

Therap[®] National Conference 2020

Denver, Colorado, January 28 - 30

Preliminary Schedule (Subject to Change) - as of 01/02/2020

Day One: 1/28/2020, Tuesday

Time	Session	Misc.	Misc.	Misc.	Misc.	Misc.	User Presentations	User Presentations	New Customer/ Workshops	Misc.	Misc.
		Colorado A	Colorado B	Colorado C	Colorado D	Platte River	Aspen	Telluride A	Clear Creek	Boulder Creek	Durango
8:00 am - 9:00 am		Registration									
9:00 am - 10:00 am	1	Day 1 Plenary: Welcome and Introductions									
10:15 am - 11:10 am	2	BYOD (Bring Your Own Device) Panel Discussion	Therap's newly designed Behavior Module	Electronic Visit Verification (EVV) Explanation and Implementation in States	Emergency Preparedness/ Disaster Planning with Therap	Medication Administration Records (MAR) Plus: Medication History & live drug database to produce a fully functioning eMAR	Competency Based Training: Improving Staff Performance Through Structured On-Site Training	Integrated Individual Budgeting in Nebraska	Therap for New/ Prospective Customers: High Level Overview of Implementation & Recommendations for Sessions during the Conference	Self Advocates as Full Participants in their Documentation: Stories of Success - It's not just a Therap Login	Protocols & Directives - Extended Uses of Care Plans
11:25 am - 12:20 pm	3	Lunch	Lunch	Lunch	Lunch	Internet Security for Multi-State Providers	Therap Billing Process	Therap's Training Academy "MINDFLASH" Why aren't you using it?	Thinking Through Therap Implementation: Creating a Crosswalk Between Your Docs & Therap's Modules	Therap for Special Education	Community Based Employment History: Referrals, Assessments, Milestones, Career Plans, Training & Coaching, Application, Interview & Job Details
12:35 pm - 1:30 pm	4	Lunch	Lunch	Lunch	Lunch	The new Dashboard and Calendar Interfaces	Electronic Visit Verification (EVV): Experience from a Multi-State Implementation	Therap Quality Department: Quality Individual File Reviews & Aggregate Reporting for QE Data	Informational Tour around the System & The Live Help Desk- How Therap Supports your Agency in Transitioning to Therap	Provider Admin tasks including maintaining the User List, cleaning up enrollment in Sites/ Programs, configuring Self Password Reset and Notifications	Health Tracking Overview and Reviewing the Key Reporting Options
1:45 pm - 2:40 pm	5	Versatility of the Care Plan- Protocols, Safety Plans, Nutrition, and Fire Evacuations	The New Individual Data form workflow and the Individual Home Page	Introduction to Charting the Life Course: A Framework for Problem-Solving, Decision Making and Planning	Panel Discussion: Developing a Quality Assurance Process	Agency Communication in Therap: T-Log, Secure Communications (SComm) and Setting up your Notifications	Transitioning to Using Therap Employment History Module	Individuals using Scheduling to view Daily Services & Appointments	Keys to a Successful Implementation	The Letter Module, Secure Communications (SComm), Shared & Individual Contacts	Using Therap in Self Directed Supports
2:40 pm - 2:55 pm		Snack Break									
2:55 pm - 3:50 pm	6	Aligning Data Collection with your Organizational Mission: Quality Information as well as Quantity	Scheduling/Electronic Visit Verification (EVV) - Schedule Management, Communication and Check-in	Potential New Module: taking a look at the Health Screening prototype	Internet Security Q&A	Individual Checklists: ISP Programs vs. Care Plans vs. Case Notes	Kansas Billing Roundtable	TMI: Using Excel to Manage Your Therap Data	Account Setup Part 1: Speedround Sites, Programs, Super Roles, Caseloads, User Privileges & HIPAA Considerations	Data In & Data Out: Comparison of T-Log, ISP, & Case Note Data	Becoming a Certified Trainer
4:05 pm - 5:00 pm	7	Set-Up for Evening	Set-Up for Evening	Set-Up for Evening	Set-Up for Evening	Tracking Employment Trends in your Agency: Exporting Data from Therap's Employment History Module	Transition to an Electronic Medical Record	Staff Therap Training: Crash Course Basics and Ongoing Training & Implementation	Account Setup Part 2: Other Admin Tasks: Provider Preferences, Password Policy, Sign-up Agreement, Splash Message, Shared Contacts, Two Factor Authentication (2FA) & Self Password Reset	Quality Assurance & Data Auditing: Auditing Daily Documentation as per Agency Protocols. How does your Agency Perform these Checks?	Comparative Analysis of T-Log's, ISP Data, Questionnaire, & Time Tracking

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Day Two: 1/29/2020, Wednesday

Time	Session	Misc.	Misc.	Misc.	Misc.	Misc.	User Presentations	User Presentations	New Customer/ Workshops	Misc.	Misc.
		Colorado A	Colorado B	Colorado C	Colorado D	Platte River	Aspen	Telluride A	Clear Creek	Boulder Creek	Durango
8:00 am - 9:00 am		Registration									
9:00 am - 10:00 am	8	Day 2 Plenary: Emily Shea Tanis, PhD, AED, Coleman Institute for Cognitive Disabilities, University of Colorado									
10:15 am - 11:10 am	9	Let's Talk Privacy: A HIPAA Discussion on Caseloads, External Access, Sensitive Data, Abuse/Neglect/ Exploitation and Security	Scheduling/Electronic Visit Verification (EVV)	Excel for Beginners: Reviewing and Identifying your Data in Excel	Transitioning to a Mobile Workforce: Roll Out Considerations and Costs - Therap App as the Community Worker Dashboard	General Event Report (GER) submissions: Creating Informative Event Reports	One Year Later. Did it work- Are we really able to measure Quality through the Data Driven Outcome (DDO)?	Show me the Data!	The foundation of your Database - A Deep Dive into the Individual Data Form (IDF)	Multi-State Providers: Managing Implementation Across Multiple Regions and States: Adopting a Consistent Approach	Training Management System - Documentation/ Training Management System, Tracking of Certificates
11:25 am - 12:20 pm	10	Lunch	Lunch	Lunch	Lunch	Therap Case Note for Coordination, Compliance, Clinical Documentation & Billing	Training Management System-How to Streamline your Agency Training Records	ISP Forms- Making Staff Acknowledgment and Licensing a Breeze!	Daily Progress Notes: ISP Program vs. T-Log vs. Case Note	Monitoring Wellness: Health Tracking Review, Appointments and Health Care Reports	APSE - Certified Employment Specialist
12:35 pm - 1:30 pm	11	Lunch	Lunch	Lunch	Lunch	The new Dashboard and Calendar Interface	Individual Care Plan/ Plans of Nursing Services (PONS)	Getting The Most Out of The Personal Finance Module	T-Logs & GERs for Beginners. Overview and Implementation Considerations	Q&A for Therap Newbies: Planning your Implementation	TBD
1:45 pm - 2:40 pm	12	Using Therap's Priority List to Manage Potential Clients. Creating Admission and Discharge Questionnaires	Provider Administration Panel Discussion	Scheduling Electronic Visit Verification (EVV) User Group: for Providers who are Current Users	Completing Data Checks and Additional QA Audits	Overview/Introduction of Data Driven Outcome (DDO): What is your Agency Philosophy	Document Storage- Transitioning from Paper to Electronic Files	Zone Tracking: A DBT-Informed Approach to Documenting and Assessing Patterns in Behaviors via Time Tracking	Health Tracking and Secure Communications (SComm) for Beginners. Overview and Implementation Considerations	Self-Advocate's Perspective Using Therap	Overview of the Community Based Employment History Module: Maintaining your job bank
2:40 pm - 2:55 pm		Snack Break									
2:55 pm - 3:50 pm	13	Personal Finances: Tracking & Reporting Individual's Finances	Electronic Visit Verification (EVV): Therap's Solution Moving Towards the 2020 Mandate	What Does it All Mean: Interpreting your Data through Data Driven Outcome (DDO)	Giving access to Therap for non-employees	Comparative Analysis of Billing data collection: ISP Data vs Attendance vs Case Note	Behavior Tracking: Creative ways of Implementation Across Therap Modules	Utilizing Scripts, Macros, and Formulas to Improve Quality Reviews, Communication, and Tracking (Advanced and Technical)	ISP Program for Beginners: Overview and Implementation Considerations	Demographic Reporting in Therap: Using the Business Intelligence Demographic Dashboard, Report Library, and Demographic Report to Assess Demographic Trends	Therap's newly designed Behavior Module
4:05 pm - 5:00 pm	14	The New Individual Data form workflow and the Individual Home Page-	Using Therap's eMAR & Pharmacy Interface	APSE/Therap: Therap and APSE Collaboration: Measuring Organizational Performance in Therap against APSE Universal Employment Competencies	Person-Centered Planning and Charting the Life Course tools	Fee For Service Overview within Therap	From Paper to Therap in 6 Months: Emphasis on Host Home, Family Home Agency & Foster Family Agency Models	Keeping it Simple with ISP Program	Medication Administration Record (MAR) for Beginners. Overview and Implementation Considerations	Quality Assurance & Data Auditing: Auditing Daily Documentation for Completion per Agency Protocols. How does your Agency Perform these Checks?	Discussion: Therap in Wyoming

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Day Three: 1/30/2020, Thursday

Time	Session	Misc.	Misc.	Misc.	Misc.	Misc.	User Presentations	User Presentations	New Customer/ Workshops	Misc.	Misc.
		Colorado A	Colorado B	Colorado C	Colorado D	Platte River	Aspen	Telluride A	Clear Creek	Boulder Creek	Durango
8:00 am - 9:00 am		Registration									
9:00 am - 10:00 am	15	Day 3 Plenary: Peter V. Berns, CEO, The Arc of The United States									
10:15 am - 11:10 am	16	User Discussion: Policy Show and Tell	Problem Solving: Come Here if You're Wondering, "I Want to Track that in Therap... but Where?"	Panel Discussion: Developing a Quality Assurance Process	Thinking Through Therap Implementation: Creating a Crosswalk Between Your Docs & Therap's Modules	Discussion: Therap in Colorado	In Defense of T-Log	Pharmacy Interface: A Detailed Overview	Introduction to Billing: What are your options?	Multi-State Provider Networking	Discussion: Therap in New Jersey
11:25 am - 12:20 pm	17	Lunch	Lunch	Lunch	Lunch	Discussion: Therap in Minnesota	Where can I track that?	Discussion: Therap in Missouri	Planning Your Implementation and How to Create Therap Policies and Procedures	Panel Discussion focusing on Self-Advocacy and Therap	Using Therap to Track Aging Services: Discussion of Modules Used for Long Term Supports and Services
12:35 pm - 1:30 pm	18	Lunch	Lunch	Lunch	Lunch	Universal Strategies & Safety Crisis Plans	Using Multiple Scoring Methods within the Questionnaire Module	Roundtable Discussion: Open discussion with Therap CEO Richard Robbins	Staff Training - Maximizing Therap Resources: Therap Training Academy, Therap's Help & Support site, and Therap's YouTube Channel	Individual Scheduling	Health Tracking Basics
1:45 pm - 2:40 pm	19	Discussion and Brainstorming on Business Intelligence	Policy and Procedure Considerations When Implementing Therap	Therap for Small Providers	TBD	Overview of Global Libraries for ISP Programs, Care Plans and Attached Files	Management Tips for Therap Administrators	TBD	Speed Round of Other Modules Part 1: Time Tracking, IPOP, Custom Forms, eCHAT and Behavior Plans	Discussion: Therap in New York	Discussion: Therap in Kansas
2:40 pm - 2:55 pm		Snack Break									
2:55 pm - 3:50 pm	20	Therap's Health Information Exchange (HIE)	Writing a Therap QA Plan for Your Agency	Personal Finance	Using Advanced Formulas and Excel's Power Query for Large and Multi-State Providers	Using Therap to Track Aging Services: Discussion of Modules Used for Long Term Supports and Services	The ISP Plan: Create a dynamic record that includes the individual's narrative, risks, linked ISP Programs, meeting notes and more	Preventative Steps to Reduce Medication Errors	Speed Round of Other Modules Part 2: Individual Support Plan, Employment, Training Management System, Personal Finance, Case Note, and Billing	Navigating Agency Wide Reports and Activity Tracking: Bring your QA Questions	Emergency Preparedness/ Disaster Planning with Therap
4:05 pm - 5:00 pm	21	TBD	Therap's Time Tracking Module: Collecting Daily Data such as Sleep Charts, Staff Accountability and Census	TBD	Building your Therap Filing Cabinet. Using Document Storage to Create Document Categories & Monitor for Expiration. Review of other modules with document storage capabilities	Case Note vs. ISP Program	Introduction to the Individual Home Page	Risk Assessments and Health Assessments	Implementation Q&A for New Providers	Last Chance to get your Therap Questions Answered!	Report Library Exploration

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01/27/2020, Monday

5pm – 8pm

Evening Reception/Dinner for all Attendees

This is included with your registration.

01/28/2020, Tuesday

6pm – 9pm

Reception with Dinner for all Attendees

This is included with your registration.

01/29/2020, Wednesday

TBD

Evening Night Event

History Colorado Center

- Dinner - Make your own Street Tacos - Includes Coffee & Dessert!
- Exhibition
- Scavenger Hunt
- Character Actors
- Back and Forth Bus Service

Shuttle Schedule

01/27/2020, Monday

(Airport Pick-up)

From 2:00 PM to 9:00 PM

01/29/2020, Wednesday

(History Colorado Center Pick-up/Departure)

From 5:15 PM & 10:45 PM

01/30/2020, Thursday

(Hotel Departure)

From 1:00 PM to 6:00 PM

Check for Schedule Updates on

www.TherapServices.net or Whova app

For more information Call

(203) 596 7553

Time	Session	Module Training	Workshops	Misc.	Billing
		Steamboat	Big Thompson	Snowmass	Telluride B
10:15 am - 11:10 am	2	ISP Program vs. Questionnaire vs. Time Tracking: Compare and Contrast Options for Behavior Tracking	Workshop on Data Driven Outcome (DDO) Part 1: Discussion of Preliminary Steps to Prepare for Implementation of DDO	Certified Trainer Meeting	Introduction to the Billing Module
11:25 am - 12:20 pm	3	Use of Activity Tracking & Module-Specific Searches to Gauge Employee Engagement & Use for Employee Performance Evaluations	Workshop on Data Driven Outcome (DDO) Part 2	Discussion & Discovery: How are you using Therap for Children's Services? How can Therap Help?	Selecting the Right Method of Data Collection
12:35 pm - 1:30 pm	4	Mobile Applications (iOS, Android) T-Logs, MAR, ISP Data, EVV, Password Reset	Scheduling/Electronic Visit Verification (EVV) Workshop: Part 1 Set-up and Billing Overview	Self-Advocate's Perspective Using Therap	Using Attendance to Collect Census Data
1:45 pm - 2:40 pm	5	Personal Finances: Tracking & Reporting Individual's Finances	Scheduling/Electronic Visit Verification (EVV) Workshop: Part 2 Scheduling Walkthrough & Reporting	Working with Outside Users including Family Members, Auditors, Case Managers, Doctors and more	New Billing Features: Unit Calculation Rule for ISP, Bulk Claim Update, and Medicaid Eligibility
2:55 pm - 3:50 pm	6	Review of Basic Modules: T-log, Secure Communications (SComm), Health Tracking, and General Event Reports (GER)	ISP Program Writing & QA Part 1: Discussion & Deep Dive into ISP Program Writing, Naming Conventions, Structure, Scoring Methods, and more	Using Therap's Priority List to Manage Potential Clients, Creating Admission and Discharge Questionnaires	Billing from Electronic Visit Verification (EVV) and Scheduling
4:05 pm - 5:00 pm	7	Time Tracking- 'It's not just for Sleep Data': Overview and Q&A	ISP Program Writing & QA Part 2: Review of ISP Data Reporting, Individual Based Reports, Programmatic, Clinician, Data Collection Monthly, Data Count, Searching & Exporting to Excel, Pivot Tables for Missing Data and Review Report Library	Reporting- How to see your Data: Report Library, ISP Data Reports, Health Care Reports, MAR Reports, Event Summaries, and Business Intelligence	Utilization and Claims Management

Day Two: 01/29/2020, Wednesday

Time	Session	Module Training	Workshops	Misc.	Billing
10:15 am - 11:10 am	9	Mobile Applications (iOS, Android) T-Logs, MAR, ISP Data and EVV	Person-Centered Planning: Part 1 of 2: Using the Personal Finance Worksheet & ISP Agenda	Brainstorming for the Therap Support Features	Billing in Colorado
11:25 am - 12:20 pm	10	Accountability 101: Using Time Tracking and Activity Tracking to Monitor Movement within the System	Person-Centered Planning: Part 2 of 2	Policy and Procedure Considerations when Implementing Therap. What Policies and Procedures has your Agency Implemented?	Jim's Session
12:35 pm - 1:30 pm	11	Overview of the ISP Plan Module. Create a Dynamic Record with Narrative, Risks, Linked ISP Programs & Meeting Notes	Reviewing Your Data in Therap: Exporting and using Filters, Pivot Tables, and Formulas for Quality and Trend Analysis Part 1	Capturing Attendance for Non-Billing	Unit Calculation Rules: Case Note, ISP, and EVV Billing
1:45 pm - 2:40 pm	12	Incident Reports: GERs Plus and GER Resolution	Reviewing your Data in Therap: Exporting and using Filters, Pivot Tables, and Formulas for Quality and Trend Analysis Part 2	The WHY of IT ALL	Therap's Solution to Managing Multiple Payers
2:55 pm - 3:50 pm	13	Risk/Health Assessments: Reviewing Custom Forms, eCHAT, and IPOP	Training Management System (TMS) Workshop Part 1	Employment User Group	Claim reconciliation: 835 files, Manual Payers, and Bulk Claim Update
4:05 pm - 5:00 pm	14	Communication in Therap: T-Log, To Do Tab, Notification, and Secure Communications (SComm)	Training Management System (TMS) Workshop Part 2	Discssing Billing for large Multi-State providers	Reporting: Billing Data, Accounting Reports, and Billing Dashboard

Day Three: 01/30/2020, Thursday

Time	Session	Module Training	Workshops	Misc.	Billing
10:15 am - 11:10 am	16	Tracking Services and Training	Discussion: Therap in Nebraska	Certified Trainer Meeting with Developers	State Specific Session
11:25 am - 12:20 pm	17	Individual Support Plan Modules, Personal Finance Worksheet, Agenda, and Plan	Controlled Medication counts in Therap	Certified Trainer Meeting with Developers	Capturing Revenue: Using the Billing Audit Guide
12:35 pm - 1:30 pm	18	Intermediate Provider Administration: Caseload, Profile, Custom User Group, and What to do When Someone Moves from One Site to another	What to do when an individual moves/changes programs?	Certified Trainer Networking	New Billing Features: Unit Calculation Rule for ISP, Bulk Claim Update, and Medicaid Eligibility
1:45 pm - 2:40 pm	19	Overview of Training Management System and Training Academy	TBD	Attendance: From Setup to Reports	ICF Billing
2:55 pm - 3:50 pm	20	Employment History: Building a Job Bank, Tracking Employment, Volunteer History, Milestones, and more	New Provider Admins to Existing Therap Accounts: What you Need to Know	Mobile Data & Staff Accountability: T-Log, ISP Program, Medication Administration Record (MAR), Password Reset, and Electronic Visit Verification (EVV)	Claim Troubleshooting: Adjustments, Denials, and Resubmission
4:05 pm - 5:00 pm	21	T-Log & Time Tracking	Highlights of Provider Admin	Certified Trainer Program: Moving Toward the Future	Billing for Non-Finance

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Time	Session	Misc.	States/Counties/Oversight	Nursing	Case Management
		Breckenridge	Cherry Creek	Vail	Winter Park
10:15 am - 11:10 am	2	Navigating the Therap Dashboard, Individual Home Page, and Individual Data Form (IDF)	An Overview of Therap's Unified Model of Supports for States, Counties and Case Management Entities	Health Tracking and Looking at Business Intelligence	An Overview of Therap's Case Management type of accounts for documentation of Service Coordination, Early Intervention and Clinical Consultative Services
11:25 am - 12:20 pm	3	Writing a Therap QA Plan for your Agency	Setting up an Oversight Account with Access to Case Management and Linked Providers	Tracking Medical Data: Appointments / Consult Sheets/ Seizures/ Vital Signs Producing Health Care Reports/ Health Tracking Review	Administrative tasks of managing Case Management type accounts for documentation of Service Coordination, Clinical Consultative or Early Intervention Services
12:35 pm - 1:30 pm	4	TBD	Lunch	Setting up GER Event Category Rules, using Event Summary's, Management Summary Reports & Introduction to Pivot Tables	Lunch
1:45 pm - 2:40 pm	5	Case Note vs. ISP Program	Introducing Therap's new Information and Referral Module	Staff Training - Maximizing Therap resources: Therap Training Academy. Therap's Help & Support site. Therap's YouTube Channel	Creating Case Note Templates & Questionnaires for Case Management and Clinical Service Notes
2:55 pm - 3:50 pm	6	Pharmacy Interface: A Detailed Overview	Use of the Referral and Quick Referral Modules to Relay Information from an Oversight Account to Linked Providers	Medication Administration Record (MAR Plus): Medication History & Live Drug Database to Produce a Fully Functioning eMAR	An Overview of Person-Centered Planning from the Case Management perspective: Creating the Individual Support Plan with the Unified Search option
4:05 pm - 5:00 pm	7	What to do when an Individual Moves/Changes Programs?	New IDF: Looking at the new IDF from oversight. IDF Syncing and Unified Views	(All) Medication Administration Record (MAR) & Pharmacy Interface	Using the External Case Management Profile: access to individual specific forms maintained at the State Oversight level and data submitted in the linked provider accounts

Day Two: 01/29/2020, Wednesday

Time	Session	Misc.	States/Counties/Oversight	Nursing	Case Management
10:15 am - 11:10 am	9	TBD	Creating the Eligibility form, Priority List and Level of Care from the State Oversight account	The New Individual Data form workflow and the Individual Home Page-	Questionnaires: How to create and link to select modules to obtain the service-specific information needed
11:25 am - 12:20 pm	10	Implementation Strategies for Data Driven Outcome (DDO)	Accessing Provider Data from within an Oversight or Case Management Account	Networking for Nurses	Managing Document Storage in multiple accounts; for Case Management providers linked to an Oversight account
12:35 pm - 1:30 pm	11	General Event Report (GER) Tips and Tricks! Setting up GER Event Category Rules, using Event Summary, Management Summary & Intro to Pivot Tables. Using GER Business Intelligence Dashboard	Lunch	Advanced Medication Histories - Discuss more complex examples in med histories, Insulin, titration, controlled med counts, etc.	Lunch
1:45 pm - 2:40 pm	12	Reporting- How to see your Data: Report Library, ISP Data Reports, Health Care Reports, MAR Reports, Event Summaries, and Business Intelligence	GERs for States and Counties: Best Practices, Reports, Business Intelligence, New Features	Consent and Authorizations, Orders, Individual History, Medication Profile, Nursing Care Plan, and eCHAT	Statewide Service Coordination documentation through Case Notes, Document Storage and Multi Provider Secure Communication
2:55 pm - 3:50 pm	13	Mobile Apps: Create Management Transparency with Quality Monitoring Processes and Effectively Document Corrections	Considerations for implementing Employment History documentation at the provider level statewide	Quality Assurance of Health Documentation for Nursing	Creating Compliance & Monitoring Tools for Case Management Supervisors
4:05 pm - 5:00 pm	14	Thinking Outside of the Box with Therap's Mobile Apps	Use of Excel for Reporting Across Providers in an Oversight Account	Protocols & Directives - Extended Uses of Care Plan	A look at options for tracking the Individual Support Plan Six Month Review process through the ISP Agenda and ISP Date tracking

Day Three: 01/30/2020, Thursday

Time	Session	Misc.	States/Counties/Oversight	Nursing	Case Management
10:15 am - 11:10 am	16	APSE - Universal Employment Competencies	Q & A for Oversight Accounts Including States, Counties and Case Management	eCHAT & Health Passport	Unified Individuals: The Care and Maintenance of an Oversight Account
11:25 am - 12:20 pm	17	The Questionnaire vs. ISP Program	Practical uses of the Business Intelligence Tools from a State Oversight perspective	Case Notes: Templates, Questionnaires & Billing	Establishing norms for Case Management Documentation from an Oversight account: Case Note Templates, Questionnaires, Document Storage
12:35 pm - 1:30 pm	18	Qualitative Goals and Valued Outcomes through Therap's ISP	Lunch	Auditing Health Tracking and MAR - Using MAR Reports, Health Tracking Searches, and Report Library Reports to Conduct Audits in Therap's Health Modules	Lunch
1:45 pm - 2:40 pm	19	General Event Reports (GER): How to Enter and Track Incidents. Overview of GER Management Summary/ Event Summary Reports for Safety Committee Review	Electronic Visit Verification (EVV) Certification in your State	How to Reduce Errors: Reviewing and Auditing the Medication Administration Record (MAR)	The Use of Therap's Referral and Priority List Modules for Coordination of Services
2:55 pm - 3:50 pm	20	Evaluating Staff Performance by Utilizing Time Data from ISP Programs	Discussion: Creating a Sustainable Training Model Across Providers	Q&A for Nurses & Health Care Providers	The use of Excel pivot tables to gauge Case Manager productivity
4:05 pm - 5:00 pm	21	TBD	Considerations for implementing Personal Finance documentation State/County wide	Care Plans, Orders and Individual History	Monitoring Provider Data from a Case Management type of account which is linked to a State Oversight account