

**Therap**<sup>®</sup> / *Person-Centered.  
Data-Driven.*

# 2022 Therap National Conference Catalog

February 1-2-3



[www.TherapServices.net](http://www.TherapServices.net)

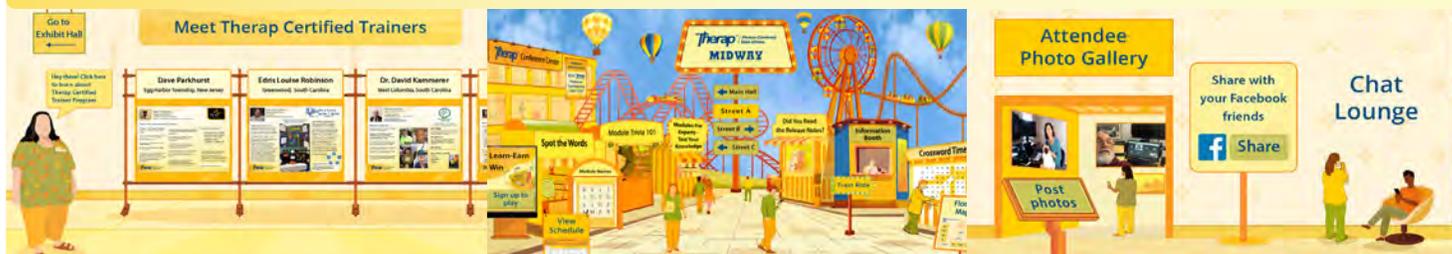


(203) 596-7553

# Table of Contents

How to get into the Therap Conference Center 4

How to get around the Therap Conference Center 5



Floor Maps 6

Welcome Note 8

Meet our Sponsors 9

Plenary/Keynote Sessions 12

User Presentations/Guest Speakers - Day 1 15

User Presentations/Guest Speakers - Day 2 17

Interoperability 19

Therap Global 20



# Table of Contents



## Scheduling/EVV 22

EVV Software for the 21st Century CURES Act Mandate

Choose from more than 20 sessions

## State Government Support 23

## State Government Solutions 24

## Quality Assurance/Data Initiatives 25

## Person-Centered Thinking 26



**Ishya "Shae" Dotson**  
Assistant Director of Support,  
Person Centered Practices

“Person Centered Planning is one of the practices that helps people define their vision, path, support and resources necessary to make goal achievement easy and meaningful. Therap provides online tools that help capture the vision and story of a person's life while supporting individuals and their families to create a plan for quality support through the person-centered planning process.”

## Employment First Tools 27

## Billing Solutions 28

## Therap Support and Training 30

## Therap Training Courses and Academy 31

## 2022 Therap National Conference Schedule 33

# How to get into the Therap Conference Center

## How do I login?

**Step 1:** Find your username and password in an email from [conf@therapservices.net](mailto:conf@therapservices.net)

**Step 2:** Then go to the Therap Conference Center by clicking the following link  
<https://conference.therapservices.net/national22/wp-login.php>

**Step 3:** Enter your Conference username and password to login



## I cannot find my login credentials, what do I do?

**Step 1:** Your login name is your unique email address that you have provided while registration.

**Step 2:** Your password can be found in the email. To find your password please search in your email inbox/spam with the subject - **Your Login Credentials for the 2022 Therap National Conference, February 1-2-3, 2022**

**Step 3:** If you still cannot find your password, try resetting your password on the Therap Conference Center login page by clicking on the **Self-Password Reset button** and follow the instructions.

## I forgot my password, how do I reset my password?

**Step 1:** To reset your password, click on the **Self-Password Reset** link from the Therap Conference Center login page.

**Step 2:** Enter your email address that was provided when registering for the conference and click on **Email my password reset link** button.

**Step 3:** Click on the link provided in the email to generate a password. When you see the auto generated password, you can keep or create one for yourself and click on the **Reset Password** button.

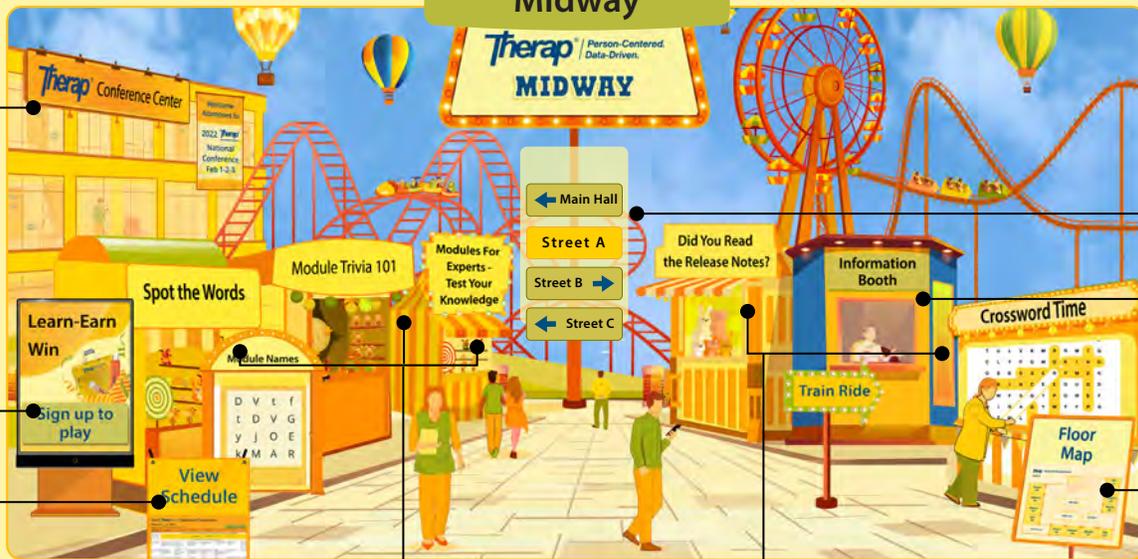
**Step 4:** If you are still having problems, click on the **Information Kiosk** for more information.



**\*This is not your regular Therap Login and password**

# How to get around the Therap Conference Center

## Midway



Click here to visit the Main Hall

Click here to sign up for Interactive Learning Experience and win prizes

Click this banner to see the schedule

Click to navigate and explore through Street A, B, and C or to return to the Main Hall

Click here for additional information

Click this banner to see the floor map

Play fun-learning games to test your Therap Knowledge, earn points as you score, and you may win prizes!

## Main Hall



Click these green arrows to see these rooms

Click here to play the Exhibit-Hall Scavenger Hunt and win prizes

Click here to see the stories of advanced Therap users

Click the doors to enter your Session

Click here to sign up for Interactive Learning Experience and win prizes

Click here to share a picture of yourself attending the conference

Click here to post you are attending the conference on your Facebook wall

Click the doors to enter your Session

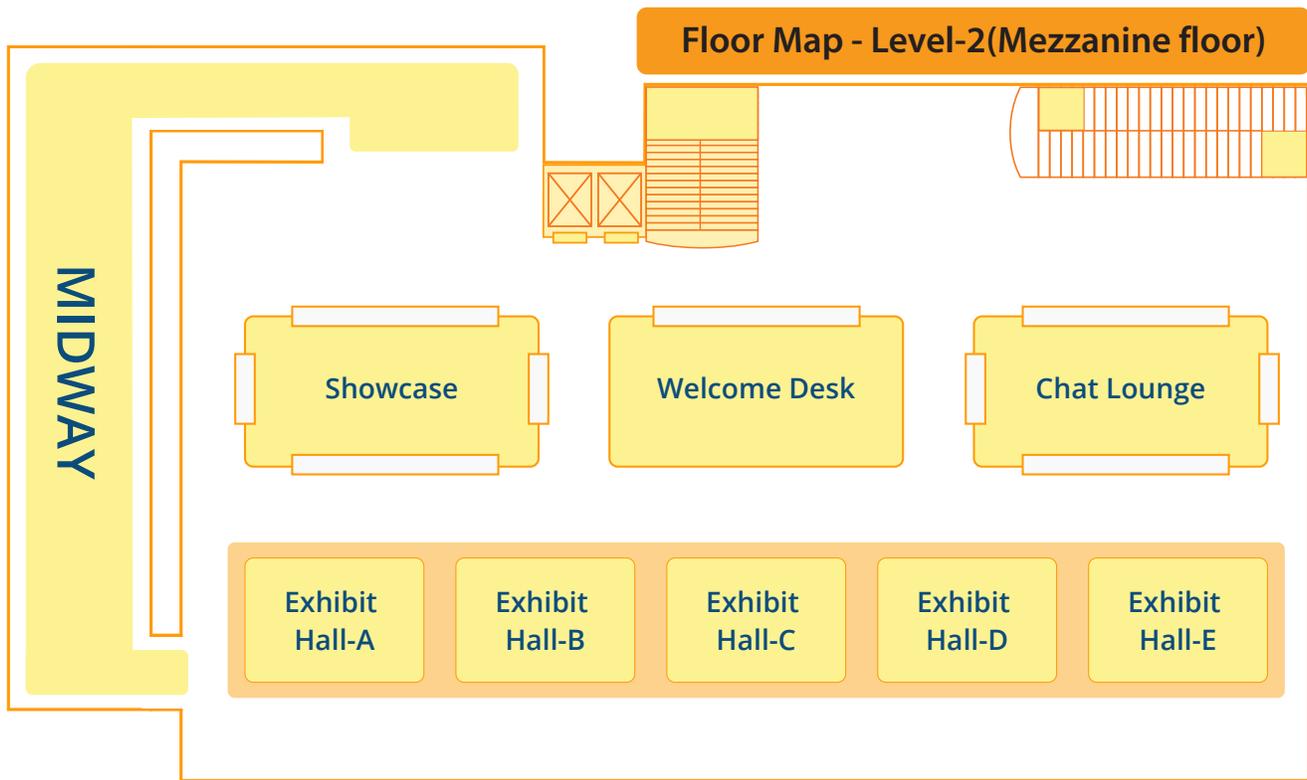
Click this door to visit our Exhibit Hall

Click here to access the Library and download the presentation slides of your choice

Click here to enter the Midway and to play games and explore other elements

Click here to visit us in the Chat Lounge

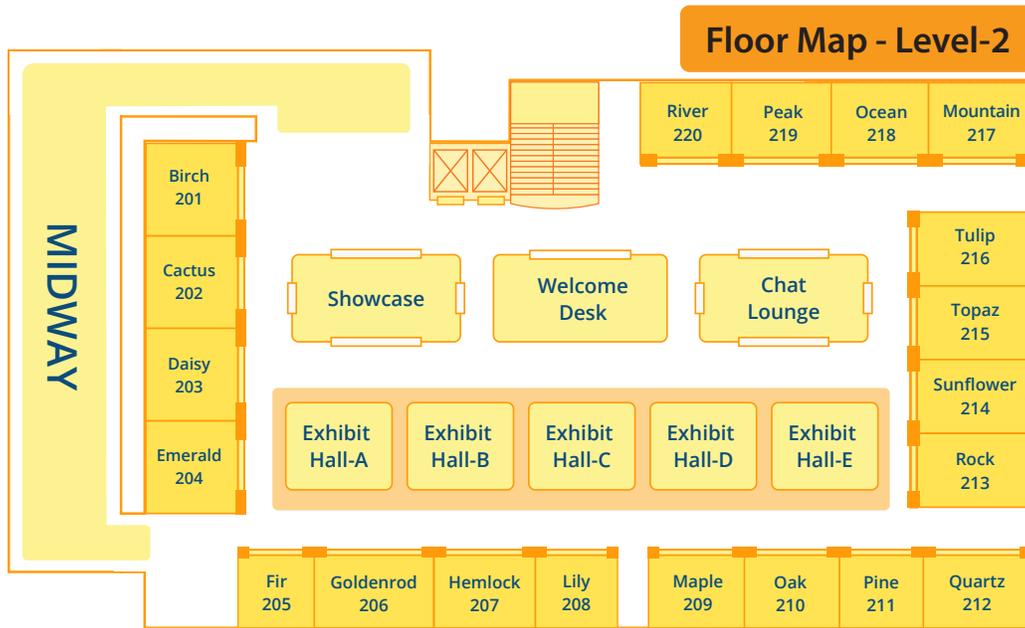
# Floor Maps



Find the clickable  
**Therap Staff**  
to get to know  
them better.



# Floor Maps



Check our Exhibitors/Sponsors in Exhibit Hall-B and C



# Welcome Note



**Jeff Mau**

Assistant Director of  
Business Development

On behalf of the Therap Conference Team, I would like to welcome you to the 2022 Therap National Conference!

Throughout 2021, all of you have attended a myriad of online conferences, webinars and meetings. Despite the efficiency of using technology to attend these events and meetings, if you are like me, I am “Zoomed Out”.

When we began re-imagining the 2022 Therap Conference Center experience, our overall mission was to create an online event that was “more than just a series of webinars”. We believe that you will find the updated venue to be just that!

## The 2022 Therap Conference Center contains new and exciting interactive experiences.

- We have created the “Learn-Earn-Win” contest where participants earn points as they navigate and “click” throughout the venue. You’ll be able to obtain badges and see how you ‘stack up’ against other players on The Leaderboard.
- We replaced the Game Hall with the all new Midway. The carnival atmosphere is designed to take you away from the typical online format and provide you with a fun way to test your Therap knowledge and play games.
- To provide you a break from the presentation lectures, we have 3 sessions called “So You Think You Know Therap”. These sessions will be presented in game show format where you can answer questions and win prizes!
- You will be able to share posts on your Facebook page.
- Upload a photo of how you are attending to a gallery that other attendees can view, also shareable on Facebook!
- Learn more about our Therap Certified Trainer program and “meet” some of the Certified Trainers in their Showcase.
- The Scavenger Hunt returns for 2022. All of the items you will seek are in the Exhibit Halls.
- Download the available presentation slides from the Library located in the Main Hall.
- Click on the Therap Staff avatars to meet them (hint...they are the people with name tags).

**Therap**<sup>®</sup> | *Person-Centered.  
Data-Driven.*

# Meet our Sponsors



## CapGrow Partners

Leasing With A Purpose

### Check out our Booth in Exhibit Hall-B

CapGrow Partners helps organizations provide safe and appropriate housing for individuals with a brain injury, behavioral health needs and intellectual and developmental disabilities. We provide tailored lease programs and develop long-term relationships that allow our partners to focus greater time and resources on fulfilling their operational goals and objectives. CapGrow Partners

owns hundreds of homes in dozens of states across the country and enables organizations to improve the lives of those individuals they serve.

To learn more about CapGrow Partners and our leasing solutions, please visit [www.capgrowpartners.com](http://www.capgrowpartners.com) or call 773-327-7691.

# Meet our Sponsors



## Direct Support Workforce Solutions

### Check out our Booth in Exhibit Hall-C

Direct Support Workforce Solutions is a national consulting group addressing the workforce needs of organizations providing community-based support for individuals with disabilities.

Drawing on more than 30 years of research, training, outreach, and evaluation, Direct Support Workforce Solutions helps organizations develop and implement workforce strategies that reduce turnover; attract, recruit and retain qualified talent; and engage and prepare their workforce to deliver high-quality services.

The direct support workforce has been in a persistent and growing crisis for years. Almost half of DSPs leave their jobs within the first year and most within the first six

months. The demand for services is increasing yet staff turnover and vacancy rates remain high. Staff shortages affect the quality and availability of essential services for individuals with disabilities and their families and are extremely costly to the human services system. Finding, training, and keeping workers has never been more important. Solutions to the direct support workforce crisis are critical to ensure that people with disabilities can live, work and participate fully in their communities.

Direct Support Workforce Solutions can help. Our services include a comprehensive assessment of workforce data; a review of organizational capacity and processes; an analysis of recruitment, selection and retention practices; in-depth training and technical assistance for leadership, supervisors and direct support staff; and an evaluation of outcomes.

For more information, visit [dsworkforcesolutions.com](http://dsworkforcesolutions.com)

# Meet our Sponsors



## Check out our Booth in Exhibit Hall-C

At Guardian Pharmacy Services, our business philosophy is to partner with you to provide enhanced pharmacy care for your clients. By thoughtfully listening to our customers, our goal is to develop innovative and collaborative pharmacy solutions to meet your residents' needs.

Guardian Pharmacy Services was founded in 2004 based on the principle of local autonomy. The company has partner pharmacies throughout the

U.S. that allow each pharmacy to operate as its own independent business. A handful of pharmacy entrepreneurs; Fred Burke, David Morris, and Kendall Forbes, realized that local management teams who are given significant ownership and authority to run their businesses at the local level can provide better customer service, efficient operations, and motivated sales efforts. We have partner pharmacies throughout the United States, and we continue to add like-minded pharmacy partners who share our commitment to better service and better care through local autonomy.

For more information, visit [www.guardianpharmacyservices.com](http://www.guardianpharmacyservices.com)

# Plenary/Keynote Sessions

## Day 1 Keynote Session

Opening Welcome and Plenary

Starting time: 1:30 pm ET

Room: 201/Birch



**Justin M. Brockie**

Chief Operating Officer

A review of recent developments with Therap and looking forward to the year ahead.

## New Additions in the Main Hall

### Attendee Photo Gallery



### Attendee Photo Gallery

- New for 2022
- Share a photo of yourself experiencing the conference
- Share your photo on Facebook from the gallery
- See photos of other conference attendees
- Read the instructions before posting

### Certified Trainer Showcase

- See Stories of Advanced Therap Users
- Read about their journey in their words
- Impact and changes brought to their agency by using Therap



# Plenary/Keynote Sessions

## Day 2 Keynote Session

### interRAI's Approach to Evidence-Informed and Shared Decision-Making

Starting time: 1:30 pm ET

Room: 201/Birch



### Lynn Martin, PhD

Professor in the Department of Health Sciences  
Lakehead University, interRAI Canada

Dr. Martin is a Professor and Chair of the Department of Health Sciences at Lakehead University in Thunder Bay, Ontario, Canada. She is a Fellow of InterRAI and a member of its Instrument, Systems, and Development (ISD) Committee, and leads work related to the InterRAI Intellectual Disability assessment system. Dr. Martin's work focuses on evidence-based solutions that improve the health, wellbeing, and service outcomes of persons with intellectual and developmental disabilities, mental illness, and older adults. Her work uses InterRAI systems to facilitate meaningful shared decision-making processes between individuals and providers, promote intersectoral collaboration, and create responsive and person-directed health and social services systems.

### interRAI's Approach to Evidence-Informed and Shared Decision-Making

Starting time: 1:30 pm ET

Room: 201/Birch



### Brant E. Fries, PhD

Professor Emeritus of Public Health,  
Department of Health Management and Policy, University of Michigan  
President of interRAI, USA

Dr. Fries is the President of InterRAI, a 33-nation consortium of researchers using personal-level assessment to improve the care of the elderly and other vulnerable populations in institutional and non-institutional settings. With InterRAI colleagues, Fries has developed assessment systems for nursing homes, home care, palliative care, post-acute care, acute care, assisted living, inpatient and community mental health, intellectual/developmental disabilities, correctional facilities, and children's mental health. These instruments have already been translated into over a dozen languages and have been adopted as the national instrument for Iceland and New Zealand, multiple Canadian provinces, Hong Kong, Estonia, etc. In the US, 20 states have adopted InterRAI instruments. InterRAI assessments, along with their applications, move towards developing a common language for health and long-term care.

# Plenary/Keynote Sessions

## Day 3 Keynote Session

Charting the LifeCourse: Supporting the Seeds of Growth

Starting time: 1:30 pm ET

Room: 201/Birch



### Michelle "Sheli" C. Reynolds, Ph.D

Chief Inspiration Officer (CIO)

Charting the LifeCourse Nexus

A new year brings new opportunities for reflection and growth. This is especially important as the last several years have brought many challenges, but at the same time opportunities for incredible transformation.

This session will reflect on and celebrate the significant role that person-centered services have had in supporting good lives for all people.

Dr. Reynolds' passion, knowledge, and experience come from growing up as a sibling of a brother with developmental disabilities. She is Director of Individual Advocacy and Family Support at the UMKC-Institute for Human Development (UCEDD) where she has worked for over 20 years.

In this role she is responsible for projects that directly impact the lives of persons with disabilities and their families such as the HRSA Family-to-Family Health Information Center for Missouri, Sharing Our Strengths Parent-to-Parent program housed within the Missouri Developmental Disability Resource Center and by providing direct support to People First of Missouri and Self-Advocates Becoming Empowered, the state and national self-advocacy movement for adults with developmental disabilities for over 12 years. Her work focuses on the transformation of state systems through the implementation of the Supporting Families LifeCourse Framework and Tools. Nationally, she is able to impact state systems in her role as the co-principal investigator on the National Community of Practice on Supports to Families grant from the Administration on Developmental Disabilities in collaboration with National Association on State Developmental Disability Directors. She received her doctorate in Public Administration and Sociology from the University of Missouri, Kansas City, with a focus on family support research and policy for families of individuals with disabilities across the lifespan.

# User Presentations/Guest Speakers - Day 1

New Jersey



**Kristen Thompson**

Community  
Options, Inc.

## The Reluctant Biller

Starting time: 11:50 am ET  
Room: 203 Daisy

Does using Therap at your agency pull you unwillingly into the world of billing and finance? Have you ever tried to use google translate while in a meeting with your billing team? Does the mere mention of the word 'billing' trigger long buried high school math anxiety? If you answered yes to any of these questions, then this session is for you.

This session will review Therap from the point of data collection (ISP Data, Attendance, EVV, etc.) to billing data/claim generation and billing reports from the perspective of a non-biller. With a slow walk through the process, using non-billing speak, I hope to help people like myself understand the Therap billing process. And I promise...no math!

Nebraska



**Susan Lindsey**

Mosaic

## Creating Case Notes & Questionnaires – Utilizing the View/Layout Option

Starting time: 12:40pm ET  
Room: 204 Emerald

This session focuses on reviewing how to create a Case Note & Questionnaire, with emphasis on how to use the feature to set up the View/Layout option in the Questionnaire. The Case Note is an alternative to ISP Programs, which this session will review some of the benefits to the Case Note & Questionnaire. The View/Layout option is especially beneficial for those Questionnaires that have a large number of questions. Examples of both the Case Note, Questionnaire and View/Layout will be provided along with the steps for completion.

**Therap**® | *Person-Centered.  
Data-Driven.*

# User Presentations/Guest Speakers - Day 1

South Carolina



**Dr. Dave Kammerer**  
Babcock Center Inc.

## How to Train Staff & Keep Them Trained at your Agency

Starting time: 2:40 pm ET  
Room: 203 Daisy

Training your staff and keeping them trained in the use of Therap. This presentation will discuss how new employees are trained to use Therap. It will also include some methods of how to keep current employees trained when new updates arise. It will explore different methods to get this accomplished. This includes agencies that have multiple locations.

Utah



**Eddie Fung**  
TURN Community Services

## Make Excel Your Friend

Starting time: 3:30pm ET  
Room: 204 Emerald

Using Therap instantly generates more data than you know what to do with. However, users will miss out on important information and insight if they run away from Excel, instead of befriending it. This presentation will convince you that Excel is your friend, not enemy. Well, maybe your frenemy.

This presentation is for users who have some basic knowledge of Excel but would like to advance their knowledge further. Topics will include: Filter by colors, Text to Column, VLOOKUP function, TIMEVALUE function, etc.

South Carolina



**Tom Tirney**  
Arlington Heritage Group

## Getting The Most Out Of The Personal Finance Module

Starting time: 4:20 pm ET  
Room: 203 Daisy

In 2020, Community Options began implementing the Therap Personal Finance Module to track the Personal Needs Accounts (spending cash) for individuals in their residential services. The security and transparency offered by the Personal Finance Module enhances quality oversight of these funds; it also offers an easy solution for receipts, invoices and monthly reporting.

Therap's Personal Finance Module is an essential tool that brings transparency and control to the management of individual consumer assets at scale. Community Options is a multi-state provider and requires software that can account for large numbers of individuals. It also requires software that can integrate with its unique approach to managing client funds; Community Options operates its own special needs pooled trust which is administered by co-presenter Arlington Heritage Group. This presentation offers an analysis of exempt resources allowed by SSA and offers solutions on how to manage these accounts within the module. Discussion topics that both parties will address include cash accounts, trusts, ABLE, insurance, funeral accounts, health savings accounts and other exempt resources such as automobiles and houses. A live demonstration will show real-time application and explore the navigation of accounts and best practices.



**Kristen Thompson**  
Community Options, Inc.

# User Presentations/Guest Speakers - Day 2

New Jersey



**David Parkhurst**



**Sue McCarthy**

The Arc of Atlantic  
County

## Using Excel to Create Dynamic Staff Reports

Starting time: 11:00 am ET  
Room: 204 Emerald

This session will introduce a little known, but powerful function, the Subtotal function. The Subtotal function is one function in and of itself, but can calculate 11 different mathematical operations. Realistically, in our line of work, we might only find 5-6 of these useful, however the versatility and power of the Subtotal function makes it extremely powerful.

Using several other functions, namely, Index, Match, Subtotal, Unique, and Filter, one can take an array of data and generate a fully dynamic report. By using Data Validation, one can make a dropdown list, which then controls what aspects of a report are visible. The subtotal function allows the user to control whether they want to see the Sum, Average, Maximum, Minimum, Count, or more operations. This presentation will detail each different function or skill and culminate with the generation of a dynamic report, controlled by two dropdowns.

Minnesota



**Megan Sanders**



**Claire Benway**

Direct Support Workforce  
Solutions

## Employee Retention: How to Keep Them Once You've Got Them

Starting time: 11:50am ET  
Room: 203 Daisy

This session provides learners with an overview of the current state of the Direct Support Workforce. Learners will understand contributing factors to the current crisis and its implications on the Direct Support Workforce. Finally, learners will be given solutions focusing on competency-based training and employee and organizational development.

The direct support workforce has been in a persistent and growing crisis for years. Almost half of DSPs leave their jobs within the first year and most within the first six months. The demand for services is increasing yet staff turnover and vacancy rates remain high. Staff shortages affect the quality and availability of essential services for individuals with disabilities and their families and are extremely costly to the human services system. Finding, training, and keeping workers has never been more important. Solutions to the direct support workforce crisis are critical to ensure that people with disabilities can live, work and participate fully in their communities.

# User Presentations/Guest Speakers - Day 2

New York

## Therap Implementation for New Users: Strategies for Implementing an Electronic Health Record (EHR) in a multi-faceted agency

Starting time: 12:40 pm ET  
Room: 204 Emerald



**Nichole Washburn**  
and  
**Emily Maduemezia**

Anderson Center  
for Autism

Implementing a new EHR can be a daunting task, especially for multi-faceted agencies who provide a list of services. Our Non-Profit agency rolled out Therap, transitioning from an entirely paper based documentation system, over a two year period, training over 700 staff and serving over 250 individuals.

This presentation covers the strategies, as well as tips, to implementing Therap as a new agency. It discusses the "Therap Committee" approach that included identifying the key multidisciplinary team members to participate in the process and then discusses the methods used for rolling out various modules and the non-traditional way staff were trained. Our agency has received compliments from NYS Therap implementation specialists in regards to the structure and organization for implementation. We frequently provide feedback to new agencies looking to possibly purchase Therap as their Software and think it may be beneficial to other new or potential customers to hear our experience. We do have our (potential) presentation powerpoint complete.

Minnesota

## EVV Experience from a Multi-State Rollout Perspective

Starting time: 2:40 pm ET  
Room: 203 Daisy



**Josh DeZurik**



**Jeni Kenyon**  
Dungarvin

Implementing Electronic Visit Verification can be complicated, but implementing in a multistate environment can bring additional challenges. This session will include a discussion surrounding strategies for implementation, difficulties along the way, and lessons learned.



## Therap's New Behavior Module

Therap's Behavior Plan, Data and Reporting tools have an enhanced user interface and several new features including the Significant Life Event(s), Behavior Intensity Configuration option, and more.

**Check out our Behavior Module Sessions**

# Interoperability



## Fayonne Johnson

Assistant Director of Support, Interoperability

## Health Information Exchange

Therap's Health Information Exchange (HIE) module allows for the ease of exchange of health information between Trading Partners and agencies using the Therap suite of applications. With the help of this module, individual Admit/Discharge/Transfer (ADT) Messages can be sent by trading partners such as hospitals to agencies via HL7, allowing flexible tracking of individual admission, discharge, and transfer information.

## Therap External Data Feed

Therap's External Data Feed allows users to obtain, via Secure File Transfer Protocol (SFTP), accumulated data from various modules, such as Allergies, Appointments, General Event Reports (GER), Individual Data (IDF) and more. The data feed files that Therap provides are in CSV file format and are arranged in a specific directory structure. Each provider directory has its own data files that users can access and retrieve. Agencies are able to extract their data using the files to integrate into their own systems or Business Intelligence platforms. Therap also connects to Health Information Exchanges using these data feeds.

### The current Therap External Data feed includes:

- Case Notes
- Employment History
- General Event Reports (GER)
- Health Tracking
- Individual Demographic Form (IDF)
- Individual Medical Information
- Program Enrollment

## Pharmacy Interface

- Reduce Transcription Errors with Direct Pharmacy Messaging
- Create Medications from Pharmacy Messages
- Save Time between Medication Delivery and Input to MAR
- Track RX Numbers and Prescriber Information



# Therap Global



Therap Global is working with a range of organizations including therapy centers, special education schools, rehabilitation centers, disability empowerment agencies, vocational training agencies, and more stakeholders around the world. Our mission is to enhance the quality of support that people receive by introducing Therap's documentation system, as well as spreading best practices in person-centered, data-driven documentation.

Therap Global currently works in countries including Bangladesh, Nigeria, Philippines, Mauritius, Kenya, Nepal, South Africa, Indonesia, Uganda, Ghana, Tanzania, Bahamas and more. We host weekly workshops and round-tables virtually for users to share their experiences and tips for adjusting to challenges in communities across the world.

## Check out our booths in Exhibit Hall - D and E

- Therap Global
- St. Philomena School
- Self-help Group for Cerebral Palsy Nepal
- Special Children Special People
- Apasen International
- AutismCare Nepal Society
- Little Wonders Play and Learn
- Help Learning Center Foundation Inc.
- Autism Therapy & Behavior Learning Center
- Dynamic Occupational Therapy

## User Testimonials



**Hajrah Ahmed Mohamed**  
Academic Supervisor  
Autism Therapy and Behaviors  
Learning Center, Tanzania

“I can't express how convenient, easy and efficient Therap system is to our organization. Administrators and parents are now able to track daily/ termly progress of the students online at their own convenient time.”



**Kimberly Casino De Alban,**  
MAEd, LPT, CPMT  
Co-Administrator for Academics & Programs  
St. Philomena School

“Since 2017, St. Philomena School has been using the Therap Global Online Documentation platform. It has been providing us with the digital solution of a systematic and organized way of documenting students' performances daily and to conveniently do the periodic monitoring of students' progress.”

# Therap Global

Please join Therap Global team and members from our Therap Global User Communities as they share and discuss their Therap journeys and experiences

Useful for Organizations Supporting Service Providers Globally

Day 2 - 2/2/2022, Wednesday

11:00 am (EST) in Room: 214 / Sunflower

## Therap Global: Helping to Improve the Quality of Services around the world

Learn from Therap Global team members about their journey of working with service providers globally



**Prattay Iqbal**

Director - Business Development  
Asia, MENA & Africa Region



**Johanna Kroth, M.Ed.**

Director of Global  
Implementation

Day 3 - 2/3/2022, Thursday

11:50 am (EST) in Room: 203 / Daisy

## Global Perspective: Transition from Paper to Digital Documentation

Hear from the educators in Tanzania, Nepal and the Philippines sharing their experience on transitioning from paper to digital documentation



**Alphonsus De Alban**

Therap Global  
Philippines Representative  
St. Philomena School, Philippines



**Hajrah Ahmed Mohamed**

Academic Supervisor  
Autism Therapy and Behaviours  
Learning Centre, Tanzania



**Surendra Bajracharya**

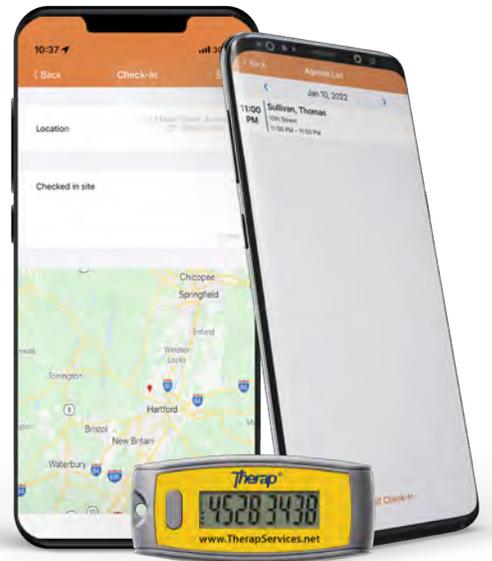
Chief Administrator and  
Project Manager  
AutismCare Nepal Society, Nepal

# Scheduling/EVV

## Electronic Visit Verification (EVV) Solutions

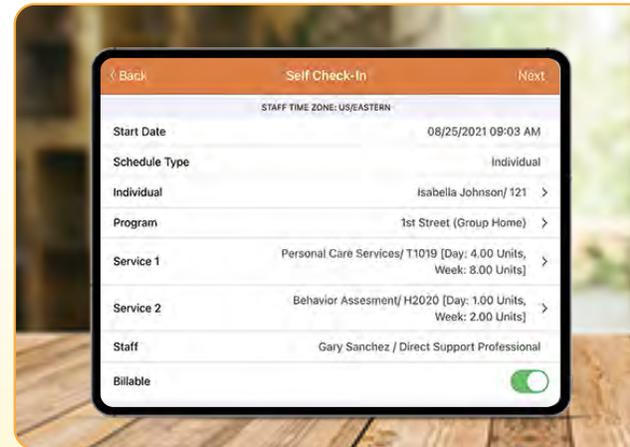
### Real-time Access for Schedulers & Staff

Your team can use Therap's Scheduling & EVV, along with other system features to address compliance, communication, documentation, reporting, billing, and more.



**Our easy-to-use EVV solution will give your team the tools they need for state and federal compliance**

- Connects to EVV Aggregators in over 25 States
- Create Billing Claims from EVV Data
- Direct Integration with Service Documentation
- Single-Swipe Check-In/Out on Android & iOS
- Voice & Signature Verification Options
- Offline Functionality



### Meet our EVV Experts



**Stephanie Masters Norton**  
Assistant Director of Support  
State Team



**Chelsea Lloyd**  
Assistant Director of Support  
EVV Team



**Sarah Christiansen**  
Senior Support Specialist



**Seanette Lancaster**  
Senior Support Specialist

# State Government Support



**Jeff Covington**  
Director of Support  
State Team



**Leah Sewell**  
Assistant Director of Support  
State Team



**Gloria Caballero**  
Deputy Director of Support  
State Team



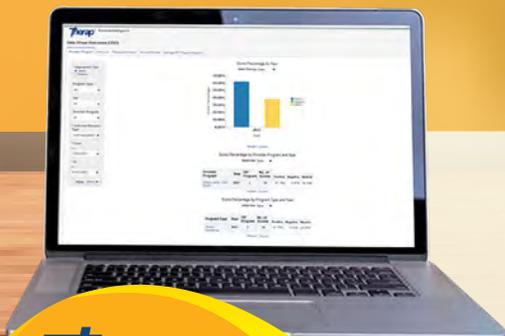
**Anna Bromberg**  
Deputy Director of Support  
State Team



**Donna Lloyd**  
Deputy Director of Support  
State Team

**Therap has the expertise to meet the diverse data needs of public human services agencies.**

Therap supports more than 20 state contracts; meeting the data management needs of divisions who manage Medicaid Waivers, State Plans, I/DD Services, Aging Services and other Long-Term Services & Supports (LTSS). Therap's State Solution includes: Intake, Assessment, Level of Care, Provider Management, Case Management, Electronic Visit Verification, Waiver Management, Authorization, Health Tracking and ISP-Outcome Tracking, which is integrated with provider documentation, linking service records with billing. Therap provides the functionality to control and manage the central individual record and the access to it. Therap's comprehensive data management system, coupled with our best in class support, eliminates the need for states to manage multiple internal/external IT systems or create a support infrastructure.



## #1 Data-Driven Solution

Support & manage internal program processes, service delivery, and billing with a system that is widely-adopted across the country and contracted by 20+ states and local government.

# State Government Solutions



**Barry Pollack**

Director of Government Affairs  
Contract Acquisitions



**Jeff Case**

National Director of  
Business Development



**Kevin Dierks**

Director of  
Government Relations



**Peter O'Meara**

Director of Government Relations

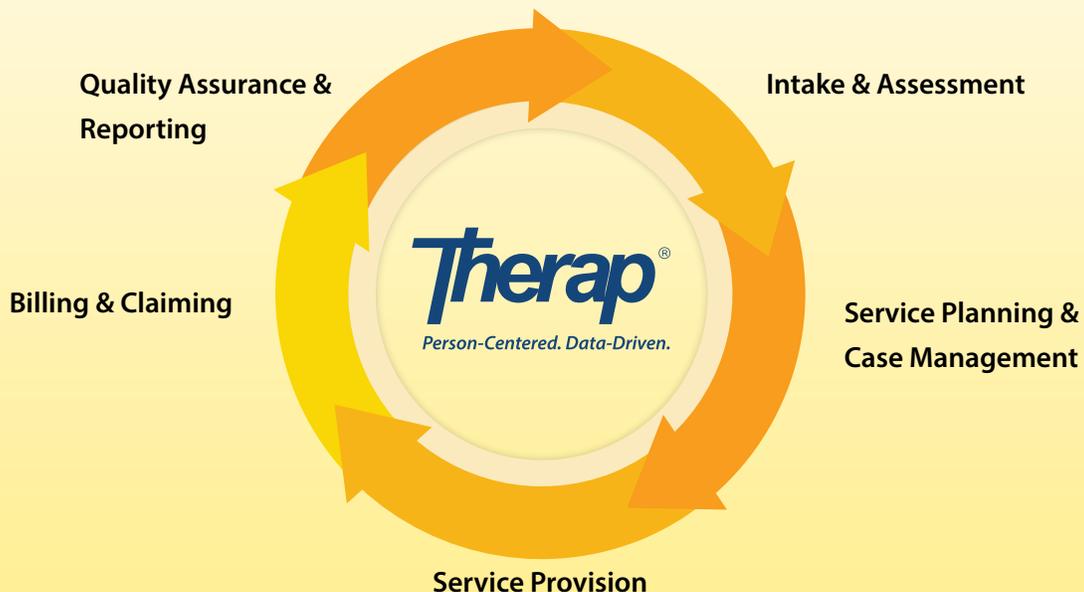


**Beverly A. H. Buscemi, PhD**

Director of Government Relations



- Federal, State and Local Compliance
- Manage HCBS Waivers and other Programs
- Incident Management & Risk Analysis
- Provider Management and Oversight
- Analytic Performance Dashboards featuring Data-Driven Outcomes
- Federally-Compliant EVV Solutions



# Quality Assurance/Data Initiatives



## Data-Driven Tools to Increase the Value and Quality of Services

Meaningful | Measurable | Manageable

“Quality service provision requires ongoing assessment to ensure continued refinement and adherence to evolving needs. Therap’s Business Intelligence tools allow organizations to harness their existing data to better understand their impact on Individuals and to make informed decisions that improve Individual outcomes.”



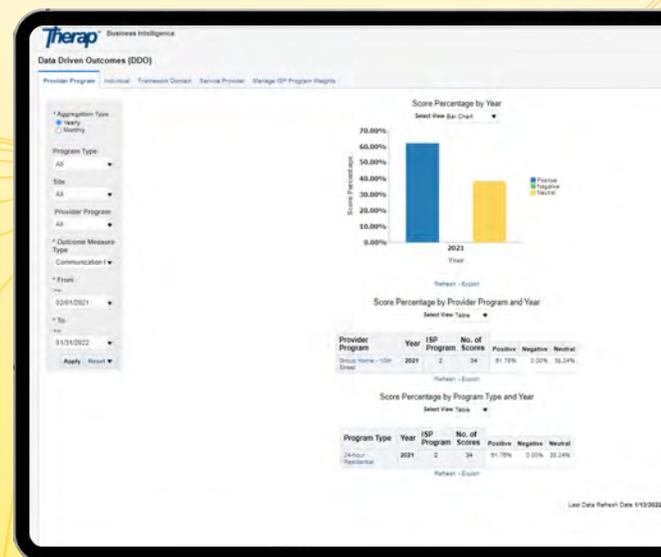
**Jason Laws**  
Director of Quality & Data Initiatives



**Catherine Hauser**  
Assistant Director of Support Multi-State Providers

## Streamline documentation review, reporting, and compliance activities via:

- Analytic Dashboards for Demographics, Incident Reports, Data-Driven Outcomes, Billing, & more.
- Assessment of outcomes at the Individual, Program and Provider Level.
- Real-time access for Managers, Administrators and Agency-Authorized Third Party Reviewers.



# Person-Centered Thinking



## Therap Provides the Tools for a Person-Centered Approach

Plan | Support | Achieve



**Ishya "Shae" Dotson**

Assistant Director of Support,  
Person Centered Practices

“Person Centered Planning is a collaborative process that identifies a person’s hopes and dreams, as well as the supports required to help them live the lives they desire. Therap provides your team the tools to explore the goals your people in service want to attain, create the plans for achievement, track the provided supports and measure outcomes.”

## Planning Tools Available for Case Management Teams, States, Providers, Individuals & Families:

- Support Individuals to Create a Shared Vision for a Good Life.
- Identify Personal Goals & Strategies to Achieve them.
- Configurable Options to Ensure State & Federal Compliance.



# Employment First Tools



**Caiti Woodburn**

Senior Support Specialist,  
State Team



**Margaret Gordon**

Senior Support  
Specialist

The Employment History module allows for recording comprehensive employment history for individuals in one place. It is utilized in tandem with employment service data collected on individualized supports, backed by billing service authorizations and enhanced by measurable outcomes reporting.

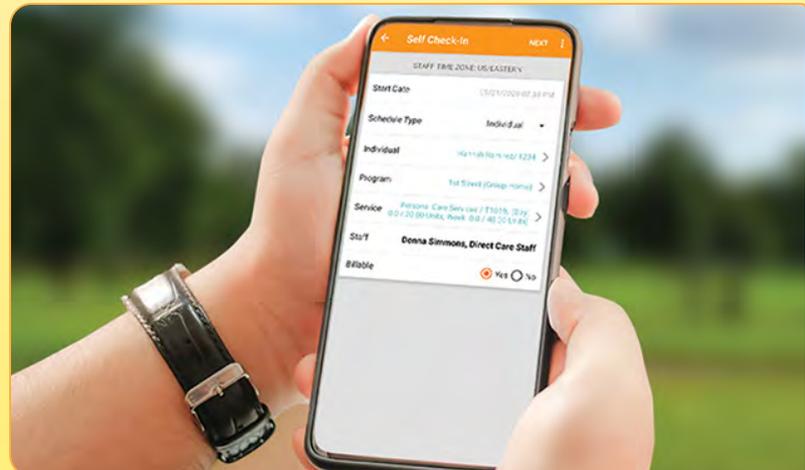


## e-Solution for Community Employment Employment First Tools

Maximize productivity by giving employment teams the tools to document work experience and job details at the point of service.

### Functionality includes:

- Job Discovery & Career Planning
- Maintain a Job Bank
- Track Applications & Interviews
- Manage Milestones
- Track Support Provided



# Billing Solutions



**Nadine Sturgess**  
Director of Support  
Billing & EVV Team



**Susan Allen**  
National Business Development  
Billing Consultant



**Toni-Ann Larnaitis**  
Senior Support Specialist  
Billing Team



**Marie Roland**  
Senior Support Specialist  
Billing Team



**Heather Thornton**  
Senior Support Specialist  
Billing Team



**Sheketta Davis**  
Support Specialist  
Billing Team

Therap's Electronic Billing is a complete Revenue Cycle Management Solution for Intellectual and Developmental Disabilities Service providers. Our solution is fully integrated with the Therap Suite of Applications, making it possible to have service delivery documentation to support each billing unit.

## Seamless Billing Workflows

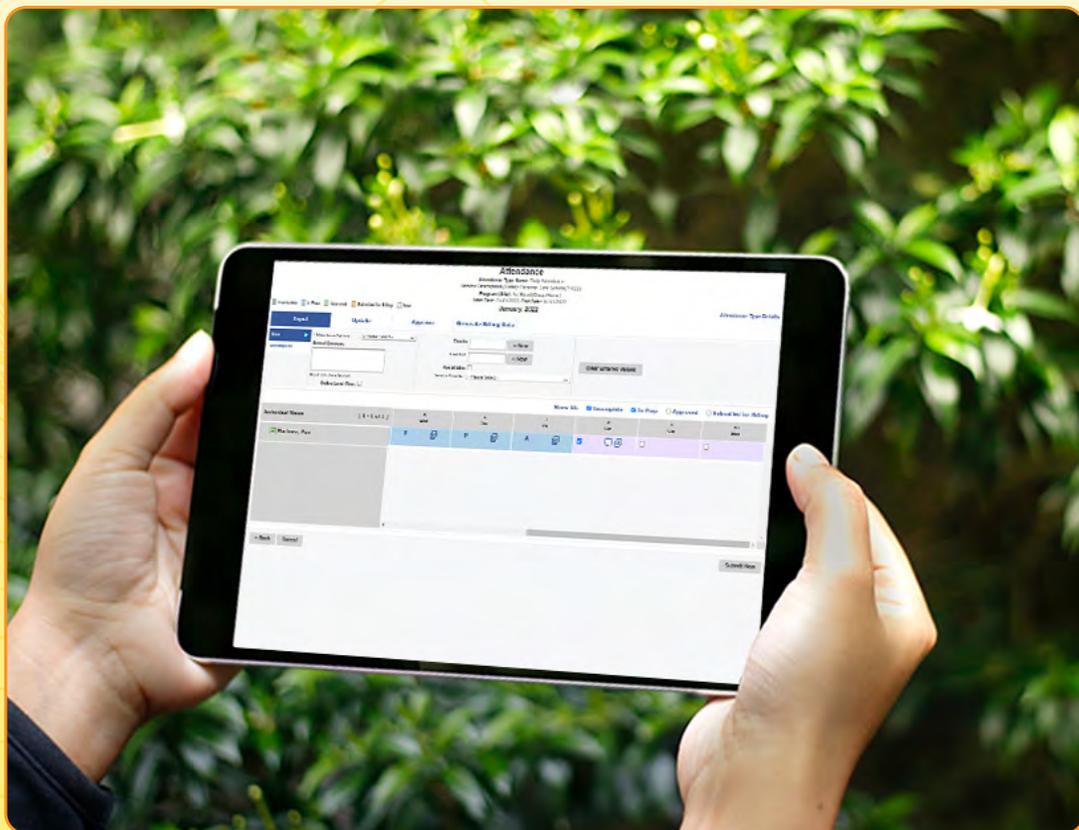
Effective tools to streamline billing from direct service documentation to claim reconciliation. Therap's billing platform is used by service providers, agencies, counties, and states.



# Billing Solutions

Our system offers the following and more, including accounting software integration:

- Staff can use the EVV Billing feature to process approved service hours recorded from check-in and check-out times. Billing data generated from EVV information can be used to submit claims
- Track Authorizations with Services Caps and More with Analytic Billing Dashboards
- Notifications of Utilization and Expirations & Extensive Reporting Tools
- Audit ready by Using Authorized Service Notes to Generate Billable Data
- Configurable Billing Rules to Support a Variety of Services & Settings



# Therap Support and Training



**Maureen Noonan**  
Director of Support



**Letisha Ulmer**  
Deputy Director of Support  
Digital Transformation



**Milagros "Mimi" Roche**  
Assistant Director of Support  
Provider Team



**Gretchen Falk-Lanfeer**  
Assistant Director of Support  
Quality Assurance

Therap provides agencies with various training, support and information resources, from the very first stages of implementation to day-to-day usage. These include a broad array of training options, support materials, and technical assistance; all designed to cater to different learning styles and user needs. Therap staff regularly connect with agencies and State offices across the country to provide necessary training and ongoing support.

## Therap Training Your Way - On demand support , 24/7

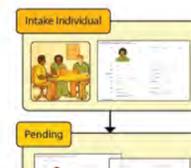
- Help and Support home page
- Module overview pages which includes user guides or step by step instructions, videos, quick guides and FAQ's
- Live and recorded webinars
- Conferences, whether State, Regional or National
- Live help where you can speak to a "live" Therap employee who will follow you through until issue is resolved or will route you to a specialist if needed
- My issues where you can communicate problems, suggestions, feedback and more!



### Individual Demographic Form (IDF) Overview

The Individual Demographic Form (IDF) is designed to help users maintain essential information such as race, religion, SSN, Medicare, Medicaid number, admission date, program enrollment date, contacts, etc. for individuals, along with their basic identification details such as name, date of birth, physical features, ID numbers, etc. Users are able to attach to two photographs and scanned documents in this module, and store them in a HIPAA compliant manner.

#### Individual Demographic Form (IDF) Workflow



#### User Guides

- IDF Provider Configuration
- Intake and Admit Individuals
- Search Individuals
- Edit Sections of the Individual Demographic Form (IDF)
- Enroll, Discharge, and Re-Enroll an Individual to Programs
- Add or Remove Individuals to a Program

# Therap Training Courses and Academy



**Mike McNeely**

Support Specialist

Digital Transformation Team



**Katy Xayaosa**

Support Specialist

Digital Transformation Team



**Bonnie Sorrels**

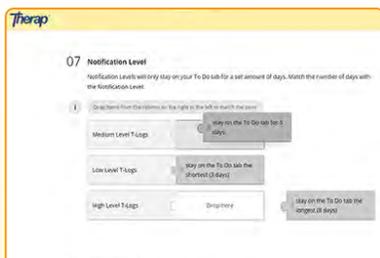
Senior Support Specialist

## Therap has brought a new style of courses in 2022

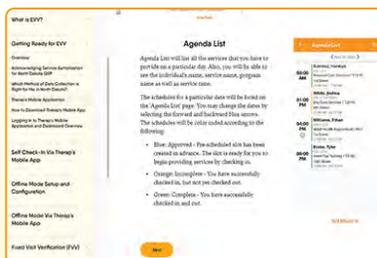
Our new training courses will offer a mix of videos, reading, screenshots, scenarios, and review questions. These new courses are available to users on Therap's Help and Support Site.



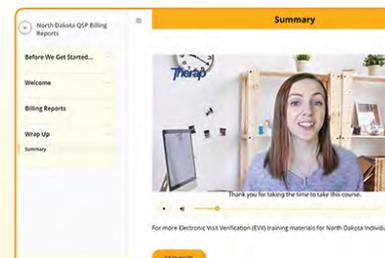
## Our Training Courses are now better than ever



**New Quiz and Testing Options**



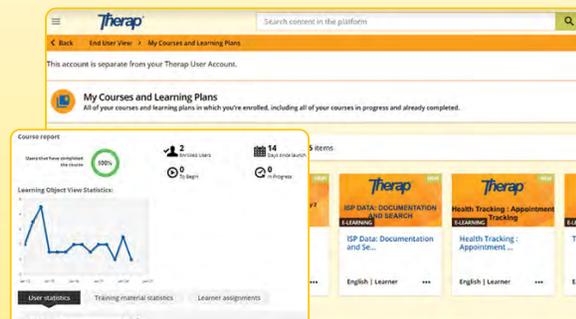
**New Dynamic Content**



**New Practice Scenarios**

## Therap Academy

If your agency is interested in assigning training courses, tracking progress, and the ability to run reports, we have Therap Academy that can help you. Ask us for more information!



**Check our website for more details**





# CapGrow Partners

Leasing With A Purpose

*Purchase/Leases*

*Sale/Leasebacks*

*Build-to-Suit/Leases*

*Existing Landlord Transfers*

*Home Modification Financing*

Your  
Strategic  
Leasing  
Partner

[www.capgrowpartners.com](http://www.capgrowpartners.com) | 773.327.7691

Time (All Start Time Listed in Eastern & Pacific Standard Time.) Please note your time zone.	Session	Therap for New & Prospective Users.	User Presentations	Employee Training	Person Centeredness	Scheduling / EVV	Nursing / Health	Misc.	
09:00am EST	Therap Conference Center DOORS OPEN. Login Early! Visit the Exhibit Hall. Test your Therap knowledge in the Game Hall. Enter the Scavenger Hunt & WIN PRIZES!								
10:45am - 10:55am ET 09:45am - 09:55am CT 08:45am - 08:55am MT 07:45am - 07:55am PT (10 min)	<div style="display: flex; justify-content: space-between;"> <div>Daily Opening Message</div> <div>Join us for a brief opening session - Welcome. Therap Conference Center Updates. Room: 201 / Birch</div> </div>								
<b>Remember we have more sessions for Tuesday on page 2</b>									
11:00am - 11:40am ET 08:00am - 08:40am PT (40 min)	1	<b>Therap for New / Prospective Users:</b> High Level Overview of Implementation & recommendations for sessions during the conference. RM 202 / Cactus	<b>No Session Scheduled</b> RM 204 / Emerald	<b>Solutions for Training a Rotating Workforce During the Current Staffing Crises</b> RM 206 / Goldenrod	<b>Person-Centeredness and Data-Driven Decision Making</b> RM 208 / Lily	<b>EVV Explanation &amp; Implementation.</b> General overview for all States. RM 210 / Oak	<b>Therap's New Behavior Tracking Module</b> RM 212 / Quartz	<b>No Session Scheduled</b> RM 214 / Sunflower	
11:50am - 12:30pm ET 08:50am - 09:30am PT (40 min)	2	<b>Thinking Through Therap Implementation</b> Creating a Crosswalk Between Your Docs & Therap's Modules RM 314 / Quail	<b>The Reluctant Biller</b> Kristen Thompson National Therap Administrator Community Options, Inc. RM 203 / Daisy	<b>Building Therap into Everyday Work Practices:</b> Tips and Tricks for Creating Sustainable Training and Documentation Practices RM 205 / Fir	<b>Introduction to Charting the LifeCourse:</b> A Framework for Problem-Solving, Decision Making and Planning. RM 207 / Hemlock	<b>Workshop Scheduling / EVV Module &amp; Sandata Billing Part 1:</b> Set-up and billing process overview for States using the Sandata Aggregator. RM 210 / Oak	<b>Pharmacy Interface:</b> A Detailed Overview RM 211 / Pine	<b>Setting up for Success in Health Tracking:</b> The importance of Gender, DOB, Allergies, Diagnosis, Shared Contacts, etc. RM 213 / Rock	
12:40pm - 01:20pm ET 09:40am - 10:20am PT (40 min)	3	<b>Therap Live Help &amp; Agency Support</b> Informational tour around the system & The live help desk. How Therap supports your agency in transitioning to Therap. RM 202 / Cactus	<b>Creating Case Notes &amp; Questionnaires</b> Utilizing the View/Layout Option Susan Lindsey National Therap Coordinator, Mosaic RM 204 / Emerald	<b>Therap Academy:</b> Monitor staff's Therap training RM 206 / Goldenrod	<b>Workshop Person-Centered Planning Part 1:</b> Philosophy and Discovery Tools - Personal Focus Worksheet & Charting the LifeCourse RM 208 / Lily	<b>Workshop Scheduling / EVV Module &amp; Sandata Billing Part 2:</b> Scheduling walkthrough & Reporting for States using the Sandata Aggregator. RM 210 / Oak	<b>Medication Administration Records (MAR Plus):</b> Medication History & live drug database to produce a fully functioning eMAR. RM 212 / Quartz	<b>Excel for Beginners:</b> Reviewing and Identifying your Data in Excel. RM 214 / Sunflower	
1:30pm - 2:30pm ET 10:30am - 11:30am PT (60 min)	4	<div style="display: flex; justify-content: space-between;"> <div>Keynote Session: Justin Brockie, COO Therap</div> <div>Session Title: Opening Welcome and Plenary Room: 201 / Birch</div> </div>							
<b>Remember we have more sessions for Tuesday on page 2</b>									
02:40pm - 03:20pm ET 11:40am - 12:20pm PT (40 min)	5	<b>Keys to a Successful Implementation.</b> RM 314 / Quail	<b>How to Train Staff &amp; Keep Them Trained at your Agency</b> Dr. Dave Kammerer Director of Staff Development Babcock Center Inc. RM 203 / Daisy	<b>Using the Calendar and Scheduling Modules</b> for Employee Training Times and Agency Events RM 205 / Fir	<b>Workshop Person-Centered Planning Part 2:</b> ISP Agenda & Individual Support Plan RM 208 / Lily	<b>Billing from the Scheduling / EVV Module</b> RM 209 / Maple	<b>Health Tracking and looking at the Business Intelligence Data Dashboard</b> RM 211 / Pine	<b>So, you think you know Therap?</b> Test your Therap knowledge to win prizes! RM 213 / Rock	
03:30pm - 04:10pm ET 12:30pm - 01:10pm PT (40 min)	6	<b>Therap System Setup Considerations.</b> Super Roles, Caseloads, User Privileges & HIPAA considerations. RM 202 / Cactus	<b>Make Excel Your Friend</b> Eddie Fung Director of Technology and Excellence TURN Community Services RM Emerald / 204	<b>Create Your Agency Specific Training Materials via Quick Guides</b> RM 206 / Goldenrod	<b>Self-Advocate's Perspective Using Therap.</b> Therap's Self Advocacy Team: Lori and Jennifer RM 208 / Lily	<b>Scheduling / EVV User Group:</b> For Providers who are Current Users of the Sch/EVV module. RM 210 / Oak	<b>Therap's new Individual Specific Health Profile in the IDF</b> RM 212 / Quartz	<b>Leveraging Excel Pivot Tables and Pivot Charts</b> RM 214 / Sunflower	
04:20pm - 05:00pm ET 01:20pm - 02:00pm PT (40 min)	7	<b>Managing Process Changes and Getting Buy In From Your Agency.</b> RM 314 / Quail	<b>Getting The Most Out Of The Personal Finance Module</b> Tom Tirney President Arlington Heritage Group RM 203 / Daisy	<b>New! Therap Module Simulators</b> A New Approach to Hands On Training RM 205 / Fir	<b>Person-Centered Employment Support - Career Pathways</b> RM 207 / Hemlock	<b>Managing Aggregator Validations and Responses</b> RM 209 / Maple	<b>Quality Assurance of Health Documentation for Nursing.</b> RM 211 / Pine	<b>Mobile Apps (iOS, Android)</b> T-Logs, MAR, ISP Data, EVV, Password Reset RM 213 / Rock	

More day 1 sessions on page 2. These are only the half of our sessions for day 1, make sure you check out the next page for more Tuesday sessions on Case Management, Module Training, Workshops and more!

Time (All Start Time Listed in Eastern & Pacific Standard Time.) Please note your time zone.	Session	Multi State Providers	States / Counties / Oversight	Case Management	Billing	Modules	Quality Assurance	Misc.	
09:00am EST	Therap Conference Center DOORS OPEN. Login Early! Visit the Exhibit Hall. Test your Therap knowledge in the Game Hall. Enter the Scavenger Hunt & WIN PRIZES!								
10:45am - 10:55am ET 09:45am - 09:55am CT 08:45am - 08:55am MT 07:45am - 07:55am PT (10 min)	<div style="display: flex; justify-content: space-between;"> <div>Daily Opening Message</div> <div>Join us for a brief opening session - Welcome. Therap Conference Center Updates. Room: 201 / Birch</div> </div>								
<b>Remember we have more sessions for Tuesday on page 1</b>									
11:00am - 11:40am ET 08:00am - 08:40am PT (40 min)	1	<b>New Multi-State Providers:</b> Managing Implementation Across Multiple Regions and States: Adopting a Consistent Approach RM 216 / Tulip	<b>An Overview of Therap's Unified Model of Supports for States, Counties and Case Management Entities.</b> RM 302 / Bluebird	No Session Scheduled RM 304 / Dove	<b>Billing 101</b> Introduction to the Billing Modules. RM 306 / Falcon	<b>The Redesigned Individual Plan:</b> Updates to the person-centered plan module RM 308 / Hummingbird	<b>Workshop Quality Assurance Part 1:</b> Writing a Therap QA Plan for Your Agency RM 310 / Marble	<b>Becoming a Therap Certified Trainer: A Discussion on the Process and Expectations</b> RM 312 / Owl	
11:50am - 12:30pm ET 08:50am - 09:30am PT (40 min)	2	<b>EVV Updates and Discussion:</b> A look at EVV options from a Multi State Provider perspective. RM 215 / Topaz	No Session Scheduled RM 301 / Amber	<b>An Overview of Therap's Case Management</b> type of account and its potential uses for various services RM 303 / Cardinal	<b>Billing</b> Selecting the right method of data collection for your billing requirements RM 305 / Eagle	<b>Therap's Priority List</b> Developing Intake and Discharge Checklists for Your Agency. RM 309 / Limestone	<b>Workshop Quality Assurance Part 2:</b> Creating an Organizational QA Plan. Executing the Plan RM 310 / Marble	<b>Overview of Global Libraries for ISP Programs &amp; Care Plans</b> RM 313 / Pelican	
12:40pm - 01:20pm ET 09:40am - 10:20am PT (40 min)	3	<b>Oversight Accounts</b> Usage and Versatility of Oversight accounts, including how to access and aggregate your data. RM 216 / Tulip	<b>Who, What, Where, Maximizing your Demographics:</b> Implementation, Ongoing Maintenance, Reporting RM 302 / Bluebird	<b>Mobile Apps (iOS, Android)</b> Mobile T-Logs, Mobile ISP Data, Mobile SComm, Mobile MAR, Mobile Password Reset. RM 304 / Dove	<b>Advanced Billing Features</b> RM 306 / Falcon	<b>Therap's Time Tracking Module:</b> Collecting Daily Data such as Sleep Charts, Staff Accountability and Census. RM 308 / Hummingbird	<b>The importance of Data Literacy</b> Creating a culture that encourages data driven decision making RM 311 / Meadowlark	<b>Giving access to Family Members, Auditors, Case Managers, Doctors etc.</b> RM 312 / Owl	
1:30pm - 2:30pm ET 10:30am - 11:30am PT (60 min)	4	<b>Keynote Session: Justin Brockie, COO Therap</b>				<b>Session Title: Opening Welcome and Plenary</b> Room: 201 / Birch			
<b>Remember we have more sessions for Tuesday on page 1</b>									
02:40pm - 03:20pm ET 11:40am - 12:20pm PT (40 min)	5	<b>Therap Across Time Zones</b> RM 215 / Topaz	<b>Therap's Information and Referral Module:</b> Use Cases across States RM 301 / Amber	<b>Therap for Case Management:</b> Critical Date Tracking and Coordination RM 303 / Cardinal	<b>BI for Billing -</b> Review of New Updates RM 305 / Eagle	<b>Speed Round of Modules</b> Calendar, Time Tracking, IPOPs, SComm RM 309 / Limestone	<b>Creating a Compliance Plan for Auditing Therap</b> Completing an internal audit of your account RM 311 / Meadowlark	<b>A Comparison of 2 Modules</b> Provider Service Verification through ISP Data or Case Note with Questionnaire, with a look at each module's reporting features RM 312 / Owl	
03:30pm - 04:10pm ET 12:30pm - 01:10pm PT (40 min)	6	<b>Business Intelligence for Multi State Providers:</b> How to Use Therap's BI Tool to Aggregate Data across States. RM 216 / Tulip	No Session Scheduled RM 302 / Bluebird	No Session Scheduled RM 304 / Dove	<b>Claim Reconciliation:</b> Electronic files (835), Manual Payment options, and Bulk Updates RM 306 / Falcon	<b>Workshop ISP Program Writing Part 1:</b> ISP Program Writing, Naming Conventions, Structure, Scoring Methods, etc. RM 308 / Hummingbird	<b>Quality Assurance &amp; Data Auditing:</b> Auditing daily documentation for completion per agency protocols. How does your agency perform these checks? RM 310 / Marble	<b>Release Notes:</b> Disseminating Pertinent Information to your agency's users RM 313 / Pelican	
04:20pm - 05:00pm ET 01:20pm - 02:00pm PT (40 min)	7	<b>Business Intelligence for Multi State Providers:</b> Upcoming Dashboards. RM 215 / Topaz	<b>Therap's GER Oversight Account System Administration:</b> Ongoing Management and Quality Enhancements RM 301 / Amber	No Session Scheduled RM 303 / Cardinal	<b>Billing:</b> Utilization and Claims Management RM 305 / Eagle	<b>Workshop ISP Program Writing Part 2:</b> Review all ISP Data Reporting options. RM 308 / Hummingbird	<b>Navigating Agency Wide Reports and Activity Tracking:</b> Bring your QA questions! RM 311 / Meadowlark	<b>Management Tips for Therap Provider Administrators</b> RM 312 / Owl	

More day 1 sessions on page 1. These are only the half of our sessions for day 1, make sure you check out the previous page for more Tuesday sessions on User Presentation, Employment, Scheduling/ EVV, Billing and more!

Preliminary Schedule (Subject to Change) - as of 02/01/2022

Time (All Start Time Listed in Eastern & Pacific Standard Time.) Please note your time zone.	Session	Therap for New & Prospective Users.	User Presentations	Employee Training	Person Centeredness	Scheduling / EVV	Nursing / Health	Misc.	
09:00am EST	Therap Conference Center DOORS OPEN. Login Early! Visit the Exhibit Hall. Test your Therap knowledge in the Game Hall. Enter the Scavenger Hunt & WIN PRIZES!								
10:45am - 10:55am ET 09:45am - 09:55am CT 08:45am - 08:55am MT 07:45am - 07:55am PT (10 min)	<div style="display: flex; justify-content: space-between;"> <div>Daily Opening Message</div> <div>Join us for a brief opening session - Day 1 highlights! Room: 201 / Birch</div> </div>								
<b>Remember we have more sessions for Wednesday on page 2</b>									
11:00am - 11:40am ET 08:00am - 08:40am PT (40 min)	8	<b>Individual Demographic Form</b> The foundation of your database - A deep dive into the "IDF". RM 202 / Cactus	<b>Using Excel to Create Dynamic Staff Reports</b> David Parkhurst Quality Assurance Coordinator The Arc of Atlantic County RM 204 / Emerald	<b>Solutions for Training a Rotating Workforce During the Current Staffing Crises</b> RM 206 / Goldenrod	<b>Utilizing the Charting the LifeCourse Trajectory to Explore and Plan</b> RM 208 / Lily	<b>Preparing for EVV Implementation:</b> Insights, setting expectations, and decisions to consider RM 210 / Oak	<b>MAR Plus &amp; Pharmacy Interface Modules.</b> How these 2 modules work together. RM 212 / Quartz	<b>Therap Global:</b> Helping to Improve the Quality of Services around the world. Organizations Supporting Service Providers Globally RM 214 / Sunflower	
11:50am - 12:30pm ET 08:50am - 09:30am PT (40 min)	9	<b>T-Logs, Time Tracking &amp; GERS Overview and Implementation Considerations.</b> RM 314 Quail	<b>Employee Retention: How to Keep Them Once You've Got Them</b> Megan Sanders Education Program Specialist Institute on Community Integration at U of MN RM 203 / Daisy	<b>Workshop Staff Training Part 1</b> How to Train Staff and Keep Them Trained (Front Line Staff) RM 205 / Fir	<b>Utilizing the Charting the LifeCourse Integrated Support Star to Achieve Outcomes</b> RM 207 / Hemlock	<b>Developing a Quality Assurance Process for Scheduling / EVV.</b> RM 209 / Maple	<b>Health Modules</b> Reviewing modules in the Health Plus suite. Managing a complete EHR in Therap. RM 211 / Pine	<b>Therap's Health Information Exchange.</b> RM 213 / Rock	
12:40pm - 01:20pm ET 09:40am - 10:20am PT (40 min)	10	<b>Health Tracking and SComms Overview and Implementation Considerations.</b> RM 202 / Cactus	<b>Therap Implementation for New Users:</b> Strategies for Implementing an Electronic Health Record (EHR) in a multi-faceted agency Nichole Washburn Treatment Coordinator Anderson Center for Autism RM 204 / Emerald	<b>Workshop Staff Training Part 2</b> How to Train Staff and Keep Them Trained (New Provider Administrators) RM 205 / Fir	<b>The Core Values within a Person- Centered Approach to Providing Services</b> RM 208 / Lily	<b>Scheduling &amp; EVV:</b> Schedule Management, Communication and Check-in. RM 210 / Oak	<b>Care Plan Module</b> Protocols & Directives - Extended uses of Care Plans RM 212 / Quartz	<b>Workshop</b> <b>Reviewing your Data in Excel-Part 1:</b> Exporting, Conditional Formatting, Creating Graphs, Using Filters and Pivot Tables. RM 214 / Sunflower	
1:30pm - 2:30pm ET 10:30am - 11:30am PT (60 min)	11	<b>Keynote Session:</b> Lynn Martin, PhD, Professor in the Department of Health Sciences. Lakehead University, InterRAI Canada / Brant E. Fries, PhD, Professor, Department of Health Management and Policy, a University of Michigan, InterRAI USA <b>Session Title:</b> interRAI's Approach to Evidence-Informed and Shared Decision-Making Room: 201 / Birch							
<b>Remember we have more sessions for Wednesday on page 2</b>									
02:40pm - 03:20pm ET 11:40am - 12:20pm PT (40 min)	12	<b>ISP Programs &amp; Case Notes Overview and Implementation Considerations.</b> RM 314 / Quail	<b>EVV Experience from a Multi-State Rollout Perspective</b> RM 203 / Daisy	<b>Workshop Staff Training Part 3</b> How to Train Staff and Keep Them Trained (Discussion/Trivia) RM 205 / Fir	<b>Using the Behavior Module to Develop Person-Centered Interventions</b> RM 207 / Hemlock	<b>No Session Scheduled</b> RM 209 / Maple	<b>Q&amp;A for Nurses &amp; Health Care Providers.</b> RM 211 / Pine	<b>Workshop</b> <b>Reviewing your Data in Excel-Part 2</b> Merging Columns, Trend Analysis, and Using Charts & Slicers. RM 214 / Sunflower	
03:30pm - 04:10pm ET 12:30pm - 01:10pm PT (40 min)	13	<b>MAR's Overview and Implementation Considerations.</b> RM 202 / Cactus	<b>No Session Scheduled</b> RM 204 / Emerald	<b>Training Employees Who Struggle with Technology</b> RM 206 / Goldenrod	<b>Using The Questionnaire, Personal Focus Worksheet, and the Individual Plan/Agenda</b> for meeting state requirements but maintaining a person-centered approach. RM 208 / Lily	<b>Scheduling &amp; EVV in Tellus Aggregator States</b> RM 210 / Oak	<b>Tracking Trends and Monitoring Incident Reports through the GER Event and Management Summary Reports - for Supervisors and Administrators</b> RM 212 / Quartz	<b>So, you think you know Therap? Extreme Edition</b> Test your Therap knowledge to win prizes! RM 213 / Rock	
04:20pm - 05:00pm ET 01:20pm - 02:00pm PT (40 min)	14	<b>Release Notes:</b> Disseminating Pertinent Information to your agency's users RM 314 / Quail	<b>Capturing Fee For Service Documentation in Therap</b> RM 203 / Daisy	<b>New! Therap Module Simulators:</b> A new approach to hands on training RM 205 / Fir	<b>Person-Centered Thinking:</b> Everyday Learning & Results RM 207 / Hemlock	<b>Scheduling &amp; EVV in HHA Aggregator States.</b> RM 209 / Maple	<b>Advanced Medication Histories:</b> Discuss more complex examples in med histories. Insulin, titration, etc. RM 211 / Pine	<b>Let's Talk Privacy: A HIPAA</b> Discussion on Caseloads, External Access, Sensitive Data, Abuse/Neglect / Exploitation, Security RM 214 / Sunflower	

More day 2 sessions on page 4. These are only the half of our sessions for day 2, make sure you check out the next page for more Wednesday sessions on Case Management, Module Training, Workshops and more!

Time (All Start Time Listed in Eastern & Pacific Standard Time.) Please note your time zone.	Session	Multi State Providers	States / Counties / Oversight	Case Management	Billing	Modules	Quality Assurance	Misc.	
09:00am EST		<b>Therap Conference Center DOORS OPEN. Login Early! Visit the Exhibit Hall. Test your Therap knowledge in the Game Hall. Enter the Scavenger Hunt &amp; WIN PRIZES!</b>							
10:45am - 10:55am ET 09:45am - 09:55am CT 08:45am - 08:55am MT 07:45am - 07:55am PT (10 min)		<b>Daily Opening Message</b>				<b>Join us for a brief opening session - Day 1 highlights!</b> Room: 201 / Birch			
<b>Remember we have more sessions for Wednesday on page 1</b>									
11:00am - 11:40am ET 08:00am - 08:40am PT (40 min)	8	<b>Billing for Multi State Providers.</b> RM 216 / Tulip	<b>Therap Implementation by Subject Matter Experts:</b> Statewide Implementation discussion around Best Practices and Lessons Learned RM 302 / Bluebird	<b>Individual Plan Templates for State Oversight and Case Management Providers:</b> Session 1 of a 3 part series RM 304 / Dove	<b>Billing Functions.</b> Save the Date for your Rates. RM 306 / Falcon	<b>Therap's New Behavior Tracking Module</b> RM 308 / Hummingbird	<b>Workshop</b> <b>Reviewing your Data in Excel - Part 1</b> Exporting, Conditional Formatting, Creating Graphs, Using Filters and Pivot Tables. RM 310 / Marble	<b>Overview of Therap's Business Intelligence Platform</b> RM 312 / Owl	
11:50am - 12:30pm ET 08:50am - 09:30am PT (40 min)	9	<b>Training Resources for MultiState Providers</b> New training resources and tips for training across multiple states. RM 215 / Topaz	<b>EVV Key Performance Indicator Discussion:</b> What are States doing? RM 301 / Amber	<b>The Individual Plan tools and Workflow from a State and Case Management Perspective:</b> Personal Focus Worksheet, Individual Plan and Agenda - Session 2 of a 3 part series RM 303 / Cardinal	<b>"Jim's Session"</b> Therap's Vice Chairman, Jim Kelly, shares his insights on the future of billing with Therap. RM 305 / Eagle	<b>Personal Finance Module</b> Tracking & Reporting Individual's Finances. Rep-Payee benefits. RM 309 / Limestone	<b>Workshop</b> <b>Reviewing your Data in Excel - Part 2</b> Merging Columns, Trend Analysis, and Using Charts & Slicers, Intermediate Level RM 310 / Marble	<b>Overview of Therap's Data Driven Outcomes Tool</b> RM 312 / Owl	
12:40pm - 01:20pm ET 09:40am - 10:20am PT (40 min)	10	<b>Workshop</b> <b>Quality Assurance and Data Auditing Part 1 - Reporting</b> By Module RM 216 / Tulip	<b>Implementing Charting the LifeCourse Framework statewide:</b> Session 3 of a 3 part series RM 302 / Bluebird	<b>No Scheduled Session</b> RM 304 / Dove	<b>Hidden Gems of the Billing Module</b> RM 306 / Falcon	<b>The Individual Home Page</b> Where Key Documents Converge RM 308 / Hummingbird	<b>Quality Assurance and EVV Policies / Procedures</b> to think about when using EVV RM 311 / Meadowlark	<b>DDO - Outcome Measure Type selection</b> RM 312 / Owl	
1:30pm - 2:30pm ET 10:30am - 11:30am PT (60 min)	11	<b>Keynote Session:</b> Lynn Martin, PhD, Professor in the Department of Health Sciences. Lakehead University, InterRAI Canada / Brant E. Fries, PhD, Professor, Department of Health Management and Policy. a University of Michigan, InterRAI USA <b>Session Title:</b> interRAI's Approach to Evidence-Informed and Shared Decision-Making Room: 201 / Birch							
<b>Remember we have more sessions for Wednesday on page 1</b>									
02:40pm - 03:20pm ET 11:40am - 12:20pm PT (40 min)	12	<b>Workshop</b> <b>Quality Assurance and Data Auditing Part 2 - Billing and Scheduling/EVV</b> RM 216 / Tulip	<b>Therap's Complete EVV Solutions:</b> Implementation Experiences for States RM 301 / Amber	<b>No Scheduled Session</b> RM 303 / Cardinal	<b>Therap Case Note Module</b> for Coordination, Compliance, Clinical Documentation & Billing. RM 305 / Eagle	<b>Versatility of the Attendance Module</b> RM 309 / Limestone	<b>Aligning Data Collection with our Organizational Mission:</b> Quality Information as well as Quantity RM 310 / Marble	<b>DDO - ISP Program Mapping and Scoring Methods</b> RM 312 / Owl	
03:30pm - 04:10pm ET 12:30pm - 01:10pm PT (40 min)	13	<b>Single Sign On / Active Directory.</b> Discussion for Multi State Providers. RM 215 / Topaz	<b>No Scheduled Session</b> RM 302 / Bluebird	<b>Therap for Case Management:</b> Case Note for Regulatory Requirements, Auditing and Service Utilization RM 304 / Dove	<b>Capturing Revenue:</b> Using the Billing Audit Guide RM 306 / Falcon	<b>Versatility of the Questionnaire</b> Assessments, Compliance, Quality Assurance RM 308 / Hummingbird	<b>Workshop</b> <b>ISP Program Writing &amp; QA - Part 1</b> ISP Program Writing, Naming Conventions, Structure, Scoring Methods, etc. RM 311 / Meadowlark	<b>Getting Everyone On Board - Incorporating DDO into the Life of your Agency</b> RM 312 / Owl	
04:20pm - 05:00pm ET 01:20pm - 02:00pm PT (40 min)	14	<b>Q&amp;A for MultiState Providers with Justin Brockie and Therap's MultiState Team.</b> Bring your questions! RM 216 / Tulip	<b>Therap's Aggregator System -</b> An Overview for States on tracking CMS KPI's, State Priorities, & Claims Validation RM 301 / Amber	<b>No Scheduled Session</b> RM 303 / Cardinal	<b>Billing Functions.</b> Therap's solution to managing different types of payers. RM 305 / Eagle	<b>No Scheduled Session</b> RM 309 / Limestone	<b>Workshop</b> <b>ISP Program Writing &amp; QA - Part 2</b> Review all ISP Data Reporting options. Searching & Exporting to Excel, Pivot Tables for missing data. RM 311 / Meadowlark	<b>Data Driven Decision Making - Using DDO Dashboards to Inform Service Delivery</b> RM 312 / Owl	

More day 2 sessions on page 3. These are only the half of our sessions for day 2, make sure you check out the previous page for more Wednesday sessions on User Presentation, Quality Assurance, Scheduling/EVV, Billing and more!

Preliminary Schedule (Subject to Change) - as of 02/01/2022

Time (All Start Time Listed in Eastern & Pacific Standard Time.) Please note your time zone.	Session	Therap for New & Prospective Users.	Misc.	Post Training Supervision Tools	State Focused	Scheduling / EVV	Nursing / Health	Employment	
09:00am EST	Therap Conference Center DOORS OPEN. Login Early! Visit the Exhibit Hall. Test your Therap knowledge in the Game Hall. Enter the Scavenger Hunt & WIN PRIZES!								
10:45am - 10:55am ET 09:45am - 09:55am CT 08:45am - 08:55am MT 07:45am - 07:55am PT (10 min)	Daily Opening Message				Join us for a brief opening session - Day 2 highlights! Room: 201 / Birch				
<b>Remember we have more sessions for Thursday on page 2</b>									
11:00am - 11:40am ET 08:00am - 08:40am PT (40 min)	15	<b>Behavior Tracking &amp; Time Tracking Modules</b> RM 202 / Cactus	<b>Therap's Certified Trainer Program Exclusive workshops and networking with our online community</b> RM 204 / Emerald	<b>Provider Administration Tools:</b> Implementing Additional Security Features and Processes for Remote Monitoring RM 206 / Goldenrod	<b>Kansas BASIS Tracking and EVV</b> RM 208 / Lily	<b>No Scheduled Session</b> RM 210 / Oak	<b>Case Notes for Nursing:</b> Templates, Questionnaires & Billing. RM 212 / Quartz	<b>Employment History: Agency Set up for Success!</b> Building the job bank, managing contacts and documenting interactions RM 214 / Sunflower	
11:50am - 12:30pm ET 08:50am - 09:30am PT (40 min)	16	<b>Building your Therap Filing Cabinet.</b> Using Document Storage to Create Categories & Monitor for Expiry. Review of modules with Document Storage capabilities. RM 314 / Quail	<b>Global Perspective: Transition from Paper to Digital Documentation:</b> Focus on Organizations Supporting Service Providers Globally Hajrah Ahmed Mohamed: Autism Therapy & Behaviors Learning Center, Tanzania, Alphonsus De Alban: St. Philomena School, Philippines & Surendra Bajracharya: Autism Care Nepal Society, Nepal RM 203 / Daisy	<b>Using Data Driven Outcomes and Looking at Staff to Individual Data on Goals and Services</b> RM 205 / Fir	<b>Oregon Providers, Did you know?</b> RM 207 / Hemlock	<b>The New EVV BI Dashboard</b> RM 209 / Maple	<b>Controlled Medication Counts in Therap.</b> RM 211 / Pine	<b>Employment History:</b> Documenting the Individuals progress throughout their journey to employment. (Funding, Milestones, Training & Coaching) RM 213 / Rock	
12:40pm - 01:20pm ET 09:40am - 10:20am PT (40 min)	17	<b>Introduction to Billing:</b> What are your options? RM 202 / Cactus	<b>Advanced Excel</b> RM 204 / Emerald	<b>Using Business Intelligence for comparative analysis on frequency and locations of Incident Reports</b> RM 206 / Goldenrod	<b>EOR Family Accounts in North Carolina</b> RM 208 / Lily	<b>Scheduling/EVV Setup when not using Billing in Therap.</b> RM 210 / Oak	<b>Managing a Complete EHR in Therap</b> RM 212 / Quartz	<b>Employment History Overview and the new Business Intelligence Dashboard</b> RM 214 / Sunflower	
1:30pm - 2:30pm ET 10:30am - 11:30am PT (60 min)	18	<b>Keynote Speaker: Michelle ""Sheli"" C. Reynolds, Ph.D, Director LifeCourse Nexus at the UMKC Institute for Human Development (UCEDD)</b> Session Title: Charting the LifeCourse: Supporting the Seeds of Growth Room: 201 / Birch							
<b>Remember we have more sessions for Thursday on page 2</b>									
02:40pm - 03:20pm ET 11:40am - 12:20pm PT (40 min)	19	<b>Implementation strategies for Data Driven Outcomes.</b> RM 314 / Quail	<b>Therap for Special Education.</b> Track IFSP, IEP, 504 outcomes, required fields & forms, assessments, authorizations for billable health services. RM 203 / Daisy	<b>After the Training</b> Supervisory Monitoring Through Reports with Excel Tips & Tricks RM 205 / Fir	<b>Pennsylvania Round Table:</b> Discussion on EVV / Billing RM 207 / Hemlock	<b>Scheduling/EVV Offline Options:</b> How can staff collect EVV data without internet/cell service? RM 209 / Maple	<b>General Event Reports (GER):</b> How to enter and track incidents. Using the GER Management Summary / Event Summary reports for Safety Committee review. RM 211 / Pine	<b>Reporting from Employment History:</b> Using Excel to Review your Data. RM 213 / Rock	
03:30pm - 04:10pm ET 12:30pm - 01:10pm PT (40 min)	20	<b>Compliance / Quality Assurance:</b> Making a Therap Audit Plan for Your Agency RM 202 / Cactus	<b>Using multiple scoring methods within the Questionnaire Module</b> RM 204 / Emerald	<b>After the training.</b> Evaluating Staff Performance by Utilizing Time Data from ISP Programs RM 206 / Goldenrod	<b>Missouri EVV Q&amp;A and Round Table Discussion on Missouri topics</b> RM 208 / Lily	<b>Scheduling/EVV Reports</b> Workflow for Schedule Admins reviewing EVV data prior to billing. RM 210 / Oak	<b>Online Health Assessment &amp; History</b> The eCHAT & Health Passport for overall acuity levels and Care Plan recommendations. RM 212 / Quartz	<b>Employment History &amp; ISP Programs:</b> How ISP Programs now integrate with Employment History. RM 214 / Sunflower	
04:20pm - 05:00pm ET 01:20pm - 02:00pm PT (40 min)	21	<b>Implementation Q&amp;A for New Providers.</b> RM 314 / Quail	<b>Demographic Reporting in Therap:</b> Using the Business Intelligence Demographic Dashboard, Report Library and Demographic Report to Assess Demographic Trends. RM 203 / Daisy	<b>Activity Tacking and Report Library Reports for Auditing Usage</b> RM 205 / Fir	<b>California EVV News</b> RM 207 / Hemlock	<b>EVV Quality Assurance</b> Best Practices Before Visit, After Visit, and the Aggregator RM 209 / Maple	<b>Individual History, Consent and Authorization, Care Plans, and Orders</b> RM 211 / Pine	<b>Case Notes/ Questionnaires -</b> Flexible clinical documentation for Speech, OT, PT, Behavior and Nurses RM 213 / Rock	

More day 3 sessions on page 6. These are only the half of our sessions for day 3, make sure you check out the next page for more Thursday sessions on Multi State, States/ Counties/ Oversight, Workshops and more!

Preliminary Schedule (Subject to Change) - as of 02/01/2022

Time (All Start Time Listed in Eastern & Pacific Standard Time.) Please note your time zone.	Session	Multi State	States / Counties / Oversight	Case Mgmt / Misc.	Billing	Module	Quality Assurance	Misc.
09:00am EST Therap Conference Center DOORS OPEN. Login Early! Visit the Exhibit Hall. Test your Therap knowledge in the Game Hall. Enter the Scavenger Hunt & WIN PRIZES!								
10:45am - 10:55am ET 09:45am - 09:55am CT 08:45am - 08:55am MT 07:45am - 07:55am PT (10 min) Daily Opening Message   Join us for a brief opening session - Day 2 highlights! Room: 201 / Birch								
Remember we have more sessions for Thursday on page 1								
11:00am - 11:40am ET 08:00am - 08:40am PT (40 min)	15	<b>Therap's Individual Plan</b> Review of the Individual Plan module, including Oversight features. RM 216 / Tulip	<b>Therap's Complete EVV Solutions:</b> Implementation Experiences for States RM 302 / Bluebird	<b>Reports &amp; Templates in New York:</b> A review of NY specific materials for your agency RM 304 / Dove	<b>Billing Reporting:</b> Billing data, Accounting Reports, and Billing BI Dashboard. RM 306 / Falcon	<b>Incident Management - Setting expectations for use of the GER and documenting Investigations through GER Resolution</b> RM 308 / Hummingbird	<b>Policy and Procedure Considerations when Implementing Therap</b> RM 310 / Marble	<b>Special Education, Student Profile and Family Information</b> RM 312 / Owl
11:50am - 12:30pm ET 08:50am - 09:30am PT (40 min)	16	<b>Workshop</b> <b>Data Driven Outcomes for Multi State Providers - Part 1</b> RM 215 / Topaz	<b>Use of GER Resolutions for Incident Management and Investigations</b> RM 301 / Amber	<b>The Individual Plan in New York:</b> Setting up the Life Plan RM 303 / Cardinal	<b>BI for Billing - Review of New Updates</b> RM 305 / Eagle	<b>Training Management System Documentation / TMS tracking of certificates.</b> RM 309 / Limestone	<b>Provider Administration</b> Keeping your system current and up to date RM 311 / Meadowlark	<b>New Provider Admins to Existing Therap Accounts</b> Where to Find Support and What You Need to Know RM 313 / Pelican
12:40pm - 01:20pm ET 09:40am - 10:20am PT (40 min)	17	<b>Workshop</b> <b>Data Driven Outcomes for Multi State Providers - Part 2</b> RM 215 / Topaz	<b>Who, What, Where, Maximizing your Demographics:</b> Implementation, Ongoing Maintenance, Reporting RM 302 / Bluebird	<b>Colorado info session to include a variety of topics:</b> EVV, QA, Goals and Objectives RM 304 / Dove	<b>ICF Billing in Therap.</b> Overview of the process & methodology. RM 306 / Falcon	<b>ISP Program vs. Questionnaire vs. Time Tracking:</b> Compare and Contrast Options. RM 308 / Hummingbird	<b>Mobile Data &amp; Staff Accountability:</b> ISP Programs, MAR, and Password Resets, EVV RM 310 / Marble	<b>So, you think you know Therap? Extreme Edition</b> Test your Therap knowledge to win prizes! RM 312 / Owl
1:30pm - 2:30pm ET 10:30am - 11:30am PT (60 min) 18 Keynote Speaker: Michelle "Sheli" C. Reynolds, Ph.D, Director LifeCourse Nexus at the UMKC Institute for Human Development (UCEDD) Session Title: Charting the LifeCourse: Supporting the Seeds of Growth Room: 201 / Birch								
Remember we have more sessions for Thursday on page 1								
02:40pm - 03:20pm ET 11:40am - 12:20pm PT (40 min)	19	<b>Therap's Security Update</b> RM 215 / Topaz	<b>Implementing the Personal Finance Module Statewide</b> RM 301 / Amber	<b>EVV &amp; Billing in New Jersey</b> RM 303 / Cardinal	<b>Claim Troubleshooting</b> Adjustments, Denials, and Resubmission. RM 305 / Eagle	<b>Data In &amp; Data Out: Comparison of T-Log, ISP, &amp; Case Note Data.</b> RM 309 / Limestone	<b>A Deep Dive into ISP Scoring Methods</b> RM 310 / Marble	<b>The Comprehensive Implementation of Therap:</b> A checklist to success. RM 313 / Pelican
03:30pm - 04:10pm ET 12:30pm - 01:10pm PT (40 min)	20	<b>Interoperability</b> Discussion and information session on Therap's Interoperability, including SFTP and Pharmacy Interface. RM 216 / Tulip	<b>No Scheduled Session</b> RM 302 / Bluebird	<b>Pennsylvania State Specific Session</b> MAR / Pharmacy Interface RM 304 / Dove	<b>Billing for Non-Finance.</b> RM 306 / Falcon	<b>Therap Calendar, Individual Home, Dashboard</b> RM 308 / Hummingbird	<b>No Scheduled Session</b> RM 311 / Meadowlark	<b>Emergency Preparedness / Disaster Planning with Therap.</b> RM 312 / Owl
04:20pm - 05:00pm ET 01:20pm - 02:00pm PT (40 min)	21	<b>Wrap Up Discussion for MultiState Providers.</b> RM 215 / Topaz	<b>Washington User Group &amp; QA</b> RM 301 / Amber	<b>Minnesota EVV Discussion / Q&amp;A</b> RM 303 / Cardinal	<b>Billing from EVV Data</b> RM 305 / Eagle	<b>No Scheduled Session</b> RM 309 / Limestone	<b>Provider Agency Case Notes and Reporting Components from Case Note Search Results and the Case Note with Questionnaire Report</b> RM 310 / Marble	<b>Did you know?</b> ...tips while navigating through the Therap software. RM 313 / Pelican

More day 3 sessions on page 5. These are only the half of our sessions for day 3, make sure you check out the previous page for more Thursday sessions on New Customer, Scheduling/ EVV, Nursing/ Health, and more!

**Therap**<sup>®</sup> / *Person-Centered.  
Data-Driven.*

Save the date for  
**2023 Therap National Conference**  
**February 7-8-9**



 /therapservices  /TherapServices

 company/therap-services-llc  @therapservices

 [www.TherapServices.net](http://www.TherapServices.net)  (203) 596-7553