential and Community-Based Care Providers.


StoriiCare.com →


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