



# Goal Tracking in NC

**Setting Up ISP Program Scoring Methods  
for NC Innovation Services  
documented on the NC Service Grid**

**April 2021**

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## Documenting Goal Progress in NC

The Therap **ISP Programs\*** and **ISP Data\*** Modules are used for tracking goal progress and will replace the NC Data Grid

This Training will explain options for services documented on the paper NC Data Grid (or in a different electronic system) for **NC Innovation Services** that require both an Assessment Key and an Intervention Key~

\*Please review the training materials on our web-site about **ISP Programs** and **ISP Data** and how they work\*

This presentation includes SUPPLEMENTAL NC SPECIFIC INFORMATION

~(PIE or SOAP notes would be documented differently)

## Documenting Goal Progress in NC

An “**ISP Program**” needs to be created for each service that staff will be documenting goal progress for

After you set up and approve the ISP Programs, staff will document goal data by entering what we call  
**“ISP Data”**

There are multiple ways to meet the documentation requirements for NC in Therap

# Topics:

NC Regulations and Requirements

Scoring Method Options

How the Scoring Method Impacts Staff Documentation

How your Scoring Method Impacts Reporting

# RECORDS MANAGEMENT AND DOCUMENTATION MANUAL

For

Providers of Publicly-Funded Mental Health, Intellectual or  
Developmental Disabilities, and Substance Use Services  
and  
Local Management Entities-Managed Care Organizations



North Carolina

Department of Health and Human Services

Division of Mental Health, Developmental Disabilities, and Substance Abuse Services



APSM 45-2

Effective December 1, 2016





From the NCDHHS DMA/DD/SAS Records  
Management and Documentation Manual (also known  
as APSM 45-2)

Chapter 7: Service Note and Service Grids

SERVICE GRID DOCUMENTATION 7-9

Required Elements of a Service Grid 7-10

[APSM 45-2](#)



## Required Elements of a Service Grid

A service grid shall include all the following required elements:

1. Name of the individual on each service grid page;
2. The service record number along with Medicaid ID number, or unique identifier on each service grid page;
3. Date [month/year] that the service was provided;
4. Name of the service being provided [e.g., Personal Care Services];
5. Goals addressed;
- 6. A number or letter as specified in the appropriate key that reflects the intervention, activities, and/or tasks performed;**
- 7. A number/letter/symbol as specified in the appropriate key that reflects the assessment of the individual's progress toward goals;**
8. Duration;
9. Initials of the individual providing the service – the initials shall correspond to a full signature and initials on the signature log section of the grid; and
10. A comment section for entering additional or clarifying information, e.g., to further explain the interventions/activities provided, or to further describe the individual's response to the interventions provided and progress toward goals. Each entry in the comment section must be dated.



## Required Elements of A Service Grid Crosswalk to Therap

REQUIREMENT	Where it is entered or how it is met within Therap
Name of the individual on each service grid page	Populates from where you entered it on the Individual Demographic Form (IDF) Main Page
The service record number along with Medicaid ID number, or unique identifier on each service grid page	Medicaid # is on IDF Main Page; The MCO and Case Record # provided by the MCO is entered in the Individual Details Section of the IDF under ID Numbers
Date [month/year] that the service was provided	Staff will select the documentation date from the calendar when entering ISP (goal) data
Name of the service being provided	Typically the individual will be enrolled into a program that is named after the service (which will be displayed), the name of the ISP Program can include the service name, and you can also note this in the Type of Service Provider field under the Other Details Section
Goals addressed	Long Range Outcomes (Goals) can be entered in the Long Term Objective Section Under the ISP Program Description. Short Range Goals can be listed under the Goal/Service Section (if desired) and each Short Range Goal will be entered in as a separate Task.
A number or letter as specified in the appropriate key that reflects the intervention, activities, and/or tasks performed	The intervention key can be included on the scoring method dropdown, or staff can type the intervention key in the Task Scoring Comments
A number/letter/symbol as specified in the appropriate key that reflects the assessment of the individual's progress toward goals	The assessment key can be included on the scoring method dropdown, or staff can type the assessment key in the Task Scoring Comments
Duration	Under the Other Details Section you can select the Time Duration Format and decide if it is required or not. Suggested settings are Begin Time and End Time and Yes for "Are Begin Time and End Time or Time Duration required for data collection?"
Initials of the individual providing the service – the initials shall correspond to a full signature and initials on the signature log section of the grid	Staff initials are set up when you create staff as a new user. Staff initials will appear in some of the ISP data reports. From the Agency Reports Tab, in the Report Library, you can run the User Detailed Information Report to see staffs information, which includes their initials
A comment section for entering additional or clarifying information, e.g., to further explain the interventions/activities provided, or to further describe the individual's response to the interventions provided and progress toward goals. Each entry in the comment section must be dated	For overall general comments, the Other Comments section (which appears at the end after staff enter the goal data) can be used. For information you would document on the back of the NC Data Grid (or page 2 if not using double sided sheets) you would use the Other Comments Section. You can also use the Task Scoring Comments if you would like to be able to document comments for each short range goal (task).

## **INTERVENTION KEY**

**6. A number or letter as specified in the appropriate key that reflects the intervention, activities, and/or tasks performed;**

## **ASSESSMENT KEY**

**7. A number/letter/symbol as specified in the appropriate key that reflects the assessment of the individual's progress toward goals;**

## EXAMPLES of KEYS when using the NC Data Grid

Key I (Intervention)	I=Independent	VP=Verbal Prompt	PA=Physical Assistance	R=Refused	N/A=Not Applicable
Key A (Assessment)	M=Met	SP=Significant Progress	MP=Minimal Progress	NP=No Progress	NS=Not Scheduled

ASSESSMENT KEY	INTERVENTION KEY
1=Maintaining	I=Independent
2=Progressing	G=Gesture
3=Accomplished	VP=Verbal Prompts
4=Regressing	M=Modeling
	PP=Partial Physical
	R=Refused
	NS=Not Scheduled

## **Frequently Used Options for Recording the Level of Intervention**

I=Independent

G=Gesture

VP=Verbal Prompts

M=Modeling

PP=Partial Physical

HH=Hand Over Hand

R=Refused

NS=Not Scheduled

N/A= Non-Applicable

## **Other Options Used for Recording the Level of Intervention**

T=Text Prompt

W=Written Prompt

VC=Visual Cue

VS=Visual Schedule

RD=Redirected

## Frequently Used Options for Recording the Assessment of the Goal

M=Met

NM=Not Met

R=Refused

NS=Not Scheduled

1=Maintaining

2=Progressing

3=Accomplished

4=Regressing

1=Goal Met

2=Progress Made

3=No Progress

+ = goal met

- = goal not met

1=Goal Met

2=Intervention Effective (progress noted)

3=Intervention Ineffective (no progress noted)

4=Goal Not Run

Y=Yes, goal met

N=No, goal not met

X=Not Run Daily

N/A=Not Applicable

R=Refused

In Therap you will create a "Task" within the **ISP Program** for each short range goal that needs to be documented on

When entering **ISP Data** (goal data)

there will be a dropdown

to select the appropriate rating or score for the goal

You can decide if there is also a task scoring comments box for each goal (or not)



# Entering ISP Data (Goal Data)

If you use the Task Scoring Comments there will be a comments box for each task (short range goal) in addition to the dropdown

Robert will prepare a snack with 1 verbal prompt or less 85% of the time for 3 consecutive months

- ✓ Select Score
- Independent/Met
- Gestural/Met
- Gestural/Not Met
- Verbal Prompt/Met
- 2 Verbal Prompts/Met
- 2 Verbal Prompts/Not Met
- 2+ Verbal Prompts/Not Met
- Partial Physical/Not Met
- Full Physical/Not Met
- Refused
- Not Applicable (Non Reportable)

Robert will prepare a snack with 1 verbal prompt or less 85% of the time for 3 consecutive months

Verbal Prompt/Met

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You can make task scoring comments optional or required

# Entering ISP Data (Goal Data)

If you do not use the scoring comments, there will be just the dropdown for each task

Description	Scores
1) Robert will complete his morning routine with 3 or less verbal prompts for 6 consecutive months.	Verbal Prompt/1 (goal met)
2) Robert will prepare healthy snack with 1 verbal prompt or less for 6 consecutive months	<ul style="list-style-type: none"> <li>✓ Select Score</li> <li>Independent/1 (goal met)</li> <li>Verbal Prompt/1 (goal met)</li> <li>Verbal Prompt/2 (progress made)</li> <li>Verbal Prompt/3 (no progress)</li> <li>Gesture/1 (goal met)</li> <li>Gesture/2 (progress)</li> <li>Gesture/3 (no progress)</li> <li>Model/1 (goal met)</li> <li>Model/2 (progress)</li> <li>Model/3 (no progress)</li> <li>Physical Prompt/1 (goal met)</li> <li>Physical Prompt/2 (progress)</li> <li>Physical Prompt/3 (no progress)</li> <li>Hand Over Hand/1 (goal met)</li> <li>Hand Over Hand/2 (progress)</li> <li>Hand Over Hand/3 (no progress)</li> <li>R=Refused</li> <li>NS=Not Scheduled</li> <li>NA=Non-Applicable</li> <li>A=Absent</li> </ul>

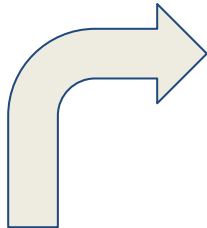
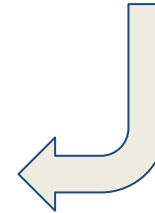
  

**Other**

**Billable**  Yes  No

**Comment**

About 3000 characters left



The comments box at the bottom will always be there but you can make it optional or required. This is for general comments and would be where you would document things that went on the back (or page 2) of the NC Data Grid

The **ISP Program** "Scoring Method" determines what will be on the dropdown

You will need to create your own scoring method to use within an ISP Program

How you set up your scoring method determines what options staff will have to select from when they document goal progress on the individual's short range goals

You can put **one key** on the dropdown  
or you can **combine the keys**

Your decision impacts both

**Data Entry**

and

**Reporting Options**

(data output)

## Parameters to keep in mind

There is only one dropdown

It can have up to 20 options

You can only select one choice from the dropdown per task (short range goal)

There is one scoring method per ISP Program



# Assessment Key as Scoring Method

Scoring Method **Active** ⓘ

Scoring Method Name Assessment

Number of Scoring Method Levels 4

## Scoring Method Levels

#	Caption for Levels	Label Acronym	Non Reportable ⓘ
1	Met	M	
2	Not Met	NM	
3	Refused	R	
4	Non Applicable	N/A	Yes

Example A

Cancel

Back

Discontinue

## Scoring Method Levels

#	Caption for Levels	Label Acronym
1	1=Refused/Regressed	1 R
2	2=No Progress	2 NP
3	3=Progress Noted, working on goal	3 P
4	4=Accomplished	4 A
5	5=Non-Applicable	5 NA

Example B

# Assessment Key as Scoring Method

Task Scores	
Description	Scores/Comments
<p>Short Range Goal 1 - Johnny will follow dress code policies and dress appropriately for his work assignments with 2 verbal prompts or less per day, for 3 consecutive months 100% of the time.</p> <p>In the box to the right indicate Training Codes/Interventions as follows:</p> <p>HH=Hand Over Hand I=Independent G=Gesture #VP=#of verbal prompt(s) X=not run daily M=Modeled N/A=Not Applicable R=Refused</p> <p>*Comments required for refusals</p>	<p>1=Goal Met</p> <p>1VP</p> <p>About 2997 characters left</p>

If the assessment key is on the dropdown, users need to document the intervention key in the task scoring comments for each short range goal



# Intervention Key as Scoring Method

## Scoring Method Levels

#	Caption for Levels	Label Acronym
1	Verbal Prompts	VP
2	Physical Prompts	PP
3	Gestural Prompts	GP
4	Modeling	M
5	Situational Counseling	SC
6	Redirection	RD
7	De-escalation	DE
8	Guidance	G

Example A

## Scoring Method Levels

#	Caption for Levels	Label Acronym
1	S=Support, Encourage	S
2	VP=Verbal Prompt	VP
3	M=Model	M
4	PP=Physical Prompt	PP
5	R=Redirect	R
6	C=Counsel, Guide	C
7	NA=Not Applicable	NA

Example B

# Intervention Key as Scoring Method

If the intervention key is on the dropdown, users would need document the assessment key in the task scoring comments for each short range goal

## Task Scores

Description	Scores/Comments
<p>Brandon will be at his designated work area on time as scheduled daily for 6 consecutive months.</p> <p>Select the level of intervention provided from the dropdown. Note the goal assessment in the comments box using the follow key:            M=Goal Met            N=Goal Not Met            R= Refused            N/O= No Opportunity            N/A= Non-Applicable</p>	<div data-bbox="877 572 1296 619"> <input type="text" value="2VP = 2 Verbal Prompts"/> </div> <div data-bbox="877 644 1632 872"> <input type="text" value="N"/> </div> <p data-bbox="877 882 1137 905">About 2999 characters left</p>
<p>Brandon will wear his safety glasses at all times in all work areas with 1 verbal prompt daily for 6 consecutive months.</p> <p>Select the level of intervention provided from the dropdown. Note the goal assessment in the comments box using the follow key:            M=Goal Met            N=Goal Not Met            R= Refused            N/O= No Opportunity            N/A= Non-Applicable</p>	<div data-bbox="857 958 1329 1315"> <ul style="list-style-type: none"> <li>✓ Select Score</li> <li>I=Independent</li> <li>G=Gesture</li> <li>T=Text</li> <li>1VP = 1 Verbal Prompt</li> <li>2VP = 2 Verbal Prompts</li> <li>3VP = 3 Verbal Prompts</li> <li>PA = Partial Assistance</li> <li>HOH = Hand Over Hand</li> <li>R = Refusal (include comment)</li> <li>NO = No Opportunity (Non Reportable)</li> <li>N/A = Non-Applicable (Non Reportable)</li> </ul> </div> <div data-bbox="877 1033 1632 1262"> <input type="text"/> </div>

# Combined Keys as Scoring Method

## Scoring Method Levels


#	Caption for Levels	Label Acronym
1	I=Independent / Met	I
2	VP/Y = Verbal Prompts / Met	VP/Y
3	VP/N = Verbal Prompts / Not Met	VP/N
4	VP/R = Verbal Prompts / Refused	VP/R
5	PP/Y = Physical Prompts / Met	PP/Y
6	PP/N = Physical Prompts / Not Met	PP/N
7	PP/R = Physical Prompts / Refused	PP/R
8	PA/Y = Physical Assistance / Met	PA/Y
9	PA/N = Physical Assistance / Not Met	PA/N
10	PA/R = Physical Assistance / Refused	PA/R
11	NS = Not Scheduled	NS
12	S/Y = Successful / Met	S/Y
13	U/N = Unsuccessful / Not Met	U/N
14	NA = Not Applicable	NA
15	R = Refused	R

Example A

# Combined Keys as Scoring Method

## Scoring Method Levels

### Example B

#	Caption for Levels	Label Acronym	Non Reportable 
1	I=Independent/1=Maintaining	I/1	
2	I=Independent/2=Progressing	I/2	
3	I=Independent/3=Accomplished	I/3	
4	VP=Verbal Prompt/1=Maintaining	VP/1	
5	VP=Verbal Prompt/2=Progressing	VP/2	
6	VP=Verbal Prompt/3=Accomplished	VP/3	
7	VP=Verbal Prompt/4=Regressing	VP/4	
8	M=Model/1=Maintaining	M/1	
9	M=Model/2=Progressing	M/2	
10	M=Model/3=Accomplished	M/3	
11	M=Model/4=Regressing	M/4	
12	PP=Partial Physical/1=Maintaining	PP/1	
13	PP=Partial Physical/2=Progressing	PP/2	
14	PP=Partial Physical/3=Accomplished	PP/3	
15	PP=Partial Physical/4=Regressing	PP/4	
16	NS=Not Scheduled (note reason in comments)	NS	Yes
17	R=Refused/4=Regressing	R/R	

# Combined Keys as Scoring Method

Scoring Method Active ?

**Scoring Method Name** Innovations Grid/Assessment (All)

**Number of Scoring Method Levels** 19

## Scoring Method Levels

#	Caption for Levels	Label Acronym	Non Reportable <span>?</span>
1	Independent/Exceeded Goal	I/E	
2	Independent/Met Goal	I/M	
3	Indirect Verbal/Exceeded Goal	IV/E	
4	Indirect Verbal/Met Goal	IV/M	
5	Indirect Verbal/Not Met	IV/N	
6	Gesture/Exceeded	G/E	
7	Gesture/Met Goal	G/M	
8	Gesture/Not Met	G/N	
9	Verbal/Exceeded Goal	V/E	
10	Verbal/Met Goal	V/M	
11	Verbal/Not Met	V/N	
12	Model/Exceeded Goal	M/E	
13	Model/Met Goal	E/M	
14	Model/Not Met	M/N	
15	Physical/Exceeded Goal	P/E	
16	Physical/Met Goal	P/M	
17	Physical/Not Met	P/N	
18	Refused/Not Met	R/N	
19	Not Addressed/Not Applicable	NA	Yes

Example C



# Scoring Method (Keys Combined)

## Verbal Prompts as Standard for each short range Goal

Scoring Method **Active** ⓘ

**Scoring Method Name** Innovations Grid/Assessment (Verbal as Standard)

**Number of Scoring Method Levels** 8

### Scoring Method Levels

#	Caption for Levels	Label Acronym	Non Reportable ⓘ
1	Independent/Exceeded Goal	I/E	
2	Indirect Verbal/Exceeded Goal	IV/E	
3	Gesture/Exceeded Goal	G/E	
4	Verbal/Met Goal	V/M	
5	Model/Not Met	M/N	
6	Physical/Not Met	P/N	
7	Refused/Not Met	R/N	
8	Not Addressed/Not Applicable	NA	Yes

# Scoring Method (Keys Combined)

## Independent as Standard for each short range Goal

Scoring Method Active ⓘ

<b>Scoring Method Name</b>	Innovations Grid/Assessment (Independence as Standard)
<b>Number of Scoring Method Levels</b>	8

### Scoring Method Levels

#	Caption for Levels	Label Acronym	Non Reportable ⓘ
1	Independent/Met Goal	I/M	
2	Indirect Verbal/Not Met	IV/N	
3	Gesture/Not Met	G/N	
4	Verbal/Not Met	V/N	
5	Model/Not Met	M/N	
6	Physical/Not Met	P/N	
7	Refused/Not Met	R/N	
8	Not Addressed/Not Applicable	NA	Yes



# Things to Consider

As an agency, you might want one consistent scoring method that includes options for a variety of goals for different individuals

You might combine options on one scoring method that could be used for different services throughout your organization

Or you might use different scoring methods for different types of services

# EXAMPLE - broad range scoring method

## Task Scores

Description	Scores/Comments
<p>Client will independently research local organizations that will allow him to complete the process of training his dog to become a “service dog” then follow through with the process for three consecutive months.</p>	<div style="border: 1px solid #ccc; padding: 5px;"> <p>✓ <b>Select Score</b></p> <p>I=Independent / Met</p> <p>G/Y=Gesture / Met</p> <p>G/N=Gesture / Not Met</p> <p>G/R=Gesture / Refused</p> <p>VP/Y=Verbal Prompts / Met</p> <p>VP/N=Verbal Prompts / Not Met</p> <p>VP/R=Verbal Prompts / Refused</p> <p>PP/Y=Physical Prompts / Met</p> <p>PP/N=Physical Prompts / Not Met</p> <p>PP/R=Physical Prompts / Refused</p> <p>HH/Y=Hand over Hand / Met</p> <p>HH/N=Hand over Hand / Not Met</p> <p>HH/R=Hand over Hand / Refused</p> <p>Y/Y=Yes / Met</p> <p>N/N=Not Met</p> <p>N/O = No Opportunity (Non Reportable)</p> </div>
<p>Client will independently research swimming facility operating hours and therapeutic swim opportunities for three consecutive months.</p>	

# EXAMPLE - Using Different Scoring Methods

## Task Scores

Description	Scores/Comments
<p>Client will receive respite services as requested to ensure his health and safety.</p> <p>Staff are to provide a short description of tasks conducted while providing Respite.</p>	<div data-bbox="658 436 1045 529"> <ul style="list-style-type: none"> <li>✓ Select Score</li> <li>Y=Yes</li> <li>N=No</li> </ul> </div> <div data-bbox="668 729 909 752">About 3000 characters left</div>

## Task Scores

Description	Scores/Comments
<p>1) Jim will complete a resume</p> <p>Select the score from the drop down</p>	<div data-bbox="1029 979 1551 1193"> <ul style="list-style-type: none"> <li>✓ Select Score</li> <li>Yes= Goal Met</li> <li>No= Goal Not Met</li> <li>R= Refused</li> <li>N/O = No Opportunity (Non Reportable)</li> <li>A= Absent (Non Reportable)</li> </ul> </div>

# Things to Consider

As an EOR parent or family member you might want to create your scoring method based on

- the needs and abilities of your family member

- the type of documentation that will be most helpful to measure and encourage progress

# Things to Consider

How you set up your scoring method will impact your reporting options

There are 4 different types of reports\* you can run once ISP Data (goal data) has been entered

\*SEE the ISP DATA REPORTS Training Materials on the Help & Support section of our website [www.therapservices.net](http://www.therapservices.net) for More Information on all of the reporting options

## The Programmatic Report

### Task Scores

Description	Scores/Comments
Client will independently research local organizations that will allow him to complete the process of training his dog to become a "service dog" then follow through with the process for three consecutive months.	<div style="border: 1px solid gray; padding: 2px;">                     ✓ Select Score                      I=Independent / Met                      G/Y=Gesture / Met                      G/N=Gesture / Not Met                      G/R=Gesture / Refused                      VP/Y=Verbal Prompts / Met                      VP/N=Verbal Prompts / Not Met                      VP/R=Verbal Prompts / Refused                      PP/Y=Physical Prompts / Met                      PP/N=Physical Prompts / Not Met                      PP/R=Physical Prompts / Refused                      HH/Y=Hand over Hand / Met                      HH/N=Hand over Hand / Not Met                      HH/R=Hand over Hand / Refused                      Y/Y=Yes / Met                      N/N=Not Met                      N/O = No Opportunity (Non Reportable)                 </div>
Client will independently research swimming facility operating hours and therapeutic swim opportunities for three consecutive months.	

### Scoring Method

### Abbreviative

#### Score(s)

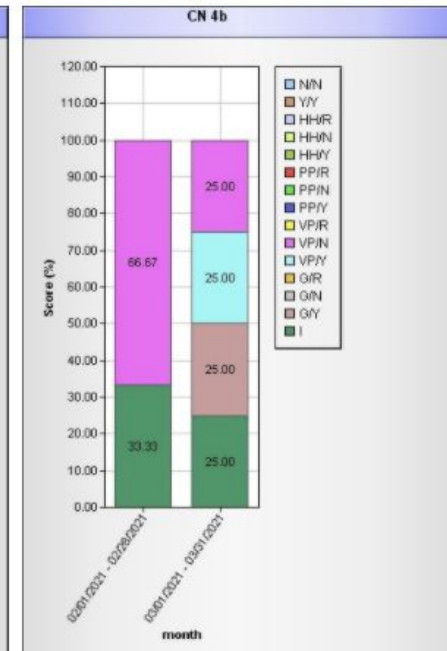
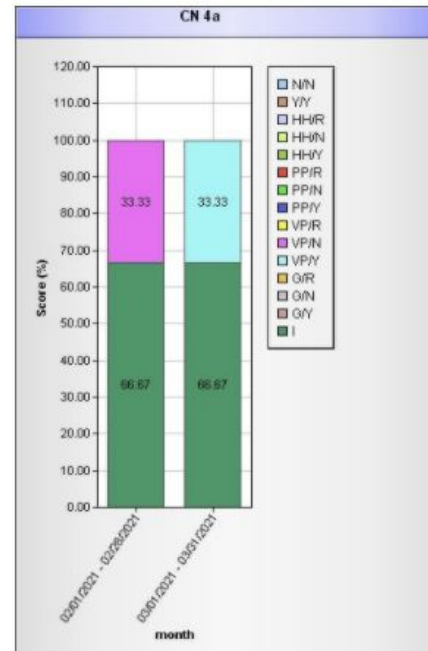
<b>I</b>	I=Independent / Met
<b>G/Y</b>	G/Y=Gesture / Met
<b>G/N</b>	G/N=Gesture / Not Met
<b>G/R</b>	G/R=Gesture / Refused
<b>VP/Y</b>	VP/Y=Verbal Prompts / Met
<b>VP/N</b>	VP/N=Verbal Prompts / Not Met
<b>VP/R</b>	VP/R=Verbal Prompts / Refused
<b>PP/Y</b>	PP/Y=Physical Prompts / Met
<b>PP/N</b>	PP/N=Physical Prompts / Not Met
<b>PP/R</b>	PP/R=Physical Prompts / Refused
<b>HH/Y</b>	HH/Y=Hand over Hand / Met
<b>HH/N</b>	HH/N=Hand over Hand / Not Met
<b>HH/R</b>	HH/R=Hand over Hand / Refused
<b>Y/Y</b>	Y/Y=Yes / Met
<b>N/N</b>	N/N=Not Met
<b>N/O</b>	N/O = No Opportunity (Non Reportable)

#### Task(s)

- CN 4a**
- CN 4b**
- CN 4c**

Client will independently research local organizations that will allow her to complete the process of training  
 Client will independently research swimming facility operating hours and therapeutic swim opportunities  
 Client will independently participate in therapeutic swim opportunities at least 2 times per week for three

How you set up the scoring method (which populates the dropdown) impacts reporting on goal progress on the programmatic report







The programmatic report calculates percentages based on how you set up the scoring method

Scoring Method	Habilitative
<b>Score(s)</b>	
<b>I</b>	I=Independent / Met
<b>G/Y</b>	G/Y=Gesture / Met
<b>G/N</b>	G/N=Gesture / Not Met
<b>G/R</b>	G/R=Gesture / Refused
<b>VP/Y</b>	VP/Y=Verbal Prompts / Met
<b>VP/N</b>	VP/N=Verbal Prompts / Not Met
<b>VP/R</b>	VP/R=Verbal Prompts / Refused
<b>PP/Y</b>	PP/Y=Physical Prompts / Met
<b>PP/N</b>	PP/N=Physical Prompts / Not Met
<b>PP/R</b>	PP/R=Physical Prompts / Refused
<b>HH/Y</b>	HH/Y=Hand over Hand / Met
<b>HH/N</b>	HH/N=Hand over Hand / Not Met
<b>HH/R</b>	HH/R=Hand over Hand / Refused
<b>Y/Y</b>	Y/Y=Yes / Met
<b>N/N</b>	N/N=Not Met
<b>N/O</b>	N/O = No Opportunity (Non Reportable)

Task(s)	
<b>CN 4a</b>	Client will independently research local organizations that will allow her to complete the process of training her dog to become a "service dog" then follow through with the process for three consecutive months.
<b>CN 4b</b>	Client will independently research swimming facility operating hours and therapeutic swim opportunities for three consecutive months.
<b>CN 4c</b>	Client will independently participate in therapeutic swim opportunities at least 2 times per week for three consecutive months.

Task	Score	02/01/2021 - 02/28/2021	03/01/2021 - 03/31/2021	Total
		S	S	
CN 4a	I	66.67 %	66.67 %	66.67 %
	G/Y	0 %	0 %	0 %
	G/N	0 %	0 %	0 %
	G/R	0 %	0 %	0 %
	VP/Y	0 %	33.33 %	16.67 %
	VP/N	33.33 %	0 %	16.67 %
	VP/R	0 %	0 %	0 %
	PP/Y	0 %	0 %	0 %
	PP/N	0 %	0 %	0 %
	PP/R	0 %	0 %	0 %
	HH/Y	0 %	0 %	0 %
	HH/N	0 %	0 %	0 %
	HH/R	0 %	0 %	0 %
	Y/Y	0 %	0 %	0 %
N/N	0 %	0 %	0 %	
	I	33.33 %	25 %	28.57 %
	G/Y	0 %	25 %	14.29 %
	G/N	0 %	0 %	0 %
	G/R	0 %	0 %	0 %



## Creating a Scoring Method

You can create a scoring method within a specific ISP program using the "Define New Scoring Method" Option

You can also create a Scoring Method that will appear as an option to select when creating new ISP Programs across your account from the

**Admin** Tab under the **Care** Section

by selecting "**New**" in the **ISP Program Scoring Method** row

Multiple Scoring Methods can be created in your account

Check out Help & Support on our website for more information at:

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

# Creating a Scoring Method User Guides and Resources

[User Guides](#) > [ISP Program](#)

## Create, View, and Discontinue ISP Program Scoring Method

Published 04/26/2017 04:02 AM | Updated 09/05/2020 04:36 AM

[Click here](#) for information on what should be considered before creating **Scoring Methods** for ISP Programs.

Users assigned with the **Scoring Method** administrative role can create new **Scoring Methods** for their agency. These **Scoring Methods** will be displayed in the list of **Scoring Methods** when creating ISP Programs.

- [Create Scoring Method](#)
- [View and Discontinue Scoring Method](#)

### Create Scoring Method

[\[Back to Top\]](#)

1. Click on the **New** link beside the [ISP Program Scoring Method](#) option on the Admin tab.

#### Users also searched for

[ISP Program Scoring Method Considerations](#)

[Baseline Score in ISP Program](#)

[FAQ - How do you change the Scoring Method of an approved ISP Program?](#)

[Create ISP Program Template](#)

[Create ISP Program](#)

[Calculations in ISP Data Programmatic Report](#)

[External Data Feed: Employment History Assessment](#)

[Webinar - Improving Scoring Methods to Better Assess Overall Quality Both Individually and Agency-Wide](#)

# How to Decide?

Not sure what is the best option?

You can use Therap's Test Mode to  
create a test ISP Program,  
enter some test data,  
and run some test reports

Just Turn "Test Mode" On from the Settings Tab  
Go to the Individual Tab and Try it Out

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

**Thank You**

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