

The Full Circle

How The Dove Circle meets every need
in in-home living assistance



DoveOnCall



DoveOnDeck



DoveRescue



DoveOS



The DOVE News



DoveStuff

Six products. One circle around every client.
For families, caregivers, agencies, caseworkers, referral sources and payers.



INTRODUCTION

Why a circle?

In-home living assistance helps people live safely and well in the place they love most: home. It is non-medical care — companionship, help with bathing and dressing, meals, errands, reminders and a steady, caring presence. It looks simple from the outside. Inside, it depends on a circle of people who all have to stay connected.

A client and their family. A caregiver. An agency office with schedulers, billers and an owner. A caseworker or discharge planner who made the referral. A payer — the VA, an insurer, a state program, or the family itself. When every link holds, care feels effortless. When one breaks — a caregiver calls out at 5 a.m., a phone rings unanswered at midnight, a credential quietly expires, an authorization runs out, a bill goes out wrong — the person at the center feels it first.

The Dove Circle was founded by Mark Messenger, who owns a Visiting Angels in-home living-assistance office and saw those breaks every day. The Dove Circle is a family of six products, each built to close one part of the circle, and all built to work together.

What this guide covers

- The real needs of clients, families, caregivers, agencies, caseworkers and payers
- How each Dove Circle product completes part of the circle
- The journey from first inquiry to care, coverage, billing and recognition
- Which forms in our library help at each step, and where to start

The six products

DoveOnCall	<i>The office may close. Care doesn't.</i>	24/7 AI-plus-human after-hours answering and response.
DoveOnDeck	<i>The right caregiver. The right match. The right hand.</i>	Caregiver matching, eligibility and compliance.
DoveRescue	<i>When your team can't cover, your network can.</i>	Two rescues: emergency shift coverage, and the Care Circle when a client cannot pay.
DoveOS	<i>One circle for your whole agency.</i>	The cloud operating system for the whole agency.
The DOVE News	<i>Stories that lift home care.</i>	A monthly newsletter that celebrates the people of home care.
DoveStuff	<i>Wear the circle. Share the care.</i>	Apparel, merchandise, plush doves and playing cards.

Availability. The Dove Circle products are being built and piloted in stages. This guide describes what each product is designed to do; features and timing may change. Ask us what is available today. Demos use simulated data.



WHO HOME CARE SERVES

Six circles of need

Everyone in the circle needs something different. These are the needs we hear most often — and what breaks the circle when they are not met.

Clients

The person receiving care at home.

- Safety, dignity and independence at home
- A familiar, reliable caregiver
- A say in who comes and when
- Care that shows up even when plans change

What breaks the circle: A missed visit, a stranger at the door, or a caregiver who is not a good fit.

Families

Spouses, adult children, guardians and friends.

- Peace of mind and quick answers
- Clear updates after visits
- Help understanding how to pay for care
- Someone to call at 2 a.m.

What breaks the circle: Unanswered calls, surprise bills, and not knowing what happened today.

Caregivers

The professionals who make home care possible.

- Respect, recognition and fair pay
- Clients who fit their skills and schedule
- Choice about extra shifts
- Current credentials without paperwork stress

What breaks the circle: Burnout, poor matches, last-minute chaos and feeling invisible.

Agencies

Home-care offices and their schedulers and owners.

- Every shift covered
- Compliance and credentials tracked
- Verified visits and clean billing
- Recruiting and keeping good people

What breaks the circle: Call-outs, after-hours calls, expired credentials and slow payment.

Caseworkers & referral sources

Discharge planners, AAAs, VA staff, physicians, therapists, care managers.

- Fast response to referrals
- Reliable start of care
- Status updates the client permits
- Simple, secure paperwork

What breaks the circle: Referrals that go unanswered and clients who fall through the cracks.

Payers

VA, long-term care insurers, Medicaid programs, AAAs, nonprofits and private payers.

- Care delivered as authorized
- Verified visit times
- Accurate, timely claims and statements
- Clear records for audits

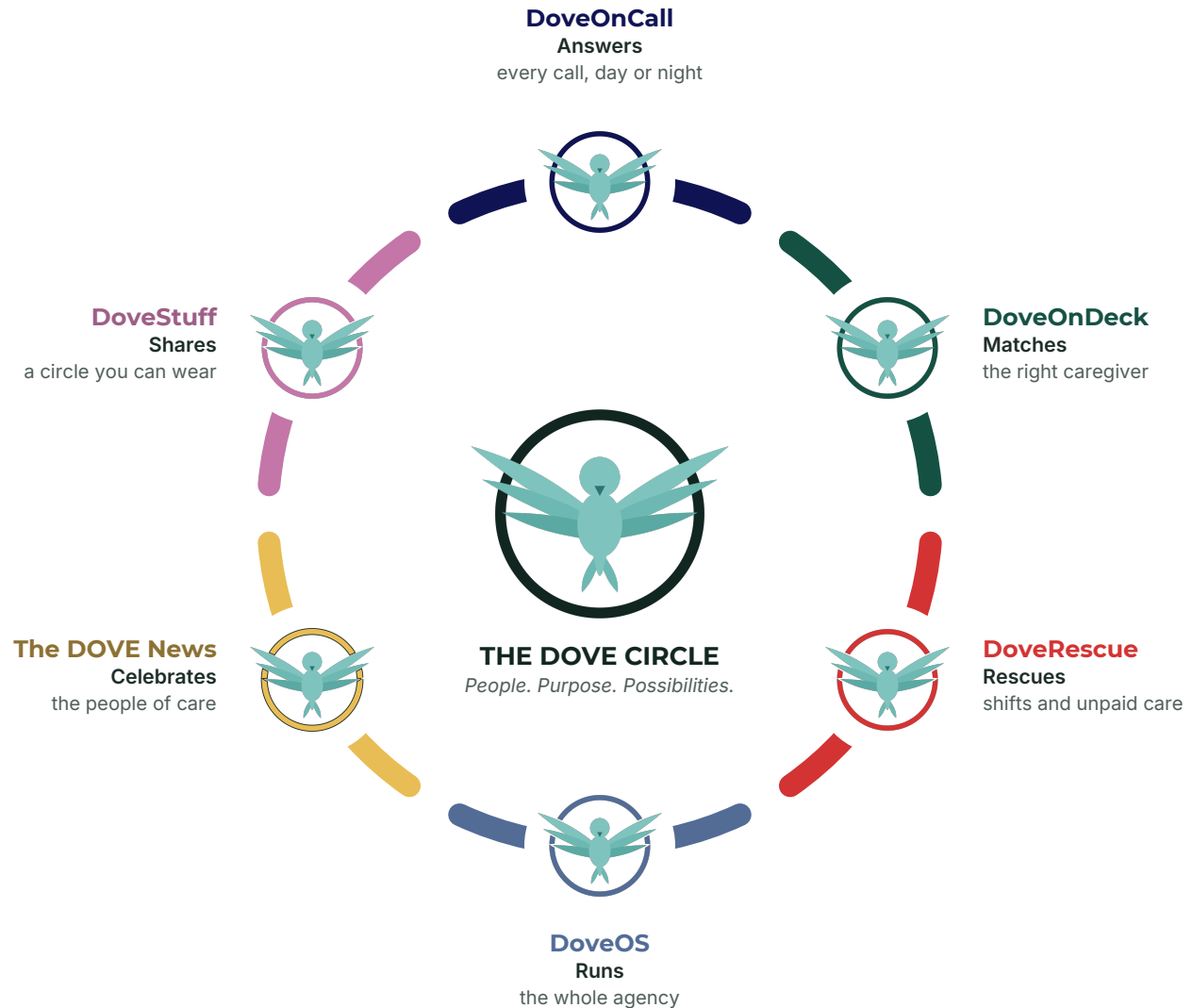
What breaks the circle: Unverified time, care outside the authorization and billing errors.



THE DOVE CIRCLE

How the six products complete the circle

Each product closes one gap. Together they form one circle around the client, with DoveOS as the shared record underneath.



One record, many doors. A referral captured overnight by DoveOnCall, an assessment that feeds DoveOnDeck, a covered shift from DoveRescue and a verified visit billed in DoveOS are all part of the same story about the same client — told once, shared only with the people who need it.



WHAT EACH PRODUCT COMPLETES

The products, one by one



DoveOnCall

The office may close. Care doesn't.

24/7 after-hours answering and operations response for home-care agencies. An AI assistant answers calls and messages around the clock, captures what matters and brings in a human on-call responder for anything urgent, sensitive or unclear.

Completes the circle: DoveOnCall keeps the circle closed after hours. It is often the first link when something changes, and it starts the response instead of leaving a voicemail until morning.

In practice (illustrative): 5:10 a.m. A caregiver calls out sick. DoveOnCall answers, records the details, alerts the on-call scheduler and starts the coverage request before the office opens.



DoveOnDeck

The right caregiver. The right match. The right hand.

Caregiver matching, eligibility and compliance. DoveOnDeck brings together a client's needs, schedule, location and preferences with each caregiver's skills, availability and current credentials, and presents the choices as a familiar deck of cards so the best fits are easy to see and caregivers who are not eligible stay out of the hand.

Completes the circle: DoveOnDeck completes the circle at the moment that matters most to a family: who walks through the door.

In practice (illustrative): A new client loves her two cats, prefers Spanish and needs help with transfers. DoveOnDeck brings the caregivers who fit — skills current, schedule open, close by — to the top of the deck.



DoveRescue

When your team can't cover, your network can.

DoveRescue answers the two emergencies that most often interrupt home care. **Coverage Rescue** fills shifts when a caregiver calls out — first within the agency's own team (Internal Rescue), then nearby partner offices (Partner Rescue), then a wider network (Extended Rescue). **Care Circle** helps when a client cannot pay for the care they need: sponsors pledge hours or funds, chosen from consented, de-identified need cards, released only for verified visits.

Completes the circle: DoveRescue protects the promise to the client when staffing breaks down or when money runs short, and turns neighbors, partner offices and community sponsors into one safety net.

In practice (illustrative): Saturday: no one on the team can cover, so a nearby partner office sends a qualified caregiver (Coverage Rescue). Monday: a client's insurance waiting period leaves a gap, so a local congregation's pledge pays for verified visits until benefits begin (Care Circle).



DoveOS

One circle for your whole agency.

A cloud operating system for the whole home-care agency: clients, caregivers, referral sources, scheduling, electronic visit verification with location-checked clock-in and clock-out, same-day client review and signatures, payer authorizations, billing exports, documents, contract templates, messaging and the DoveOS dashboard.

Completes the circle: DoveOS is the hub of the circle: it keeps every visit verified, every authorization respected and every bill accurate.

In practice (illustrative): *A visit ends. The caregiver clocks out at the client's home, the client reviews the visit and signs, and the hours count against the right authorization for billing.*



The DOVE News

Stories that lift home care.

A monthly newsletter for home-care offices, built around the people who give and receive care: caregiver recognition, office news, care tips, events and recruiting, in a themed edition every month.

Completes the circle: The DOVE News completes the circle with people: it says thank you, shares the stories, and keeps everyone connected.

In practice (illustrative): *This month's issue thanks the Caregiver of the Month, welcomes three new team members and shares a hydration tip families can use.*



DoveStuff

Wear the circle. Share the care.

Apparel, merchandise and promotional products from The Dove Circle: shirts and scrubs, hats, totes, plush doves, playing cards, drinkware and co-branded items for offices and events.

Completes the circle: DoveStuff lets people carry the circle with them: belonging, appreciation and a brand people are proud to wear.

In practice (illustrative): *An office celebrates caregiver appreciation week with embroidered jackets and Dove Circle playing cards for game night.*

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HOW CARE FLOWS

The journey: from first call to recognition

Ten steps every client and agency go through. Each step shows the products that help and the forms in this library you can use today.

#	Step	Products	Forms (TDC-FRM-)
1	Inquiry A family, caseworker or referral source reaches out — often after hours.	DoveOnCall DoveOS	201, 302
2	Intake & assessment The agency learns the client's needs, routines, safety concerns and preferences.	DoveOnDeck DoveOS	301
3	Coverage & payment plan Who pays and what is authorized: VA, insurance, state programs, private pay or a mix — and, when a gap remains, a Care Circle sponsor.	DoveOS DoveRescue	601, 602, 305
4	Matching The right caregiver for the client's needs, schedule, location and preferences.	DoveOnDeck	303, 404
5	Agreement Clear terms with the client and with the caregiver.	DoveOS	503, 504
6	The visit Verified clock-in and clock-out, tasks done, and a same-day review by the client.	DoveOS	401
7	When plans change A call-out or emergency at 5 a.m. is answered and the shift is covered.	DoveOnCall DoveRescue	304, 403, 402
8	Partner coverage A nearby partner office helps; its caregiver stays its employee and it is paid quickly.	DoveRescue	501, 502
9	Billing & payment Visits match authorizations, claims and statements go out clean, partners get paid.	DoveOS	601
10	Recognition & belonging Caregivers are thanked, families stay connected, new caregivers are recruited.	The DOVE News DoveStuff	701–703, 801

Coverage before care, wherever possible. Knowing who pays — and what is authorized — before the first visit prevents surprise bills for families and unpaid hours for agencies. See **Paying for In-Home Care: A Family Guide** (TDC-FRM-108).

MATRIX

Needs and products at a glance

● primary role ○ supporting role

Need	DoveOnCall	DoveOnDeck	DoveRescue	DoveOS	The DOVE News	DoveStuff
Every call answered, 24/7	●		○			
Right caregiver for each client		●		○		
Credentials current and tracked		●		○		
Open shifts covered fast	○	○	●			
Help paying when coverage runs short		○	●	○		
Help from partner offices			●			
Verified visit times (EVV)			○	●		
Same-day client review				●		
Payer authorizations respected			○	●		
Accurate billing and exports				●		
Caregivers recognized and kept		○			●	○
Families informed and connected	○			○	○	
Recruiting and community presence					●	●

Where each product fits by audience

Clients & families. DoveOnCall (someone always answers), DoveOnDeck (the right caregiver), DoveOS (same-day visit review), The DOVE News (stay connected).

Caregivers. DoveOnDeck (good matches, credentials kept current), DoveRescue (extra shifts on your terms), The DOVE News and DoveStuff (recognition).

Agencies. All six: answering, matching, coverage, operations, newsletter and merchandise.

Caseworkers & referral sources. DoveOnCall and DoveOnDeck (fast, reliable response to referrals), DoveOS (status updates the client permits).

Payers. DoveOS (verified visits, authorizations and accurate billing), DoveRescue (partner coverage within authorized rates).

Sponsors. DoveRescue Care Circle (fund hours or amounts for clients in need through de-identified need cards), DoveOS (verified-visit impact reports).



FORMS AND GUIDES BY ROLE

Start here

If you are a family or client

- TDC-FRM-108 Paying for In-Home Care: A Family Guide
- TDC-FRM-201 General Inquiry
- Your agency may ask for: TDC-FRM-301 Intake, TDC-FRM-601 Payer & Payment, TDC-FRM-602 Authorization, TDC-FRM-504 Client Service Agreement

If you are a caregiver

- TDC-FRM-303 Caregiver Profile & Credentials
- TDC-FRM-304 On-Deck Availability & Rate Proposal
- TDC-FRM-404 Credential Update
- TDC-FRM-401 Daily Visit Acknowledgment
- TDC-FRM-402 Incident Report

If you run or work in an agency

- TDC-FRM-202 Technology Demo Request
- TDC-FRM-204 Agency Pilot Program Application
- TDC-FRM-501 DoveRescue Partner Office Enrollment
- TDC-FRM-502-505 Agreement templates (attorney review)
- TDC-FRM-701 The DOVE News Onboarding

If you refer clients

- TDC-FRM-302 Referral Form
- TDC-FRM-505 Referral Source Partnership Agreement (template)

If you are a payer or partner

- TDC-FRM-203 Licensing & Partnership Inquiry
- TDC-FRM-601 Payer & Payment Information

If you want merchandise

- TDC-FRM-801 Custom Merchandise Quote Request
- TDC-FRM-802 Bulk & Promotional Order Inquiry

If you want to sponsor care

- TDC-FRM-109 DoveRescue Care Circle Sponsor Guide
- TDC-FRM-205 Sponsor Enrollment
- TDC-FRM-507 Pledge Commitment (template)
- TDC-FRM-206 Sponsor Impact Report Request

All forms are free to download at thedovecircle.com (public forms) or from your agency (forms used inside an agency). Agreement templates must be reviewed by an attorney before use.

How to return a form

Form type	How to return it
No health information (inquiries, demo and pilot requests, partnership, The DOVE News, DoveStuff)	Email hello@thedovecircle.com and copy messenger@thedovecircle.com , or use the matching form at thedovecircle.com .
Contains health information when filled (intake, referral, visit, incident, change of service, payer, authorization)	Do not email. Return in person or through the secure upload your coordinator provides.
Caregiver and agency records (profile, credentials, on-deck availability)	Return to your agency coordinator in person or through the secure upload. Do not email.
Agreement templates	Have an attorney review and adapt them first. Each party keeps a signed original.



TRUST, PRIVACY AND HONESTY

How we protect the circle

Minimum necessary

Forms and products ask only for the information a task needs. No Social Security numbers, no full card or bank numbers, no license numbers on our forms.

Health information stays secure

Forms that contain health information are never emailed. They are returned in person or through a secure upload. Public website forms never collect health information.

People stay in charge

Technology assists; people decide. DoveOnCall brings in a human for urgent or sensitive situations, and agencies, caregivers and clients make the final choices.

Caregivers have a choice

Extra shifts are voluntary. Shared caregivers stay employed by their own agency.

Verified, not assumed

Visit times come from electronic visit verification, and payment between partner offices follows verified completion.

Honest about what exists

We label simulated demos, say what is still in development, and never claim integrations, certifications or results we have not verified.

Agreements get legal review

Our agreement templates are starting points. An attorney in your state reviews them before use.

Emergencies: call 911. **Suspected abuse, neglect or exploitation:** report as your state law requires (for example, to Adult Protective Services).



NEXT STEPS

Join the circle

Whether you are a family looking for help, a caregiver, an agency owner or a partner, there is a place for you in the circle.

1. **See it.** Request a demo (TDC-FRM-202). Demos use simulated data.
2. **Try it.** Apply for an agency pilot (TDC-FRM-204).
3. **Partner with us.** Send a licensing or partnership inquiry (TDC-FRM-203), or enroll in DoveRescue (TDC-FRM-501).
4. **Tell your story.** Subscribe to The DOVE News (TDC-FRM-701).
5. **Sponsor care.** Join the DoveRescue Care Circle (TDC-FRM-109, TDC-FRM-205).
6. **Wear the circle.** Order from DoveStuff (TDC-FRM-801, TDC-FRM-802).

Contact

Email: hello@thedovecircle.com (please copy messenger@thedovecircle.com)

Web: thedovecircle.com

Please do not email health information. Your coordinator will give you a secure way to share it.

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Product names are brands of The Dove Circle. Visiting Angels is a trademark of its owner and is mentioned only to describe the founder's background. This guide is general information, not legal, financial or medical advice.