



Therap[®]

Welcome to the 2020 HCBS Conference



***Therap's Data Analytics:
Outcome Measurement for Value
Based Performance Evaluation***

Any information, support services or advice related to functionality of Therap Services' products is for general guidance only. Care providers are expected to know the procedures, practices and terminology required to provide care for the individuals they serve.

Using Therap should neither circumvent nor take precedence over required care, nor should it impede the human intervention of care providers in a manner that would have a negative impact on any individual's well being.

Seek professional advice on specific issues and their impact regarding any individual or entity. No liability can be accepted for any errors or omissions or for any person acting or refraining from acting on the information provided in these materials and/or presentations.

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Therap Services, LLC (hereinafter “Therap”), through the expenditure of great effort and financial resources over a period of many years, has developed and continues to expand and improve its unique services and expertise in the field of maintenance of electronic health records for individuals with developmental disabilities. Therap hereby gives notice that it retains its exclusive rights and ownership over all of its proprietary know-how and information, whether patentable or unpatentable and whether already developed or only proposed, and in any other trade secrets or nonpublic technological or business information (whether or not reduced to writing or other tangible form).

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Barry Pollack
Southeast Region &
Government Business
Development Director



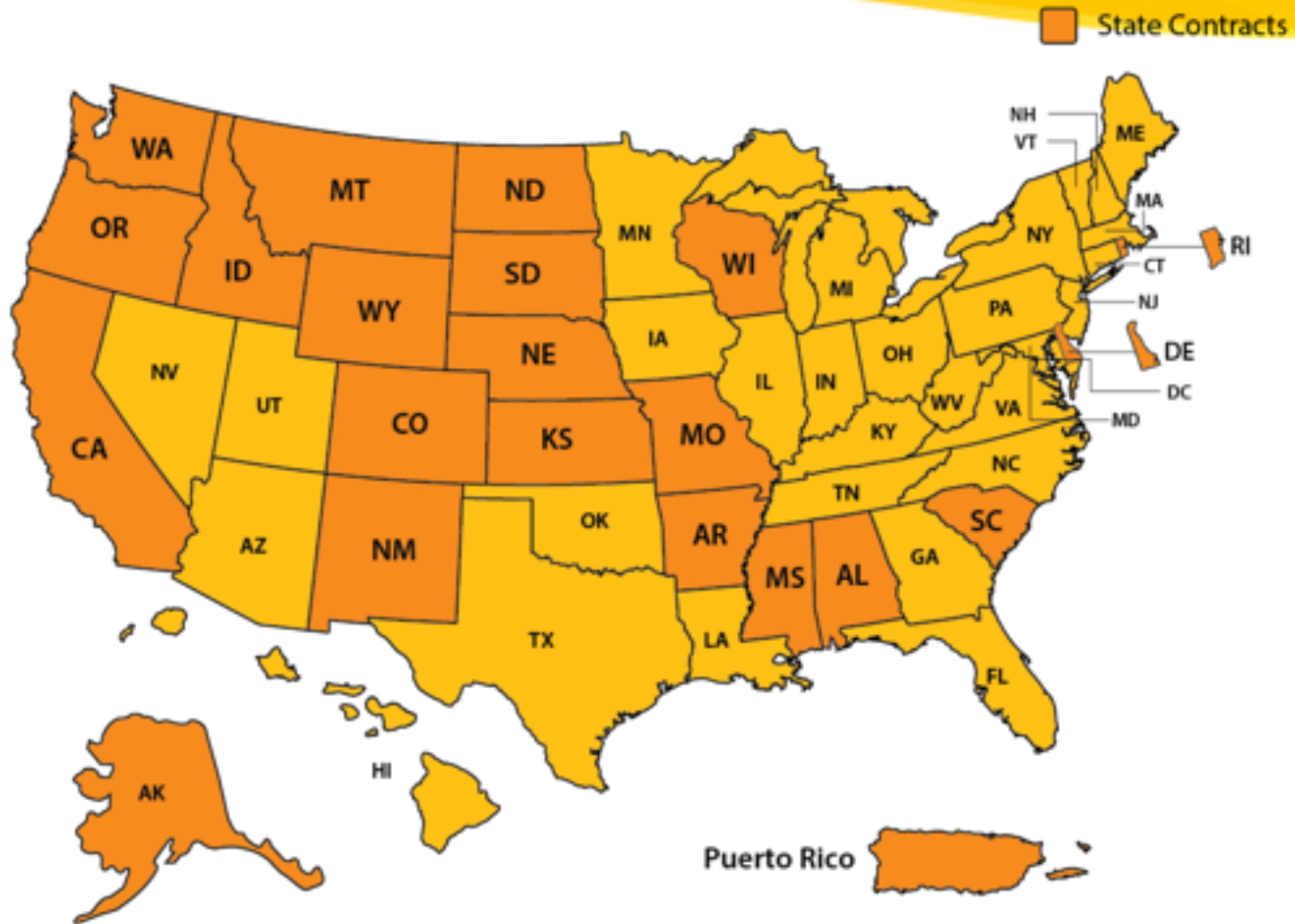
Jason Laws
Business
Development &
Business Intelligence
Team Lead



- 7,000+ Providers
- Over 400,000 Users
- Over 500,000 Individual Records
- Extensive experience in working with Multi-State Agencies and their complexities, Supporting 60+ Multi-State Organizations
- Serving organizations in 50 states
- State contracts currently with more than 20 states across the US
- 10 States with Statewide Incident Management
- Recognized by CQL, CARF, ANCOR, UCP, The Arc, APSE, NEVVA, NASDDDS, ADvancing STATES and State Provider Associations across the U.S.

- Therap was founded in 2003.
- First State contract was established in 2005.
- Today, Therap has many state contracts with varying degrees of Therap's comprehensive modular solution used for state medicaid and other programs.
- Therap continues to support every statewide contract it has been awarded and has maintained or increased the functionality that each state is utilizing.
- Therap has extensive experience with interfaces and integrations with multiple systems and continues to transfer both legacy state systems and other previously purchased third party vendor systems into a Therap environment.

Users in all 50 states and over 20 state contracts



Users in all 50 states and over 20 state contracts

MP57C001 Last update: 11/20

Therap provides services to over twenty state government ID systems of care.

- **Alabama**
 - Division of Developmental Disabilities
 - Autism Services
 - Mental Health and Substance Abuse Services
- **Alaska**
 - Department of Health and Human Services, Seniors and Disabilities Services
- **Arkansas**
 - Division of Developmental Disabilities Services
- **California**
 - DDS
 - Far Northern Regional Center
 - Kern Regional Center
- **Colorado**
 - Division of Regional Center Operations
- **Delaware**
 - DDDS
- **Idaho**
 - Kids CM
 - Crisis
 - SWITC
- **Kansas**
 - KNI
- **Mississippi**
 - Department of Mental Health (IDD, MH, A & D)
- **Missouri**
 - State Run Community Services
- **Montana**
 - Developmental Disabilities Services
- **Nebraska**
 - Division of Developmental Disabilities, Aging and Disabled Waiver

Therap provides services to over twenty state government ID systems of care.

State Contracts

- **New Mexico**
 - Developmental Disabilities Supports Division
- **North Dakota**
 - Developmental Disabilities Division,
 - Aging Services Division
- **Oregon**
 - ODDS State Programs
 - ODDS Children's Case Management
- **Puerto Rico**
 - Division of Services for People with Intellectual Disabilities (DSPDI)
- **Rhode Island**
 - BHDDH, Developmental Disabilities Division
- **South Carolina:**
 - Department of Disabilities and Special Needs
 - Department of Health and Human Services, BabyNet
- **South Dakota**
 - Division of Developmental Disabilities
 - LTSS Aging Services
- **Washington**
 - Developmental Disabilities Administration: SOLA
- **Wisconsin**
 - State Centers
- **Wyoming**
 - WLRC

***Therap's Data Analytics:
Outcome Measurement for Value
Based Performance Evaluation
Harnessing the Power of Service
Data/Documentation***

What is it?

- Daily Activities
- Goal/Outcome Tracking
- Incident Reporting
- Health Related Information

How it's (largely) been used historically

- Compliance
- Internal Assessment of Activities
- Quality Assurance

- Data should be **collected as close to the point of service as possible**
- Quality documentation is more valuable than documentation that only meets the requirements for auditing purposes. **Quality in addition to Compliance**
- Highly accurate documentation **enhances communication, engenders trust, and leads to quality outcomes.**

- Demonstrate alignment with **Value Based Reimbursement** structures
- Agencies will be able to distinguish themselves through use of **quantitative measures of performance** rather than simply compliance measures
- Demonstration of performance during state/regional/ accreditation review processes
- **States/Agencies will be able to utilize this information to better support the individuals they serve**

How do we do it?

- In-Module Searches/Reporting
- GER/BER Event Summaries
- Report Library
- Custom Reports
- Business Intelligence

*** Each option available at provider, case management, and state/regional level*

Case Note Search

Please select either an Individual or a Form ID or a valid Service Date range

Individual

Service Provider

Form ID

Service Date From

To

Status

Template Name

Therap Dashboard | Home | Users (2330301481) | Logout

Case Note Search

Filter

Form ID	Template Name	Individual	Service Date	Subject Date	Notes	Entered By	Service Provider	Billing Description Code	Location	Activity Type	Minute	Time Paid
DLDEMO000-JB417024MNU	Contact Note	Samuel, Jessica	08/17/2020	08/17/2020	video go home	Sandy, Bernice / Training Coordinator	Sandy, Bernice / Training Coordinator		Client Home	Monthly Contact Visit		Yes
DLDEMO000-JB415102FNAG	Case Management Contact Note	Buiter, Robert	08/17/2020			Christensen, Sarah / GSEP	Christensen, Sarah / GSEP					
DLDEMO000-JB415102FNAG	Case Management Contact Note	Buiter, Robert	08/17/2020	08/17/2020		Christensen, Sarah / GSEP	Christensen, Sarah / GSEP		Case Management Services (GSEP)			
DLDEMO000-JB415102FNAG	Case Management Contact Note	Buiter, Robert	08/17/2020	08/17/2020	self directed	Christensen, Sarah / GSEP	Christensen, Sarah / GSEP		Case Management Services (GSEP)			Yes
DLDEMO000-JB413202FNAG	Contact Note	Alex, Charles	08/10/2020	08/10/2020		Christensen, Cathi / Program Administrator	Christensen, Cathi / Program Administrator		Client Home	Home Visit		No
DLDEMO000-JB412102FNAG	Case Management Contact Note	Buiter, Robert	08/14/2020	08/14/2020	johnsbobulrjg	Christensen, Sarah / GSEP	Christensen, Sarah / GSEP		Office	E-mail		Yes
DLDEMO000-JB414102FNAG	Case Management Contact Note	Buiter, Robert	08/03/2020	08/03/2020	submits	Christensen, Sarah / GSEP	Christensen, Sarah / GSEP		Office	E-mail		Yes
DLDEMO000-JA952102FNAG	User's example	Carter, Elizabeth	08/26/2020	08/26/2020	shuffles, Riddance,...	Sandy, Bernice / Training Coordinator	Sandy, Bernice / Training Coordinator		Client Home	Monthly Contact Visit		Yes
DLDEMO000-JA952102FNAG	Program Notes	Hall, Charlotte	08/17/2020	08/17/2020	with miss on the	O'Hall, Cathi / Program Administrator	O'Hall, Cathi / Program Administrator		14-Group Home	Progress Notes		
DLDEMO000-JA952102FNAG	Program Notes	Carter, Lory	08/17/2020	08/17/2020	Met with Lory today both...	O'Hall, Cathi / Program Administrator	O'Hall, Cathi / Program Administrator		11-Office	Progress Notes		No
DLDEMO000-JA952102FNAG	Program Notes	Carter, Lory	08/16/2020	08/16/2020	Met with Lory and her mo...	O'Hall, Cathi / Program Administrator	O'Hall, Cathi / Program Administrator		14-Group Home	Progress Notes		No
DLDEMO000-JB417024MNU	Client Annual Satisfaction Survey	Artes, Nancy	08/10/2020	08/10/2020	note	Fisher, Robin / Program Administrator	Fisher, Robin / Program Administrator		444 24 Hour Home	Annual Client Survey		08/24/20
DLDEMO000-JB415102FNAG	Medication Distribution Form	Alex, Charles	07/29/2020	07/29/2020		Christensen, Cathi / Program Administrator	Christensen, Cathi / Program Administrator					
DLDEMO000-JB415102FNAG	Residential Safety Assessment	James, Benjamin	07/09/2020	07/09/2020		Mac, Jeff / Supervisor of Operations	Mac, Jeff / Supervisor of Operations					
DLDEMO000-JB417024MNU	Case Management Contact Note	Campbell, Steve	07/02/2020	07/02/2020	TRIS JB 08/07 08 14/02 08	Sandy, Bernice / Training Coordinator	Sandy, Bernice / Training Coordinator		Client Home	Plan Meeting		No

Showing 1 to 18 of 40 entries

Previous 1 2 3 Next

Q New Search

📧 Email Reports

Cancel Back

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 Public - Complete - Module - Help & Support - Training - Activity - User Help

List of Reports

Search Reports

Report Name:
Report Description:
Input Tags:

16 items found, displaying 1 to 15.
[\[First/Prev\]](#) **1**, **2** [\[Next/Last\]](#)

Report Name
DEMO-ID :: Diagnosis Report for Denied and Withdrawn Eligibility
DEMO-RI :: Eligibility – Applicant
DEMO-RI :: Report on Eligibility Data
DEMO-RI::Report on Eligibility Data with checklist
DEMO-RI::Report on Eligibility Data with Diagnosis
DEMO-AR::Inactive Record Report
DEMO-SC :: Alerts and Reminders Report for Eligibility
DEMO-SC :: Eligibility Data with Oversight ID
DEMO-SC :: Eligibility Expiry report
DEMO-SC :: Eligibility with Discharged Individual
DEMO-SC :: Non Approved Eligibility with Effective Date From Individual's Eligibility Report
DEMO-SC :: Eligibility report for providers
DEMO-RI :: Eligibility Data with Oversight ID
DEMO-RI :: Eligibility Expiry Report

[<< Back](#)

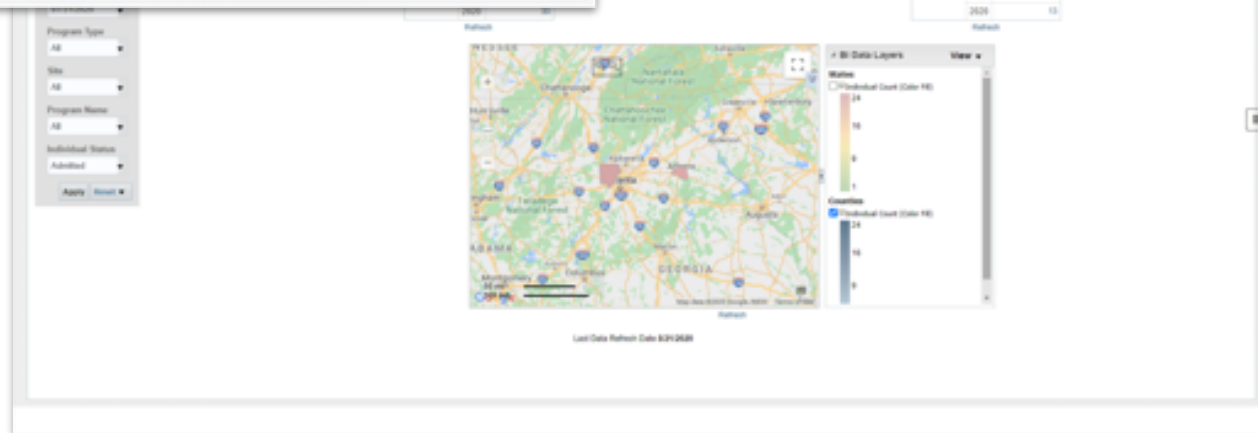
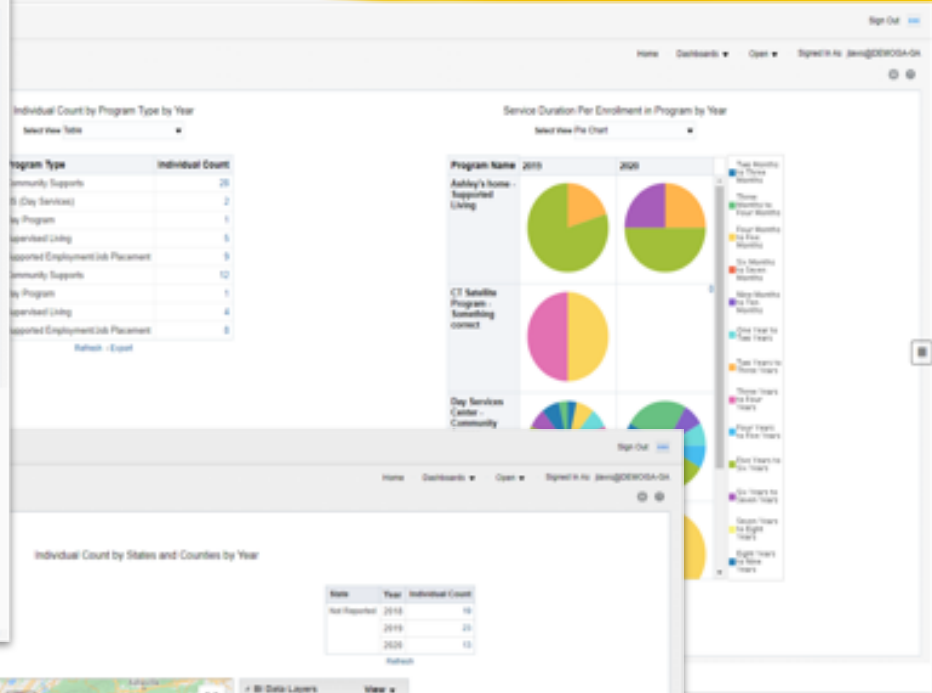
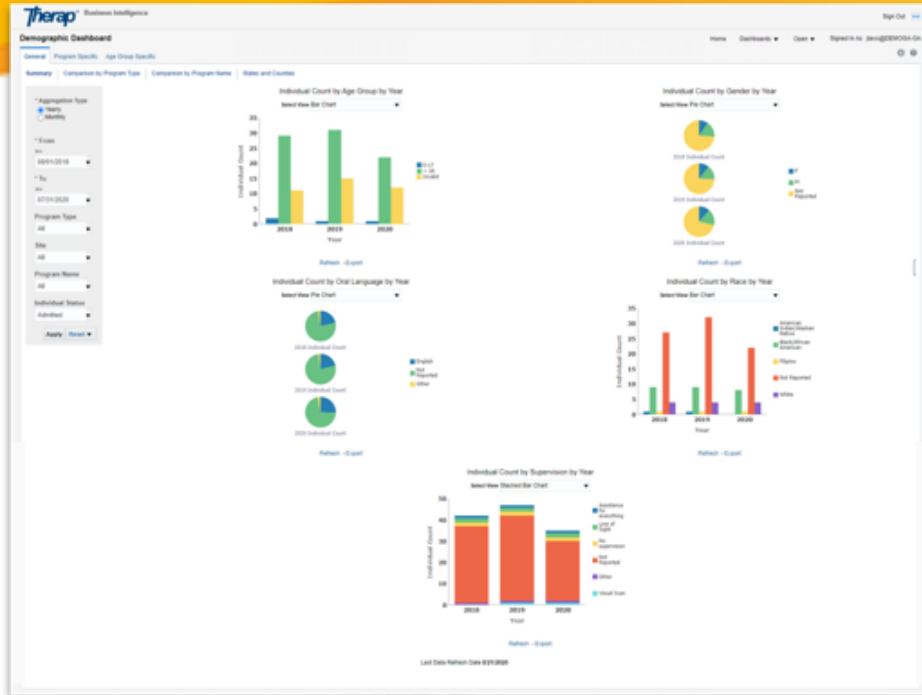
Report: DEMO - Eligibility Data with Oversight ID

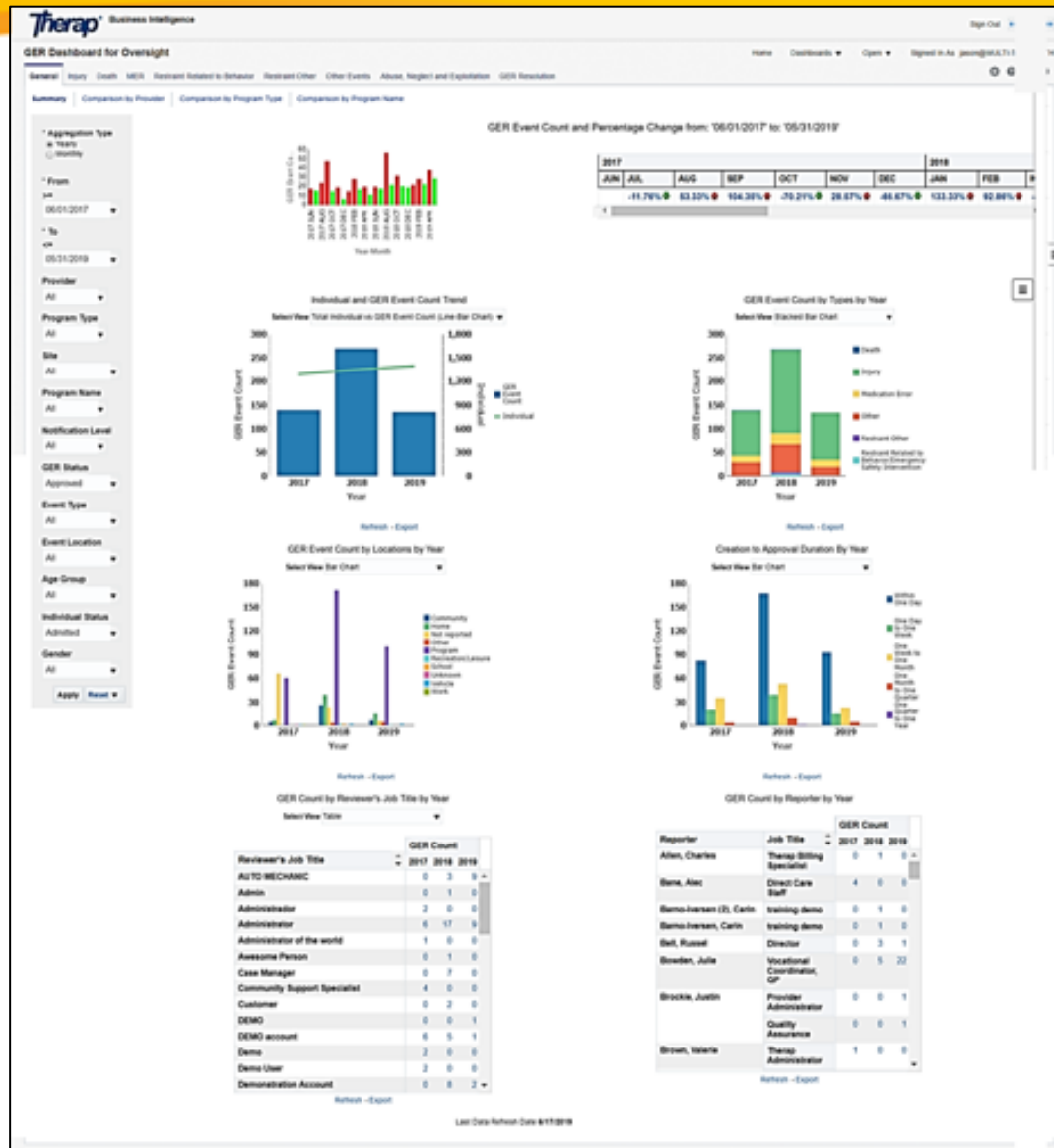
Showing only first 50 rows. Click on the list to get the full report or email [Support@Therap.com](#)

OVERSIGHT_ID	FIRST_NAME	LAST_NAME	DOB	SSN	MIDDLE_INITIAL	REQUEST_DATE	REQUESTED_CATEGORY	ACTUAL_CATEGORY	EXPIRES_FROM	EXPIRES_TO	OUTCOME	PROCESSING_STATUS	REFERRED_BY	STATUS	ORGANIZED_BY	CREATED	SUBMITTED_BY	SUBMIT_DATE	RETURNED_BY
000001	Tyler	Evans	02/25/1965	000111148		05/25/2019								Draft	Michelle Jordan	05/25/2019 02:05 PM			
000001	Charlotte	Baker	02/25/1965	000001 5		05/25/2019								Deleted	Tara Barnes	05/25/2019 02:04 PM			
000001	Lauren	Cox	02/25/1965	000111 4		05/25/2019								Deleted	Heather Cook	05/25/2019 02:04 PM			
000001	Hannah	Remirez	02/25/1965	000001 4		05/25/2019								Deleted	Sarah Powell	05/25/2019 02:03 PM			
0001	Mark	Robinson				05/15/2019	Intellectual Disability	Intellectual Disability	04/12/2019		Eligible			Approved	Michelle Barnes	05/15/2019 11:45 AM		05/03/2019	
0009	Sophia	Wilson				05/01/2019	Intellectual Disability	Intellectual Disability	05/14/2019	05/13/2019	Eligible	Complete	School District	Approved	Mia Cole	05/14/2019 09:28 AM		05/04/2019	
05	Daniel	Tomas	12/02/2000	000211 48902	0480424782	02/14/2019	Intellectual Disability	Intellectual Disability	05/22/2019	06/24/2019		Pending		Pending Review	Erin Miller	05/22/2019 02:11 PM		05/22/2019	Mary Cox
046764	Jacob	Smith	06/02/1977	000124	MR12		Other Disability							Pending Review	Ashley Perry	06/26/2019 08:31 AM		06/2019	
109	Tyler	Evans	01/01/2000	000003		01/14/2019	Intellectual Disability	Intellectual Disability	01/14/2019	01/14/2019	Eligible	Under Appeal	Court Ordered	Approved	Carol Ellis	01/24/2019 11:51 AM		01/24/2019	
099646	Charlotte	Baker	06/02/1992	000011		06/18/2019	Intellectual Disability	Intellectual Disability	06/25/2019		Undetermined	Interview	School District	Approved	Stephanie Hill	06/25/2019 01:45 PM		06/18/2019	
001	Lauren	Cox				01/14/2019	Intellectual Disability	Intellectual Disability	01/14/2019	01/14/2019	Eligible	Complete	School District	Draft	Mia Cole	01/14/2019 10:58 AM			
100	Hannah	Remirez	10/03/1999				Other Disability	Other Disability				Pending		Pending Review	Heather Cook	05/15/2019 12:21 PM		06/23/2019	
1101111	Mark	Robinson				05/15/2019	Intellectual Disability	Intellectual Disability	05/29/2019	05/21/2019		Interview		Pending Review	Michelle Barnes	05/15/2019 02:28 PM		05/03/2019	
110399	Sophia	Wilson	01/02/1998			02/11/2019	Intellectual Disability	Intellectual Disability			Eligible	Interview	School District	Draft	Ashley Perry	05/11/2019 02:11 PM			
12343	Daniel	Tomas	01/01/2000	000111 48902	0123456789	02/26/2019	Other Disability	Intellectual Disability				Interview	School District	Returned	Mia Cole	05/25/2019 02:04 PM		05/26/2019	Tammy Kelly
123456	Jacob	Smith	01/23/1998											Draft	Michelle Barnes	05/24/2019 09:27 AM			
123456	Tyler	Evans	01/23/1998											Pending Review	Sarah Powell	05/25/2019 09:02 AM		05/25/2019	
123456	Charlotte	Baker	01/23/1998											Draft	Carol Ellis	05/24/2019 09:01 AM			
123456	Lauren	Cox	01/23/1998											Draft	Ashley Perry	06/04/2019 10:25 AM			
123456	Hannah	Remirez	01/23/1998											Draft	Tara Barnes	06/06/2019 01:56 PM			
123456	Mark	Robinson	01/23/1998			01/25/2019	Other Disability		01/23/2019		Eligible			Pending Review	Mia Cole	01/23/2019 08:41 AM		01/23/2019	
123456	Sophia	Wilson	01/23/1998											Draft	Heather Cook	06/25/2019 08:07 AM			
123456	Mark	Robinson	01/23/1998			05/09/2019	Other Disability	Intellectual Disability	03/02/2019		Not Eligible	No-Approved		Approved	Tara Barnes	05/09/2019 11:01 AM		01/09/2019	

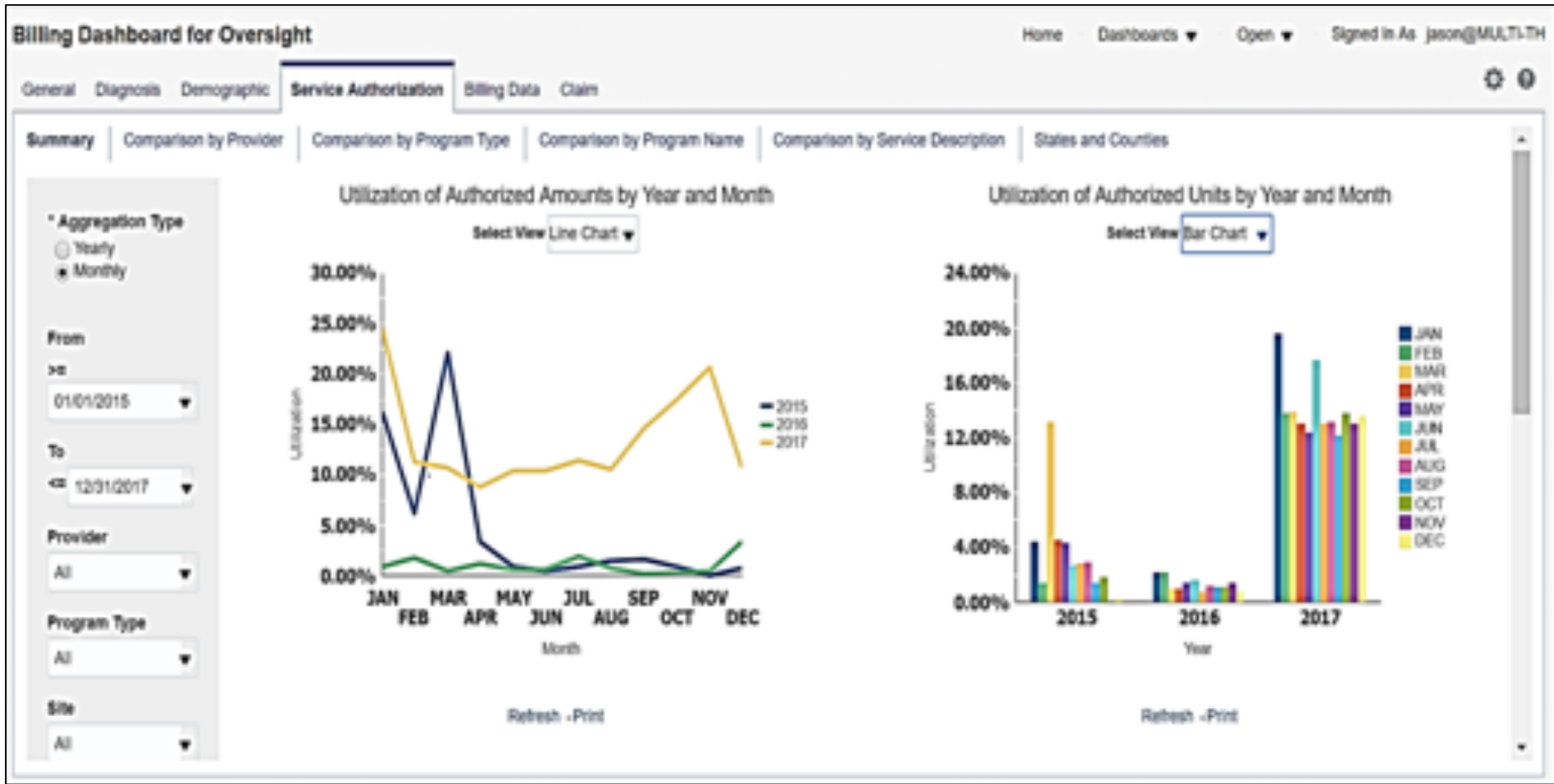
Business Intelligence Dashboards

- Platform for aggregating state/agency-wide data and serving nearly real time ad-hoc reports for various modules
- Purpose is to create meaningful reports and dashboards using Oracle Business Intelligence (OBIEE) that are not available in Therap's primary application due to volume of data/queries and individual nature of data collection
- Data from primary application is fed into the BI tool for aggregation/reporting so as not to interfere with day to day operation of the primary application









Data Driven Outcomes (DDO)

Data Driven Outcomes is a module (and associated Business Intelligence Dashboard) that allows agencies/states to identify broad outcome frameworks/domains that they wish to assess across their services, and then use individualized service data to assess overall progress/performance relative to these broad domains.

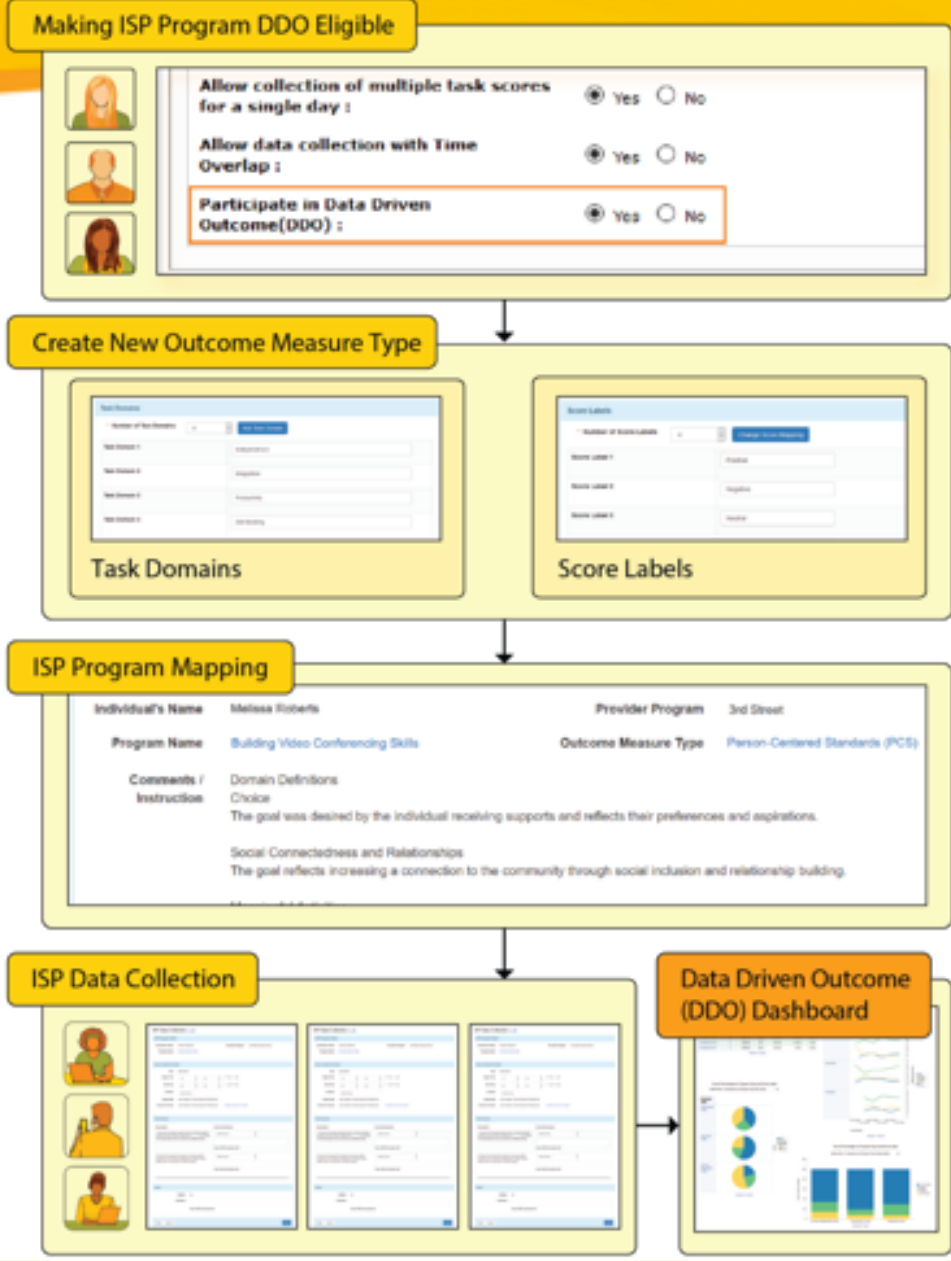
Examples of Frameworks...

- CQL - Personal Outcome Measures/
Basic Assurances
- National Core Indicators
- Social Determinants of Health

Charting the LifeCourse (CtLC) Domains:

- Daily Life & Employment
- Community Living
- Safety & Security
- Healthy Living
- Social & Spirituality
- Citizenship & Advocacy

How can we measure performance across multiple, diverse individuals/providers/programs to show overall performance in supporting Outcomes?



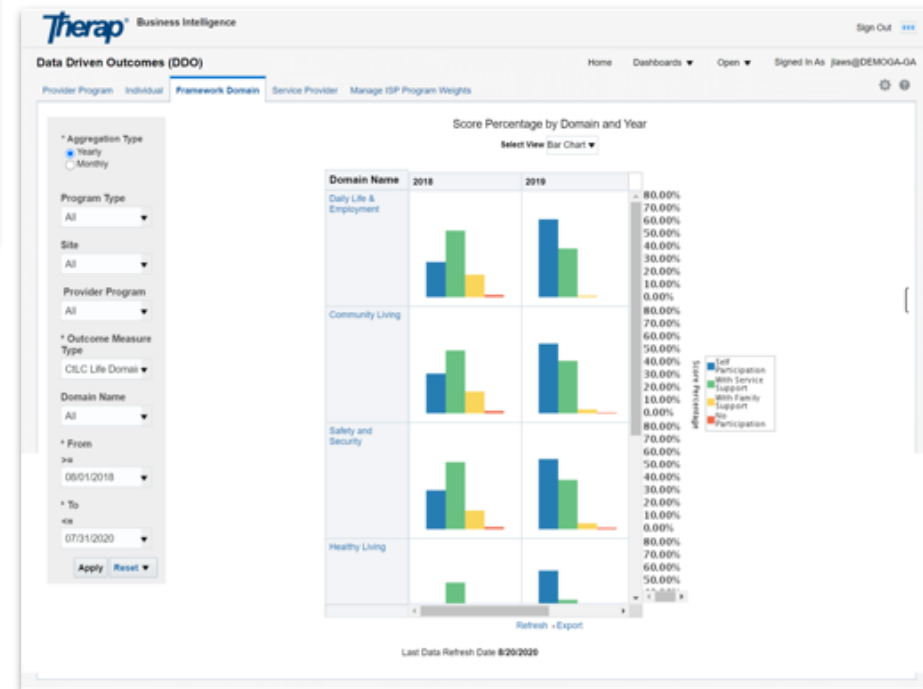
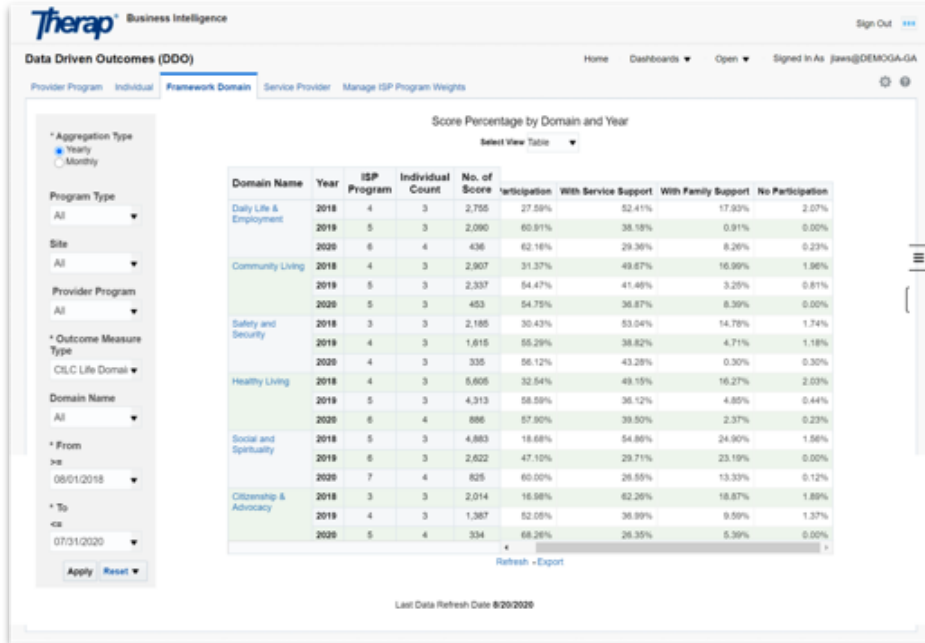
Unique ISP Programs/Scoring for Multiple Individuals Mapped to a Common Outcome Measure Framework

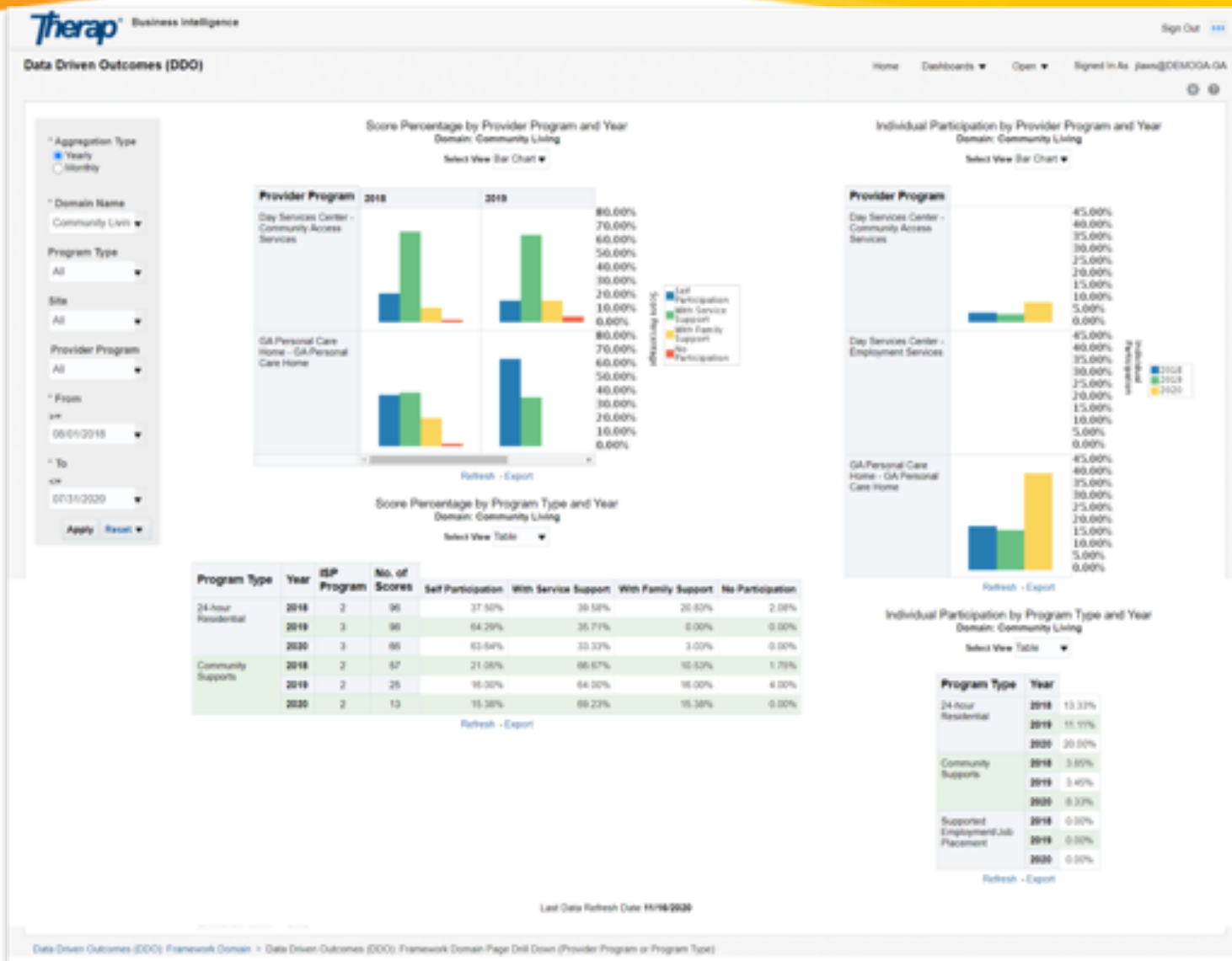
ISP Program Mapping Search

Filter 15 Records

Form ID	Program Name	Site Name	Individual	ISP Program	Outcome Measure Type	Entered By	Entry Date	Status	Time Zone
DDOIPM-DEMOGGA-J9X4RD7YR5R9H	Community Access Services	Day Services Center	Active, Jane	Jane Active - Goal A - Cooking School	CILC Life Domains (DEMOGA-GA)	Laws, Jason / Provider Administrator, DDP	07/29/2020	Approved	US/Eastern
DDOIPM-DEMOGGA-J9X4RD6Z25R9C	Community Access Services	Day Services Center	Active, Jane	Jane's Video Goal (DDO)	CILC Life Domains (DEMOGA-GA)	Laws, Jason / Provider Administrator, DDP	07/29/2020	Approved	US/Eastern
DDOIPM-DEMOGGA-J9X4RC2M95R9E	Employment Services	Day Services Center	Jones, Mark	BDI - WR Services	CILC Life Domains (DEMOGA-GA)	Laws, Jason / Provider Administrator, DDP	07/29/2020	Approved	US/Eastern
DDOIPM-DEMOGGA-J9X4RCTT95R9Z	GA Personal Care Home	GA Personal Care Home	Beck, Maria	Maria's Video Conference Skill Goal	CILC Life Domains (DEMOGA-GA)	Laws, Jason / Provider Administrator, DDP	07/29/2020	Approved	US/Eastern
DDOIPM-DEMOGGA-J9X4RCRY25R9W	GA Personal Care Home	GA Personal Care Home	Beck, Maria	Maria's Cooking Skills	CILC Life Domains (DEMOGA-GA)	Laws, Jason / Provider Administrator, DDP	07/29/2020	Approved	US/Eastern
DDOIPM-DEMOGGA-J9X4RCN295R9T	GA Personal Care Home	GA Personal Care Home	Beck, Maria	Community Access - Individual	CILC Life Domains (DEMOGA-GA)	Laws, Jason / Provider Administrator, DDP	07/29/2020	Approved	US/Eastern
DDOIPM-DEMOGGA-J9X4RCJZ25R9K	GA Personal Care Home	GA Personal Care Home	Bulldog, William	Community Access - Individual (DDO)	CILC Life Domains (DEMOGA-GA)	Laws, Jason / Provider Administrator, DDP	07/29/2020	Approved	US/Eastern

Data Driven Outcomes (DDO) Dashboard





Score Percentage by Service Provider for an Individual

Table ▼

Individual **Robert Johnston** ▼

Individual	Individual ID Number	ISP Program Name	Service Provider	Title	Hire Date	No. of Scores	Outcome met	Limited/No Progress	Neutral- Refusal
Robert Johnston	2930221	Community Activities (Level of Independence)	Jason Laws, QP	Provider Administrator	7/7/2015	45	75.56%	15.56%	8.89%
			Sarah Christiansen	Provider Administrator	1/22/2018	3	33.33%	66.67%	0.00%
		Community Activities (NC Innovations)	Sarah Christiansen	Provider Administrator	1/22/2018	3	66.67%	0.00%	33.33%
			Rich Frettoloso	Trainer Extraordinaire	4/11/2018	6	100.00%	0.00%	0.00%
		Innovations - Home and Community Supports	Jason Laws, QP	Provider Administrator	7/7/2015	27	62.96%	37.04%	0.00%
			Rich Frettoloso	Trainer Extraordinaire	4/11/2018	15	40.00%	60.00%	0.00%

[Refresh](#) - [Export](#)

- Assessment of adherence to **HCBS Settings Rule** (and other quality frameworks)
- Demonstrate alignment with **Value Based Reimbursement** structures
- Agencies will be able to distinguish themselves through use of **quantitative measures of performance** rather than simply compliance measures
- Demonstration of performance during state/regional/ accreditation review processes
- **States/Agencies will be able to utilize this information to better support the individuals they serve**

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