



Users across 50 States

Comprehensive Information Management for Government Programs Supporting Human Services

Intellectual & Developmental Disabilities (I/DD)

Long-Term Services & Supports (LTSS)

Early Intervention

Employment

Education

Aging

Turnkey Solutions that Support:

- ✓ Federal Compliance
- ✓ Financial Management
- ✓ Provider Management and Oversight
- ✓ HCBS Waiver Management
- ✓ Incident Management
- ✓ Business Intelligence Analytics-Dashboard Reporting
- ✓ Fraud Reduction & Electronic Visit Verification (EVV)

www.TherapServices.net

(203) 596-7553



Electronic
Billing 5010

HIPAA
Compliant



About Therap

Since 2003, Therap has been the national leader in bringing automation to public and private organizations that deliver Long-Term Services & Supports (LTSS) to vulnerable populations. We were founded and continue to be run by clinicians, administrators, and advocates for vulnerable populations. We understand practical realities and challenges faced by providers and government agencies that serve individuals receiving Long-Term Services & Supports (LTSS). Our knowledge is incorporated into our web-based application suite which provides a comprehensive solution for your planning, documentation, reporting, communication and billing needs.

Therap is a Software as a Service (SaaS) turnkey solution with both initial and ongoing support included in the subscription. Our 70+ modules are highly configurable to support the regulatory framework, workflows, and terminology of different states. As part of our advocacy mission, we offer states a complete, turnkey incident management system which comes with the same level of initial and ongoing customer support. Therap is currently used in 50 states by over 5,000 providers with over 300,000 users supporting over 500,000 individuals.

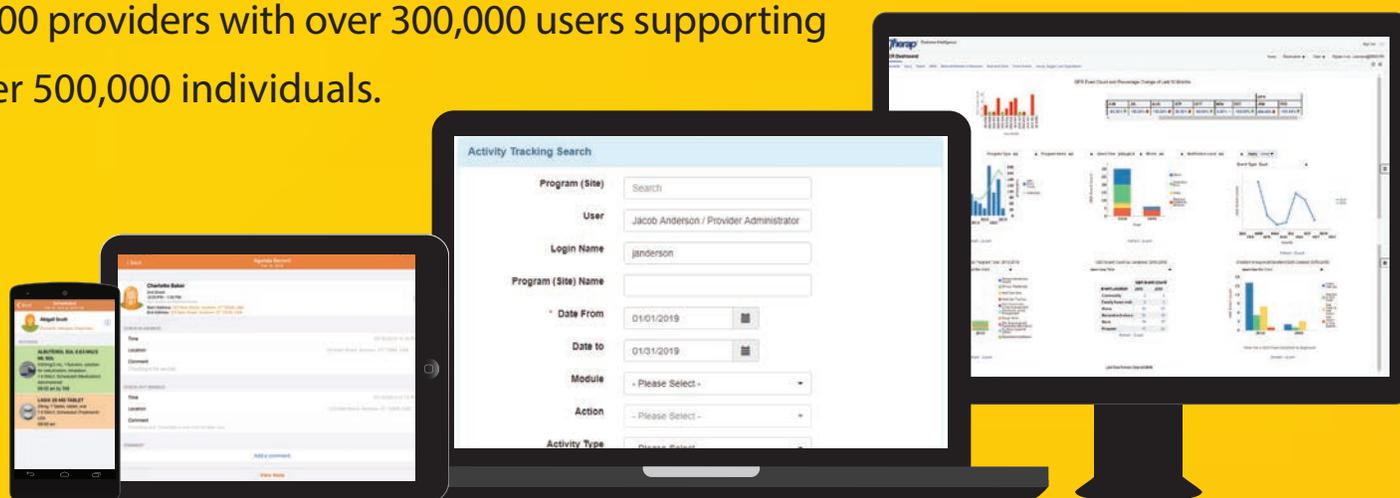


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Benefits of Therap

Therap provides tools to improve quality of service, client outcomes, and accountability within public Long-Term Services & Supports (LTSS) programs. Daily communication and reporting between state agencies, providers, health care professionals, case managers, quality assurance teams, and families become seamless. Therap's configurability allows it to adapt to states' unique processes and needs without the expense, time, and disruption required for a custom-built system. Therap's comprehensive, ongoing support allows organizations to focus on their core mission of ensuring top-quality care for individuals. States and local governments will realize a number of important benefits with Therap:

- Maximized efficiency
- Increased accountability at various levels of the organization
- Facilitation of secure, real-time communication across the organization and with authorized external users
- Data and analytics for improved decision-making and strategic planning
- Improved ability to comply with Federal and other reporting requirements as well as ad hoc data requests from policymakers and oversight entities
- Enhanced financial management and forecasting capabilities
- Effective management and oversight of service providers
- An electronic health record with highly configurable access to information based on user permissions
- Enhanced incident reporting and response

Information on Forms

Forms in Therap show when data was entered and by which user. The **Entered By** and **Approved By** fields show how records of different activities are kept.

Speech Therapy (ISP Program)

Form ID: ISP-DEMO-GER4T76ZXF MPL
Status: Approved (Static)

Approved By: John Sanders, Program Manager on 12/25/2018 05:45 PM
Entered By: Daniel Wallace, Registered Nurse on 12/23/2018 01:45 PM
Submitted By: Mia Cole, Direct Care Staff on 12/23/2018 01:41 PM
Update History (1)

Cost Effective for Government Agencies

Since Therap offers a subscription-based SaaS solution, software development costs are spread across a large customer base. In addition, Therap's suite of solutions includes 70+ modules and are available in different packages to purchase as appropriate for the organization's needs.

Therap allows broad, role-based access to data which improves efficiency and effectiveness across the agency and its stakeholders. Since Therap provides comprehensive support during initial implementation and ongoing maintenance, there is no need for organizations to dedicate resources to developing and maintaining infrastructure to support the system. Likewise, Therap routinely upgrades its software to stay current with industry best practices and evolving regulatory requirements.

Activity Tracking Search Results

Activity Tracking Search

Filter

Activity Time	Login Name	IP Address	Server Name	Module	Action	Activity Type
01/03/2019 06:06:06 PM	janderson	111.222.3.4	demoserver	Provider Administration	Program Enrollment/Discharge Information Change	
01/03/2019 06:05:56 PM	janderson	111.222.3.4	demoserver	Individual Data	View	
01/03/2019 05:48:47 PM	janderson	111.222.3.4	demoserver	Individual Data	Create	
01/03/2019 05:37:45 PM	janderson	111.222.3.4	demoserver	Signup Agreement	Agree	
01/03/2019 05:37:43 PM	janderson	111.222.3.4	demoserver			Logon

Showing 1 to 5 of 5 entries

Q New Search

Export to Excel

Cancel Back

Easy Implementation

Therap offers a turnkey approach with support offered during both initial implementation and ongoing operations. This includes both initial and ongoing user training as well as help desk support and periodic system improvements. Therap employs a Software as a Service (SaaS) Commercial Off-The-Shelf (COTS) system that can be used out-of-the-box. However, large, public organizations will want to take advantage of the system's high degree of configurability to adapt the software to meet their workflow and specific needs. Therap handles this process from start to finish. The Software as a Service (SaaS) can be accessed using standard browsers on multiple devices with an internet connection. There is no need to install the software.

Therap was designed by human service professionals to be user-friendly and intuitive regardless of the individual's level of technical expertise. In order to ensure proper use of the system, Therap provides users hands-on training tailored to their role and use

of the system. Therap does this through a team of expert Training and Implementation Specialists with extensive experience across various areas of Long-Term Services & Supports (LTSS).

Once our system is up and running, we continue to provide additional support which decreases the future need for an agency to invest in providing in-house technical training and equipment. In addition to staff training provided during implementation, we host webinars, ongoing training and user sessions to reinforce previous training, which is open to other providers and ensure that the staff are fully aware of the features offered by Therap and can take advantage of our system's functionality. The Help and Support website is a dedicated support portal that offers a search capability. Therap's training and support materials are designed to take into account the widely differing job responsibilities, computer skills, and educational backgrounds of our users.

Help and Support

The screenshot displays the Therap Help and Support website. At the top, the Therap logo is on the left, and 'Help and Support' is centered. Below the logo is a navigation menu with links: Support Home, States, Training, Troubleshooting, Events, Programs, Request Forms, and Login. A search bar is prominently featured with the text 'Search for all support materials' and a 'Search' button. Below the search bar, there are three main content areas:

- Training Academy:** This section includes 'On Demand Self Paced Training Courses' with a list of links such as 'Request for Training Manager Account', 'Already have account? Login', 'Training Academy FAQs', 'Quick Guide on Registering Trainees', 'Accessing Therap's Training Academy', and 'Excel Bulk Upload of Trainees'. It also features 'Why Training Academy Courses?' and 'What is Video only?' sections.
- Webinars:** This section lists 'Upcoming Webinars' and 'Recorded Webinars'. The recorded webinars list includes:
 - About HIPAA (February 19, 2019)
 - Webinar - Quarterly Individual and Family Access User Group (February 20, 2019)
 - Scheduling/EVV Review of Newest Features - Offline Application, IVR, Self Check-in, etc. (February 21, 2019)
 - Configuring your ISP Programs (February 22, 2019)
 - Staff Matching with DDO (February 28, 2019)
- Top 10 User Guides:** A list of guides including Login, Therap Offline Forms, Minimum Requirements for Using Therap, Reset Password, BI Health Tracking Dashboard for Providers, List of all Roles, Change Password, Data Driven Outcomes Dashboard, Create ISP Program, and Create T-Log. A preview of the 'Login' guide is shown, featuring a screenshot of the login form with fields for Login Name, Password, and Provider Code.

Benefits of Therap

Regulatory and Reporting Compliance

The ability to support compliance with complicated Federal, state and even local rules and regulations is a major reason public and private organizations turn to Therap. For public organizations, our powerful data reporting tools simplifies compliance with Federal and other reporting requirements. Therap upgrades its system on an ongoing basis as requirements change to ensure that customers can remain in compliance.

Therap provides a state-of-the-art Electronic Visit Verification (EVV) module that allow states to comply with the 21st Century CURES Act. In addition, it allows to effectively respond to increasing Federal scrutiny of state practices and improve consumer health and safety. These two features are discussed in more detail in the overview of functionality.

Beyond programmatic compliance, Therap meets HIPAA requirements and provides interfaces designed to facilitate data sharing pursuant to Health Information Exchange (HIE) requirements. In addition, Therap is a highly secure system with periodic upgrades to incorporate current best practices in the areas of data integrity, security, and privacy.

Therap Supports States with:

- ✓ CMS HCBS Waiver Assurances
- ✓ Medicaid Managed Care
- ✓ Health Information Exchange
- ✓ Value Based Programs
- ✓ 21st Century Cures Act

Comprehensive System

Therap is the system of record in a number of state agencies and is capable of meeting various data management needs of most public agencies that manage Long-Term Services & Supports (LTSS). From provider management, to case management, to electronic health records, to family and self-advocate

portals, Therap provides functionality to support aspects of organization's operations and allows role-based access to stakeholders. This allows the public organization to control the central client record and access it. This is a major improvement over paper-based systems where records are scattered among numerous individuals and organizations. Therap's comprehensive functionality coupled with comprehensive support, obviates the need for states to manage multiple IT systems or create a support infrastructure.

**Contact us to discuss how
Therap's Electronic Visit Verification (EVV)/
Scheduling module can help meet
Federal requirements**

Data Integrity and Security

Therap is designed to protect client confidentiality, ensure data integrity and maximize system availability. It addresses physical and logical threats via the application of a layered defense approach. It adheres to data privacy and protection principles defined by industry-specific methodologies such as HIPAA/HITECH. Technical and procedural standards and protocols such as those established in the SANS Critical Security Controls framework and by the Center for Internet Security are also utilized. This includes regular backups at separate locations to ensure that data are readily available.

In addition, the system includes several features to improve data quality and integrity:

- Time-stamped documents with electronic signatures
- Records of activities on reports and documents
- Multi-level access control and data security
- Secured data exchange
- Audit trails that record user activity
- Built-in system edits to ensure that data input is correctly done

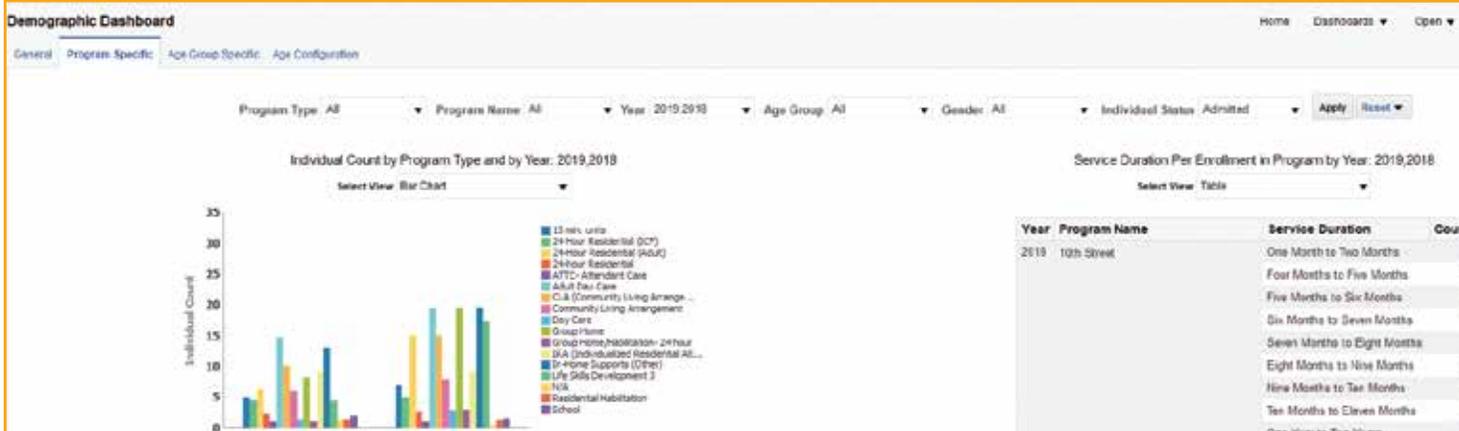
Business Intelligence Capability & Flexible Reporting

Therap's Business Intelligence tool aggregates agency-wide data, providing real-time reports for various modules. Using Therap's Business Intelligence Dashboards, state agencies are able to create meaningful

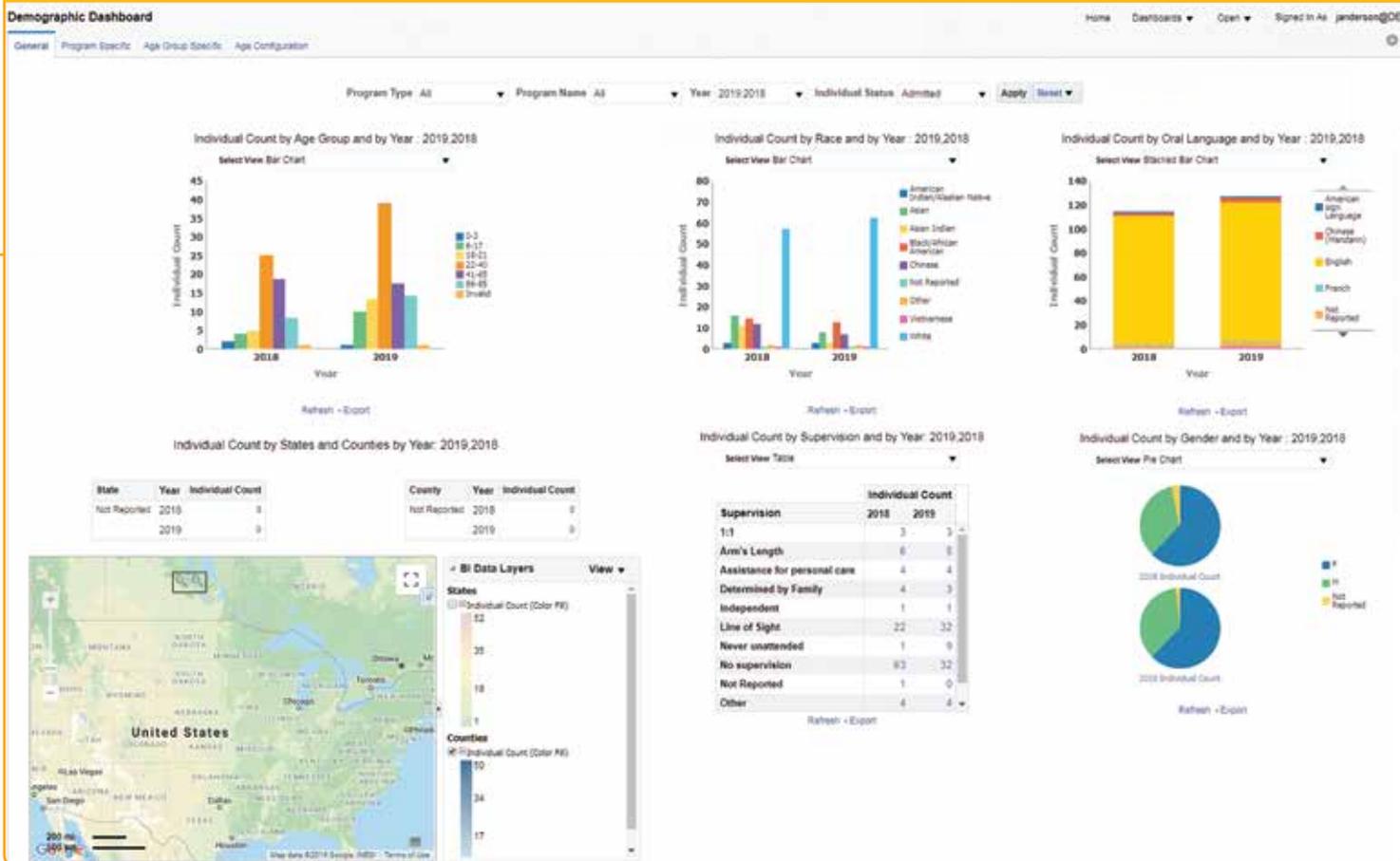
aggregated data reports that allow for identification of trends, analysis of quality assurance data, and assessment of overall agency performance. Each module also includes standard reports which the user can configure based on their particular needs.

Please see page 12 to learn more

Demographic Dashboard - Program Specific Tab



Demographic Dashboard - General Tab



Benefits of Therap

Improved Health and Safety with Comprehensive Incident Management System

As a company founded by advocates, practitioners, and family members, Therap is passionately committed to advancing health and safety of vulnerable populations. As such, Therap offers its incident reporting system to help improve processes related to incident management. Therap installs the system, trains users, and provides ongoing support. Our incident management system is user-friendly and accessible across a wide variety of devices. This allows instant communications among key responding personnel and independent, real-time access to information by oversight entities. Therap's Business Intelligence tool aggregates agency-wide data, providing real time reports that help to identify trends, execution of quality assurance activities, and assessment of overall agency performance in supporting individuals. The incident management module also facilitates compliance with Federal reporting requirements.

Contact us to learn more about our No-Cost Offer for States



Role-Based Access Control

Therap provides role-based access that can be extended to agency personnel and external stakeholders, including self-advocates and family members. Allowing stakeholders access based on their role promotes efficiency and strengthens accountability through enhanced communications. Families, in particular, are able to become active team members who are provided with enhanced tools to make informed decisions.

General Event Reports (GER)

Basic Information

- Individual: Brian Lewis, 1234567
- Program: 1st Street
- Site: Group Home
- Event Date: 02/19/2019
- Report Date: 02/19/2019
- Reported By: Steven Hall, Supervisor
- Reporter's Relationship to Individual: Staff
- GER Resolution: Create a new GER Resolution

Event Basics

- Notification Level: High
- Location: Home
- Address: 123 Pine St., Anytown, CT, 12345, USA
- Phone: 123-456-7890
- Fax: 112-345-6789
- Describe what happened before the event: Brian had taken his scheduled medication in the morning and had breakfast.

Abuse/Neglect/Exploitation

- Abuse Suspected?: No

Super Role

Super Role

Name: For Case Managers

Super Role Type: Shareable Super Role

Description: Selective roles for Case Managers.

- Case Note:**
 - Case Note View
 - Case Note Edit
 - Case Note Delete
- Document Storage:**
 - Document Storage View
 - Document Storage Add/Edit
 - Document Storage Delete
- Eligibility:**
 - Eligibility Submit
 - Eligibility Review
 - Eligibility View
 - Eligibility Approve
 - Eligibility Update
- General Event Reports:**
 - GER Witness
 - GER Submit
 - GER Edit
 - GER Review
 - GER Approve
 - GER Med Error Approve
 - GER Death Approve
 - GER View
 - GER Followup
 - GER Delete
 - GER Abuse/Neglect/Exploitation
- Health Tracking:**
 - HT Submit
 - HT Update
 - HT View
 - HT Delete
 - Health Care Report
 - HT Review
- Individual Data:**
 - Individual Data View
 - Individual Data Edit
 - Individual Admit/Discharge
- Individual Home:**
 - Individual Home Page
- ISP Data:**
 - ISP Data
 - ISP Data Update
- ISP Plan:**
 - ISP Plan Submit
 - ISP Plan Approve

Case Management

Case Management

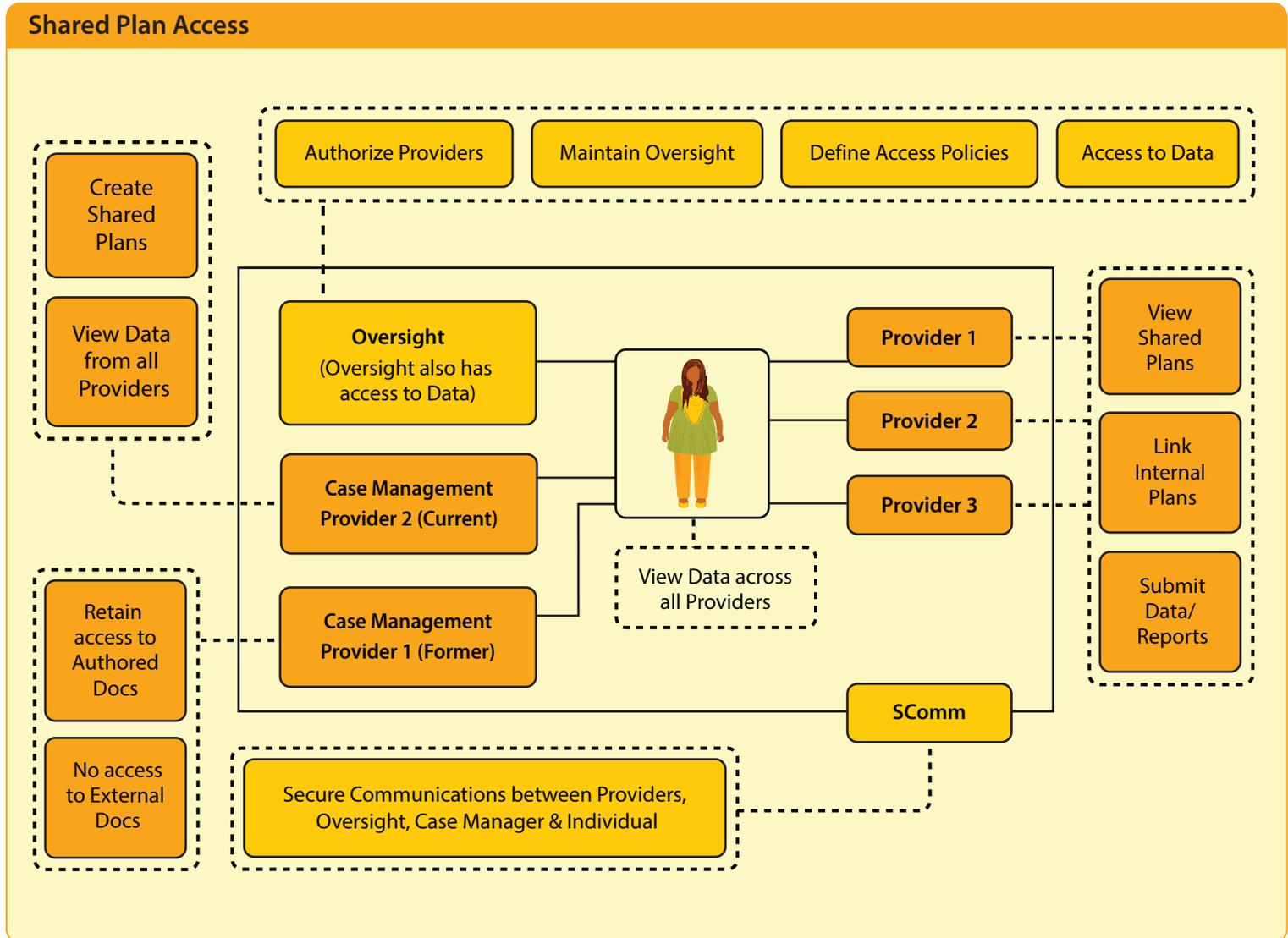
Therap provides a robust case management system that allows case managers to view information necessary to coordinate services and supports for the individuals on their caseloads. Case Managers can view service plans, individualized case notes, incident reports, medication administrations, and an assortment of other health records such as doctors' appointments, scheduled lab tests, immunizations, and active allergies. Therap has developed an interface which allows case managers to see records from providers serving the individual. The case management module also includes prompts that alert case managers to upcoming tasks and deadlines.

User Privilege for Case Managers

The screenshot shows a 'Profiles' section with two entries: 'CM1 : Case Manager' and 'CM2 : Regular'. The 'CM1' entry has a 'Super Role : All Shareable Roles' and a 'Delete Profile' button. Below this is a table with columns for 'Caseload Name', 'Assigned To', and 'Remove'. One row is visible with the role 'AICMC: All Case Management Caseload (DEMO-CM)'. Below the table is another entry for 'CM2 : Regular'.

User Privileges of Case Manager with Caseload

The screenshot shows a section titled 'Add Caseload in CM1 Profile'. It includes a table with columns for 'Caseload', 'Caseload Type', and 'Action'. Two rows are visible: one for 'User - jsanders' with 'Case Management' type and 'Add' action, and another for 'AICMC: All Case Management Caseload (DEMO-CM)' with 'All Case Management' type and 'Add' action. Navigation controls are present above and below the table.



Health Information Exchange/Interoperability

Therap's Health Information Exchange (HIE) module allows for exchange of health information between hospitals, healthcare providers, and agencies using Therap applications. With the help of this module,

medical information, including Admit Discharge Transfer (ADT) messages from hospitals, can be sent in HL7 format.

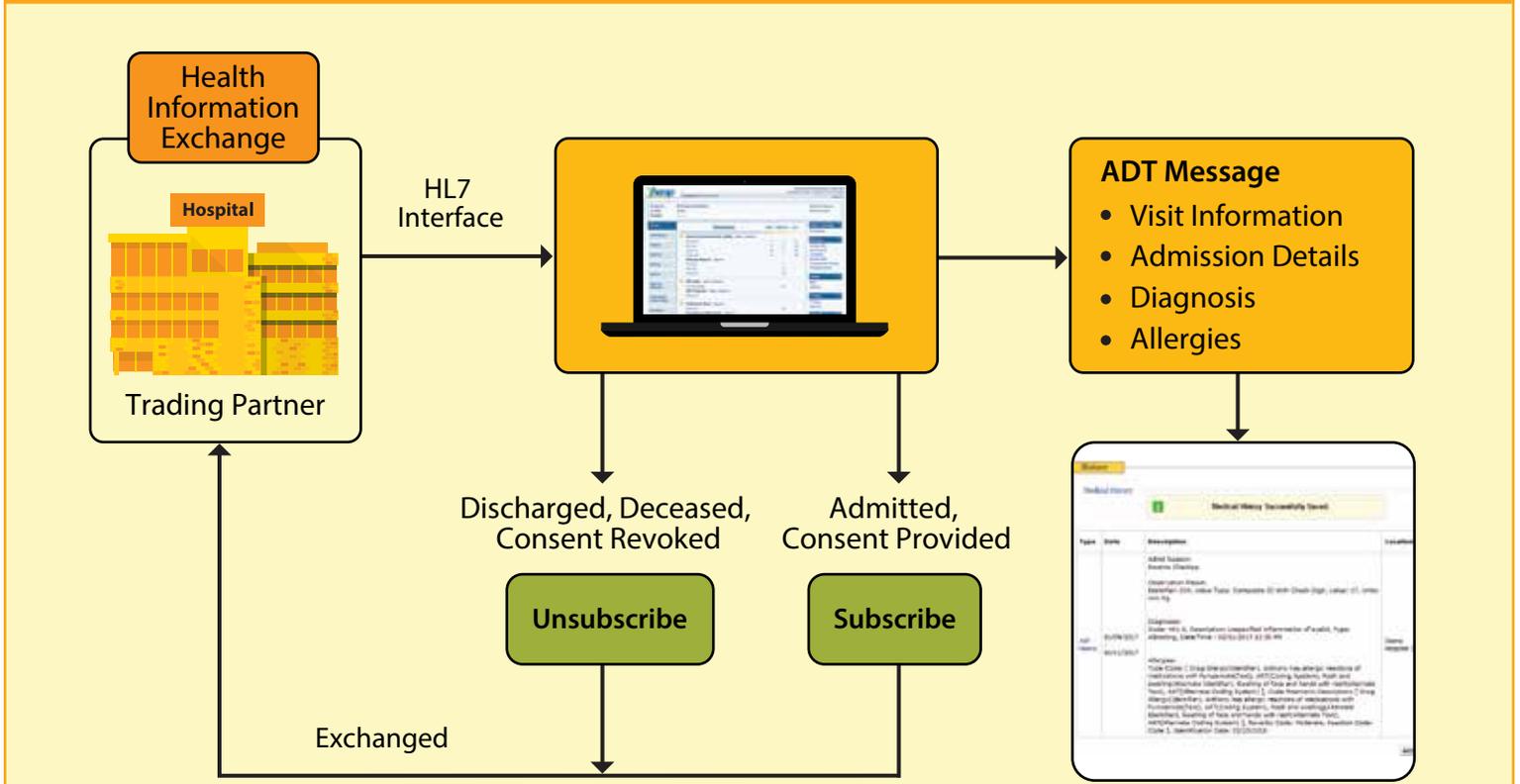
- Share health data with state and local exchange
- Access and update medical history records

Admit Discharge Transfer (ADT) Message

The screenshot displays an ADT Message interface with three main sections:

- Patient Demographics:** Includes fields for Family Name, Middle Name or Initial, Suffix, Date of Birth, Religion, Primary Language, Home Phone Number, and Business Phone Number.
- Patient Visit Information:** Shows Patient Class (Preop), Assigned Patient Location (Point of Care: Ward 2, Room: 103, Bed: 01), Hospital Service (Eye Examination), Admit Date/Time (02/05/2019 09:00 AM), and Admit Reason (Routine Checkup).
- Diagnoses:** A table with columns for Code, Description, Type, and Date/Time. It lists a diagnosis: H01.0 Impacted/Inflamed eyelid, Admitting, 02/01/2017 12:30 PM.

Health Information Exchange (HIE)



Therap's Electronic Visit Verification (EVV)/Scheduling module has been designed to meet the requirements of the 21st Century CURES Act and contains the following features:

- Calendar-based schedule building
- Individual or program based schedules
- Multiple views for scheduler, staff, individuals and family members
- Real-time monitoring of staff check in/out
- Single swipe check in/out using Android/iOS app
- Time and date stamp of entries
- Geo-location recording
- Interactive Voice Response (IVR) capability
- Reporting capability

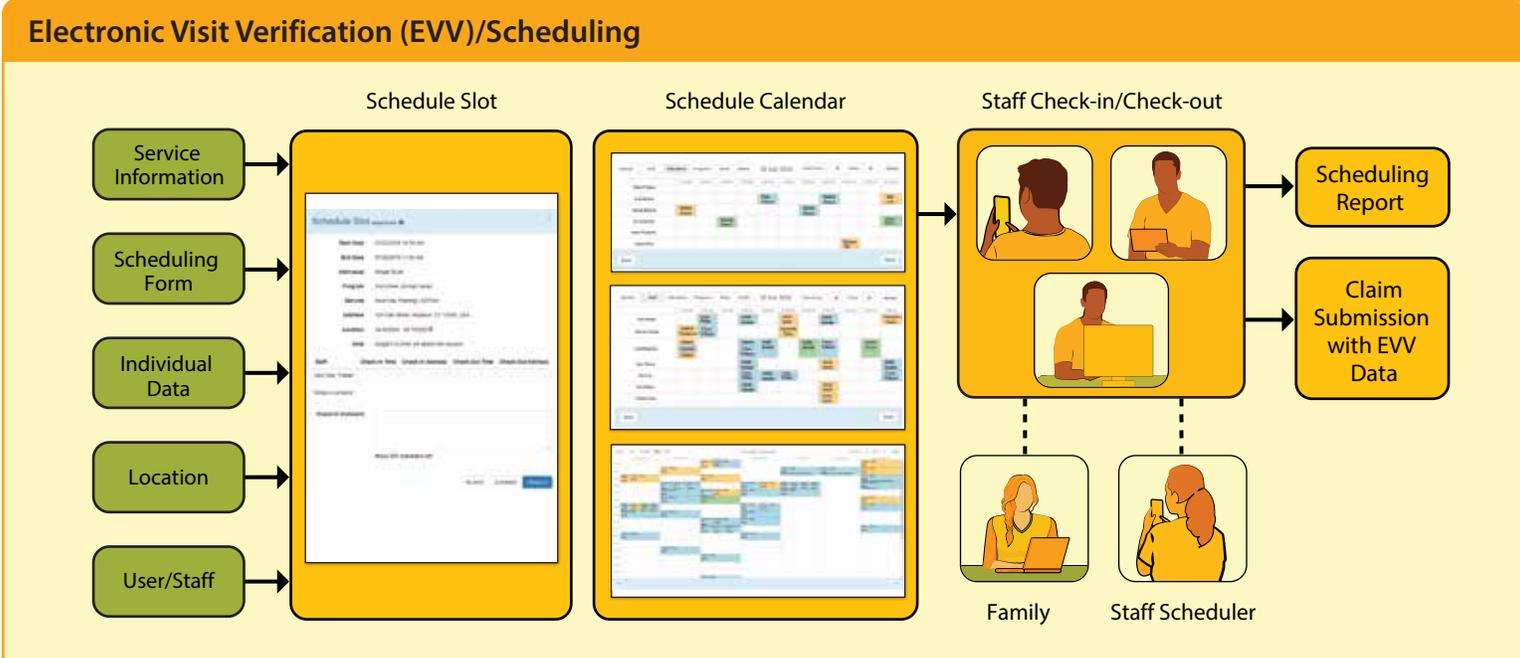
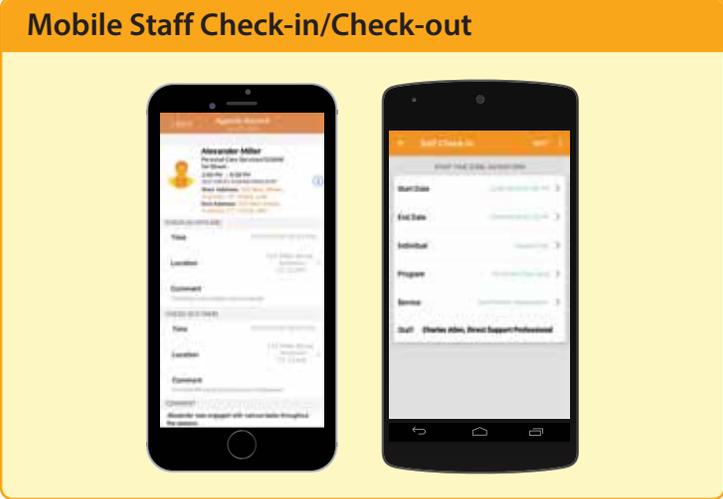
Provider partners will find this module to be especially helpful. Schedules can be built using a drag and drop functionality on a calendar view allowing the scheduler to get a view of multiple staff and multiple individuals in an intuitive and clean user interface. Program-based schedules can help direct a group of staff to the right location at the right time.

Scheduling tools are linked with Therap's robust billing features so that the schedule tracks how many units of each service are available and how many have been scheduled. At the start of the month, week or day, staff have a plan in place to maximize their

service targets. The number of schedulable hours per day and per week for a particular staff is also tracked in the system. Staff can see their own schedule and know where they should be working, who they should be working with, and what service they are providing. This includes the ability to geo-locate the service location and display it on a map.

Self Advocates and their families can also view their schedule and know who will be coming to work with them.

Contact us to discuss how Therap's Electronic Visit Verification (EVV)/Scheduling module can help meet Federal requirements



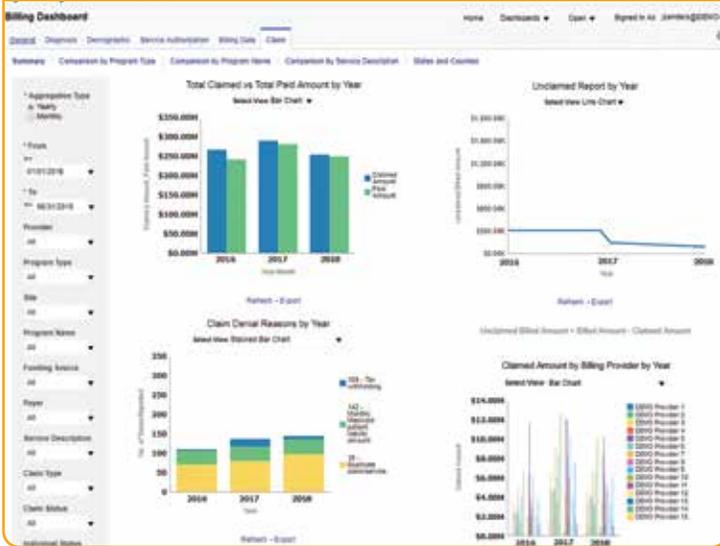
Business Intelligence Dashboards

Therap's Business Intelligence tool aggregates agency-wide data, providing real time reports that help to identify trends, execution of quality assurance activities, and assessment of the overall agency performance in supporting individuals. The business intelligence dashboards allow the agency to view data in number of different formats, including bar charts, pie charts, line charts, and help the agency to prepare persuasive analyses to support agency requests

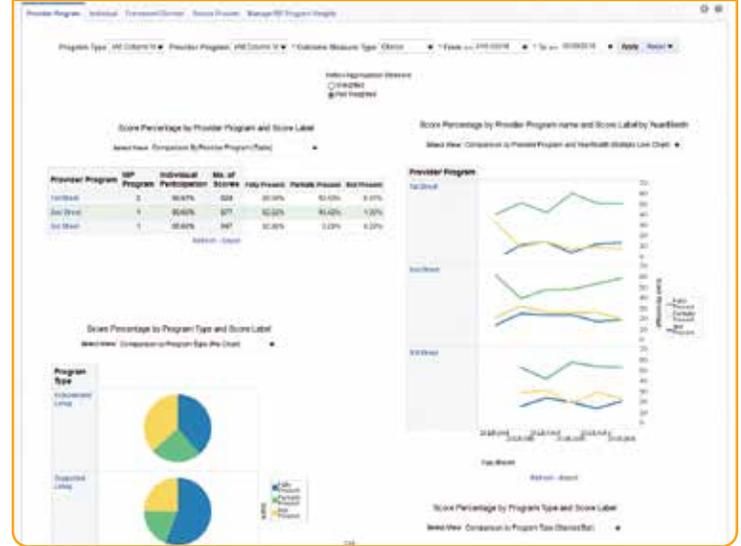
or to provide professional-quality responses to data requests.

- Demographic Dashboard to analyze census data
- Incident Management Dashboard to identify trends
- Health Tracking Dashboard to track health outcomes
- Billing Dashboard to track utilizations
- Data Driven Outcomes Dashboard to measure effectiveness of services

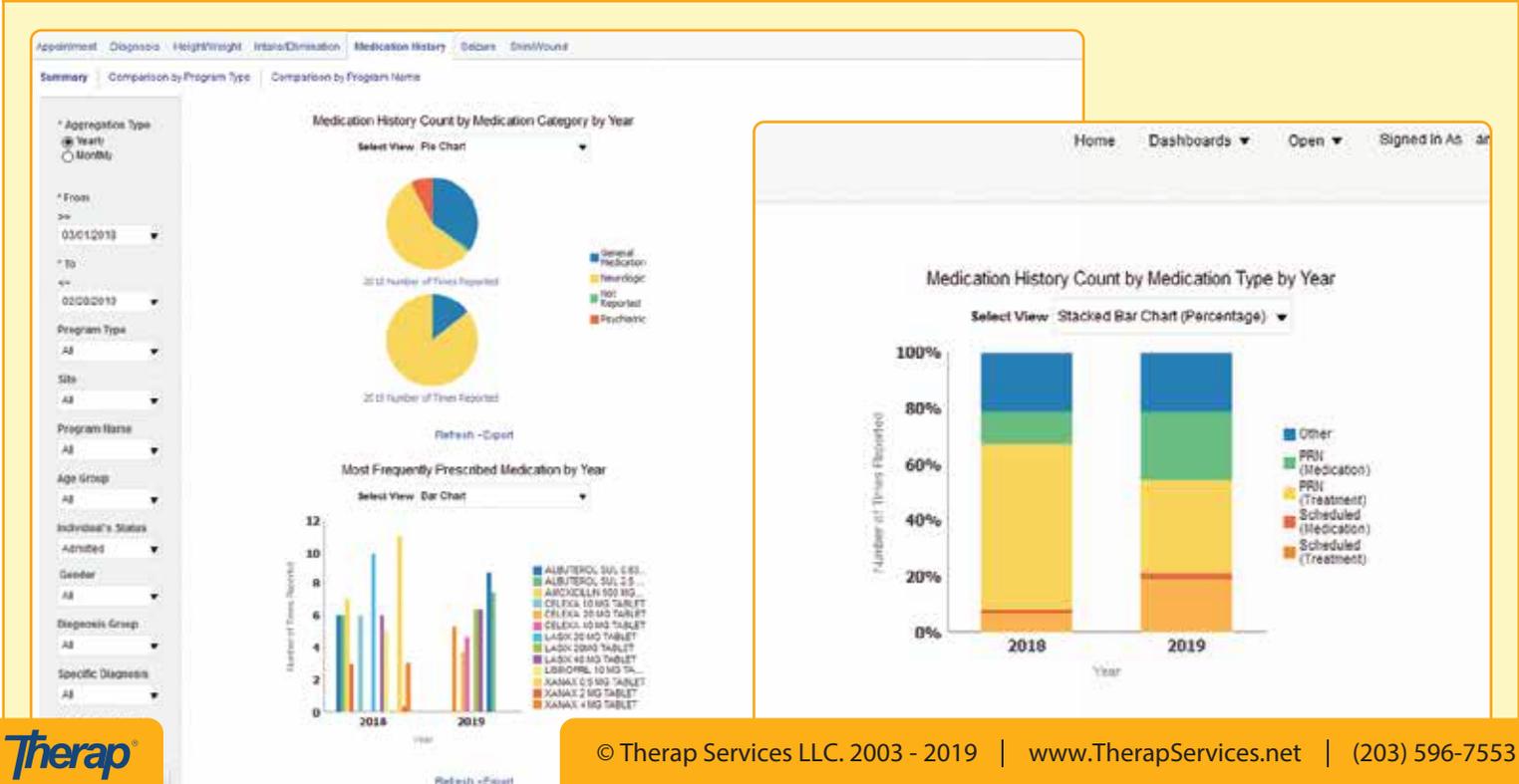
Billing Dashboard



Data Driven Outcome (DDO) Dashboard



Health Tracking Dashboard



Incident Management and Resolution

As part of its advocacy focus, Therap offers its automated incident management system at no cost to state governments. It is a comprehensive tool used to report incidents and response in a secure and compliant way. The system can help state agencies comply with assurances that states must provide to the Federal government as a condition of receiving Medicaid matching funds and, more importantly, improve health and well-being of individuals served. Features of the incident management module include the following:

- Critical Incident Reporting
- Notification alerts of Abuse/Neglect/Exploitation reports
- Incident investigation and resolution
- Business Intelligence to identify trends
- Role-based access control mechanism for states and providers

- Real-time access to incident report data to appropriate personnel, including independent access by outside oversight authorities
- Ability to record multiple incidents in a single report
- Ability to record detailed information on type and severity of injuries, medication errors, use of physical restraints, and incidents where abuse, neglect and/or exploitation are suspected
- Automated alerts and notifications via a variety of media (email, text message, pager) based on state-established criteria
- Response tracking and workflow management

**Contact us to
learn more about our
No-Cost Offer for States**

General Event Reports (GER)

The screenshot displays the General Event Reports (GER) system interface, which is divided into several sections for data entry and review.

Basic Information:

- Individual: Adults / Children
- Program: TD State
- Site: Sleep Home
- Event Date: 03/04/2019
- Report Date: 03/04/2019
- Reported By: John Sanders, Program Manager
- Reporter's Relationship to Individual: Staff
- GER Resolution: Closed & No ODR Resolution

Event Details:

- Negotiation Level: High
- Location: Program
- Address: 103 Main Street, Ansonia, CT, 06401, USA
- Phone: 711-123-4567
- Fax: 711-123-4567
- Description: Individual was playing in the female playground outside with two other children.

Abuse/Neglect/Exploitation:

- Abuse Suspected?: No
- Neglect Suspected?: No
- Type of Neglect: Neglect by Responsible Provider
- Exploitation Suspected?: No

Event Information:

- Event List
- Injury: Individual was playing on the slide when another child ran right behind her.

Event Injury:

- Date of Injury: 03/04/2019
- Time of Event: 09:00 AM

Medical Diagram: A human figure with callouts indicating injuries to the head, neck, chest, abdomen, back, arms, and legs.

Treatment:

- Treatment by: Staff, RN
- Time of Treatment: 03/04/2019
- Treatment Date, if different than event date: 03/04/2019
- Injury Photo: [Link]
- Summary: Individual was playing on the slide when another child ran right behind her too quickly to take advantage of the slide. She had her forehead, neck, and upper arm hit against the top edge of the slide when she was at the top of the slide before she started to slide down.
- Witnesses: John Sanders, Staff (Self)

State Specific Information:

- State Form List
- State of Connecticut DDS-Incident Report-255 for injury
- State of Connecticut DDS-Incident Report-256 for injury

General Information:

- DDO Case Manager Name: John Sanders
- Service Group: Individual Support

Supervisor Review:

- Need to Review?: No
- Guardian/PRP notified?: Yes
- Witness/Incident?: No

Actions Taken:

- Corrective Action Taken: Staff performed, event map completed.
- Plan of Future Corrective Action: Ensure that the individual is under constant supervision, and is not allowed to play outside without a guardian/parent.

Notifications:

Person/Entity	Name of Person Notified	Date of Notification	Notified By	Method of Notification
Family/Guardian	James Lee	03/04/2019 06:00 pm	John Sanders, Program Manager	Phone

Selected Attachment(s):

File Name	Description	Size	Date	Attached By
1234567890	Contains further details of incident	8.54 KB	03/04/2019	John Sanders, Program Manager

Notification:

- Person/Entity: [Dropdown]
- Name of Person Notified: [Text]
- Notification Date/Time: 03/04/2019
- Notified By: Sanders, John / Program Manager
- Method of Notification: [Dropdown]

Review/Following Comments:

- I have reviewed this report: [Checked]
- Staff Name: [Dropdown]
- Review Comments: Reviewed and incident was resolved.

Oversight Functionality and Features

Intake and Eligibility Determination

Therap supports intake and eligibility processes. The system allows collection of basic demographic information on applicants and family members. It allows the import or entry of basic medical information including active diagnoses, dietary restrictions, and allergies. It also allows for the entry of other required information such as assessment scores and insurance coverage necessary to determine client eligibility and establish the initial client record.

Individual Intake

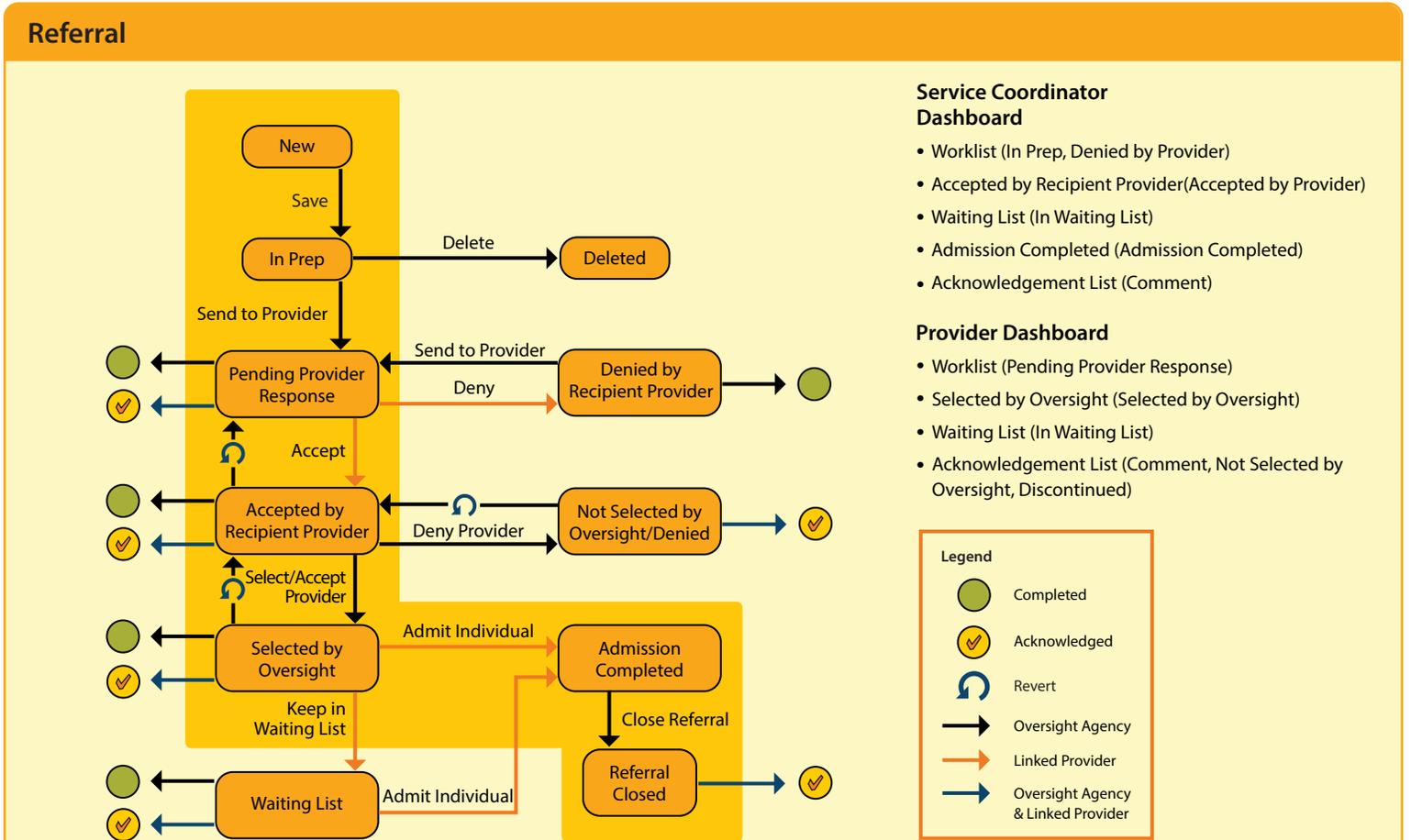
Individual Entry

First Name*	<input type="text" value="Ethan"/>	Last Name*	<input type="text" value="Williams"/>
Middle Name:	<input type="text"/>	Goes By:	<input type="text"/>
SSN:	<input type="text" value="000-11-1111"/>	Birth Date:	<input type="text" value="03/11/1988"/>
	Format: xxx-xx-xxxx or xxxxxxxxx		
Medicaid Number:	<input type="text" value="123456789"/>		
ID Type:	<input type="text" value="Demo ID Type"/>	ID Number:	<input type="text" value="01234"/>

Referral

State agencies or designees can use Therap's Referral module to send Individual Referral Packets to one or more providers. Key documents can be attached to the packets to help further describe an individual's needs and resources. This allows real-time electronic communication between the referring agency, receiving provider, case manager and individual and/or family members. Once a provider has been

selected, the appropriate elements of the person-centered plan is shared within the agency, the provider, the individual, the staff members responsible for the individual, and the individual's family and circle of support. The collaborative real-time process ensures that individuals' needs and preferences are properly reflected in the person-centered planning process.



Wait List Management

The Priority List module enables the state to manage individuals on a waiting list. Multiple waiting lists can be maintained and can be ordered by priority category according to state law or practice. In addition, the module allows for active management and tracking

of the waiting list by state defined criteria and allows for real-time communication and tracking of individuals on the waiting list. It also allows for queries to determine the individual's priority status and place on the waiting list.

Priority List Enrollment - Individual Admission

Priority List :: Individual Admission New

General Information

Individual Name: Isabella Johnson
 Birth Date: 11/01/2000

Priority List Information

Entry Date: 01/01/2019
 Entry Time: 10:00 am
 Date of Need: 01/14/2019
 Priority: High
 Priority List Status: Accepted
 Exit Reason: - Please Select -
 Exit Date: MM/DD/YYYY

Individual Basic Info

Question	Answer
1. Specify the type of disability the individual has.	Cerebral Palsy
2. Has the individual previously received services from the State?	Yes
3. Does the individual require any adaptive equipment? If so, please state all.	Wheelchair
4. Has the individual completed vocational training?	No

Priority List Enrollment - Individual Employment

Priority List :: Individual Employment Approved

General Information

Individual Name: Lauren Cox
 Birth Date: 10/01/1996

Priority List Information

Entry Date: 01/01/2019
 Entry Time: 09:30 am
 Date of Need: 01/07/2019
 Priority: Medium
 Priority List Status: On Hold
 Exit Reason: - Please Select -
 Exit Date: MM/DD/YYYY

Employee Medical Questionnaire

Question	Answer
1. What type of disability does the individual have?	Autism Spectrum Disorder
2. Has the individual been employed elsewhere previously? If so, state details.	No.

Two Factor Authentication for Additional Security Measures

Using Two Factor Authentication (2FA) option users can have an added layer of security when logging into Therap. Users with appropriate privileges can configure their accounts to enable 2FA option so that, in addition to their login credentials, they are prompted to provide an additional One Time Password (OTP) that they receive on their mobile device.

English

Login

Login Name: janderson
 Password: *****
 Provider Code: DEMO-TH
 Login

Forgot Password? Trouble Logging

One Time Password

656506
 Trust This Device/Browser.
 Cancel Submit

Oversight Functionality and Features

Case Notes

The Case Note module records information about in person or face-to-face meetings or counseling sessions. A text area is available that has a 30,000 character limit to allow for entering detailed notes and observations. This provides useful information for future follow-up and assist other team members that serve the individual. Case Notes marked as billable generate professional claims for billable services provided. Approved default templates are available which can be linked to Service Authorizations to generate billable claims when Case Note is utilized as the method of data collection.

Case Note

Case Note NEW

Template: Quarterly Review

Case Note Details

Individual: Ashley Hayes

Service Provider: Jordan, Elizabeth / Provider Administrator

Service Date: 02/01/2019

Begin Time: 12:00 pm End Time: 01:00 pm

Service & Unit Rate (\$): Respite Care - Day (05151) \$20.0

Billing Diagnosis Code: Z323

Activity Type: Quarterly Review

Location: Assisted Living Facility

Billable: Yes No

Face to Face: Yes No

Person Contacted: Tammy Stevens

Questionnaire 1

Question	Answer
1. Please communicate affect and mood.	Her mood has been improving gradually since the last meeting.
2. Please note any health changes since last visit.	There was not any notable health issues since the last visit, she has been in good health.

Attachment(s)

The total size of all attachments cannot exceed 10 MB

File Name	Description	Size	Date	Attached By	Action
Ashley-CaseNote.docx		7.96 MB	02/01/2019	Elizabeth Jordan, Provider Administrator	Download Remove

Add File | Scan File

Note

Ashley has been showing gradual improvements. Her guardians and case worker are happy with the progress she made over the past month.

Case Note Billing

Case Note Billing Search

Service Description (Code): Adult Day Training - Facility Based or C

Service Date From: 11/01/2018 To: 11/30/2018

Program (Site): Search

Bill Street (Group Home):

Case Note Billing Search

Case	Program (Site)	Authorization ID	Begin Date	End Date	Service Description (Code)	Unit Rate	Amount
1	1010000000	10100000000000	11/01/2018	11/30/2018	ADULT DAY TRAINING - FACILITY BASED OR C	20.00	20.00

Showing 1 of 1 entries

Q: Search

Case | Run

Questionnaires

The Questionnaire module allows users with appropriate administrative privileges to create and add survey questions to a questionnaire. An approved questionnaire form can be accessed from the Priority List module, the Case Note Billing module and the Level of Care module. A questionnaire can be selected while creating a Case Note Template and answered within the Case Note.

Questionnaire - Answering Questions

Answer Questionnaire

Employee Medical Questionnaire

Filter Reset

1. What type of disability does the individual have?
Autism Spectrum Disorder

Save Save & Next

1. What type of disability does the individual have?
(Not answered)

2. Has the individual been employed elsewhere previously? If so, state details.
(Not answered)

3. Does the individual require assistive technology while working?
(Not answered)

4. Does the individual have musculoskeletal disorders e.g. neck, back and joint problems, slipped discs, trapped nerves, scoliosis, torn ligament or cartilage, rheumatism, fibromyalgia etc?
(Not answered)

5. Why is the individual interested in having a job?
(Not answered)

6. State all needs and service interventions.
(Not answered)

Close Popup

Questionnaire - Show Answers

Employee Medical Questionnaire

Question	Answer
1. What type of disability does the individual have?	Autism Spectrum Disorder
2. Has the individual been employed elsewhere previously? If so, state details.	No
3. Does the individual require assistive technology while working?	No
4. Does the individual have musculoskeletal disorders e.g. neck, back and joint problems, slipped discs, trapped nerves, scoliosis, torn ligament or cartilage, rheumatism, fibromyalgia etc?	Rheumatism
5. Why is the individual interested in having a job?	The individual enjoys being around people, and so believes that having this job will allow her to interact with people more.

Individual Budgeting

Therap provides an individual budgeting module that connects to our direct electronic Medicaid billing module. It facilitates the development of a person-centered budget, electronically issues service authorizations, and tracks service utilization, expenditures and encumbrances against the individual's budget. The state business rules, including limitations and processes for amending the initial individual budget are incorporated. This allows agencies to track service utilization, expenditures and encumbrances in near real-time to improve financial planning and management.

Electronic Billing

Providers are able to use Therap's attendance features to bill for services in hourly, daily or other increments as specified by the state. This information is logged into Therap and received by the state who approves the billable units submitted by providers. Providers are also able to view the status of claims previously submitted.

Therap's billing applications automatically export claims in the ANSI X12 837 format. The electronic claim generation process meets the HIPAA Version 5010 standard for electronic claim transactions. Therap's billable service tracking modules record services from the point of delivery.

Budget

Budget Approved

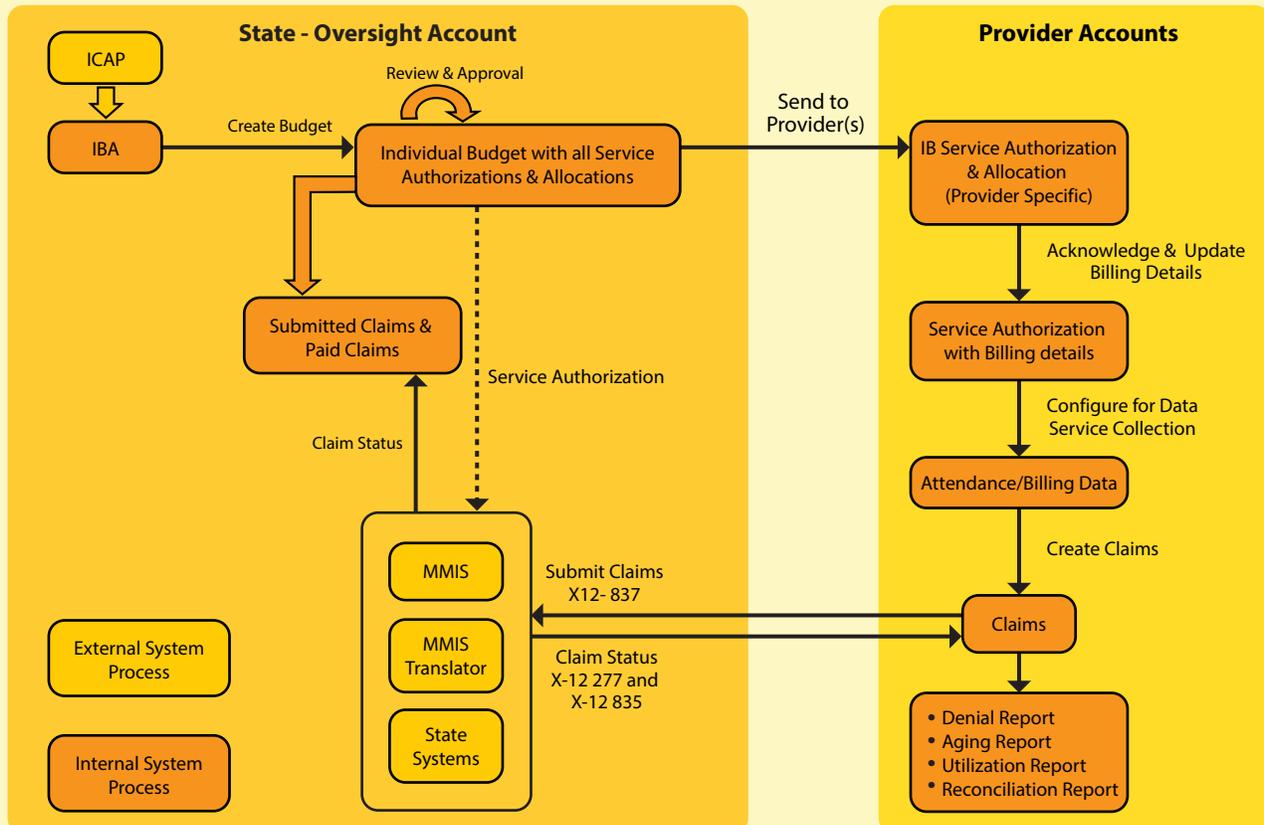
Budget	
Individual Name	Joshua White
Date of Birth	01/01/1990
Oversight ID	01234
Funding Level	9
ICAP Score	87
Duration	07/01/2018 - 07/01/2019
IBA	\$9,000.00
Applicable IBA	\$5,000.00
Total Exception Amount	\$500.00
Total Amount	\$5,500.00
Utilized Amount	\$400.00
Remaining Amount	\$5,100.00

IBA Exception(s)

Amount	Begin Date	End Date	IBA Exception Category	Status	Create Date	Action
\$500.00	02/01/2019	05/01/2019	Demo Category	Approved	01/31/2019 4:13 PM	Show

Add IBA Exception

Integrated Billing



Individual Support Plan and Service Documentation

Therap's Individual Support Planning module supports the development of high-quality support plans:

- Reflects individual preferences
- Includes tools to plan, organize, and implement supports and services
- Provides detailed information about an individual's goals and outcomes
- Allows flexibility in tracking progress toward goals

The system supports state-developed support planning processes or states can make use of the built-in tools developed by Therap's experienced human service professionals. If a state makes use of the built-in Therap tools, they will find them to be intuitive and truly person-centered reflecting what is important to and for the individual. It ensures that personal preferences guide goals and facilitates development and maintenance of case management plans, development

and maintenance of support networks, identification of major health and environmental risks, and documentation of supports and services provided that can be used to general claims. It is accessible across multiple providers with a unified search option that supports effective communications and service coordination.

Therap's built in tools include a Personal Focus Worksheet to record and share information specific to the individual in terms of personal interests, ongoing activities, relationships, outside observations, religious preference, personal goals, employment status, and opportunities to improve capacity for independent living. Therap provides a built-in ISP Agenda tool which can be used to develop the agenda in support planning meetings. Therap also provides case management tools to support the development of effective case management plans.

Individual Support Plan

ISP Form Info Jump to

Status: Approved
 Form ID: OISP-DEMO-F974SK709FZ8
 Time Zone: US/Eastern
 Approved By: Elizabeth Jordan, Provider Administrator on 11/01/2018 05:04 PM
 Last Updated By: Elizabeth Jordan, Provider Administrator on 11/01/2018 11:38 AM
 Entered By: Ronald Butler, Program Manager on 11/01/2018 02:17 PM

[Update History](#)

Individual Name: Sophia Wilson, 123456 **Date of Birth:**

Does individual have a Legal Representative/Guardian? No

ISP Meeting Date 11/15/2018

ISP Start Date 11/01/2018

ISP End Date 06/30/2019

What is most important to the individual?
 Sophia wishes to be independent. She wants to complete her household works and daily living chores house.

Risks

Individual is at risk of, or has a risk related to, the following (as identified on the Support Documents)

Risk Type	Support Documents	Date	Home/Where
Safety Issue: Household Chemicals	Risk Management Measures docs Risk Management Measures	10/01/2018	Kitchen Ca

Professional Services Individual Uses/Needs

Name (Responsible Organization)	Contact Type - Type of Specialist	Contact Information	Specific reason
Anderson, Jacob / Dir(ABC Hospital)	Hospital - Endocrinology, Diabetes & Metabolism	CT, USA Phone(s): 0132485679	Metabolism is

Personal Focus Worksheet

Personal Focus Worksheet

Status: Approved
 Form ID: PFW-DEMO-FCLANFTZNPMSF
 Time Zone: US/Eastern
 Approved By: Elizabeth Jordan, Program Manager on 12/04/2018 10:51 AM
 Last Updated By: Ronald Butler, Executive Director on 12/24/2018 12:49 PM
 Created By: Anglea Murray, Registered Nurse on 12/03/2018 05:09 PM

[Update History](#)

Person Receiving Services: Jacob Smith, 12345

Start Date: 03/01/2018 **End Date:** 11/01/2018

[Jump to](#)

Section 1 : Describes what is important to this person from his/her perspective

Question 1. Describe the relationships in this person's life:
 Jacob has a good relationship with his peers.
Agenda Question: Are there any relationships that should be developed or changed?
 His relationship with his teacher can be improved.
[Edit](#)

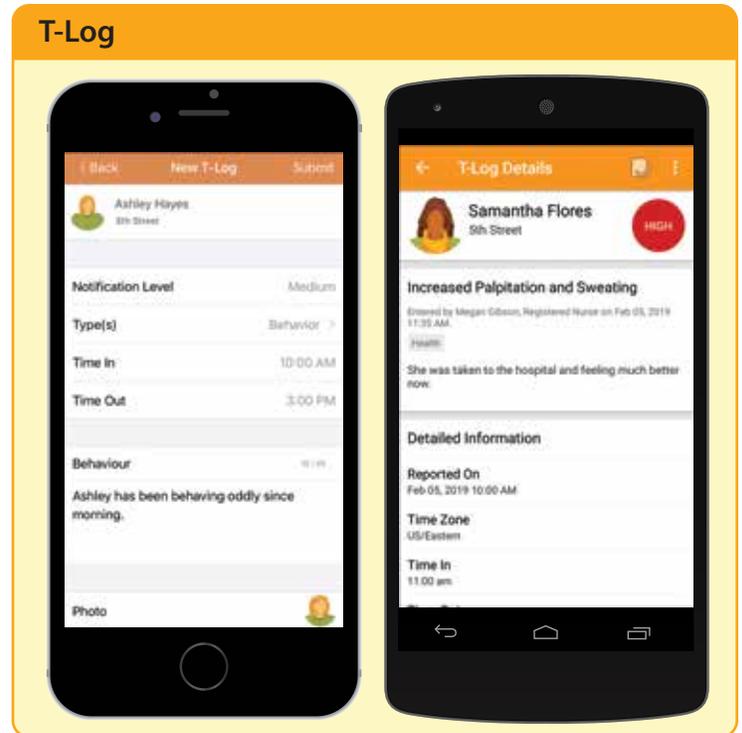
Question 2. Describe what this person enjoys and list his/her interests:
 Jacob enjoys listening to music.
Agenda Question: Which of these interests are not happening as much as the person would like? From the team's perspective, which of these interests, if any, need to be limited?
 Jacob is not getting enough time to practice the piano. He is spending more time to complete his homework.
[Edit](#)

Question 3. Describe what this person wants to accomplish in the future:
 Jacob wants to go to school by himself without assistance
Agenda Question: What steps could be taken over the next ISP period to move toward these goals?
 Jacob should learn through example about safety issues on the road so that he can prepare himself to go to school on his own.
[Edit](#)

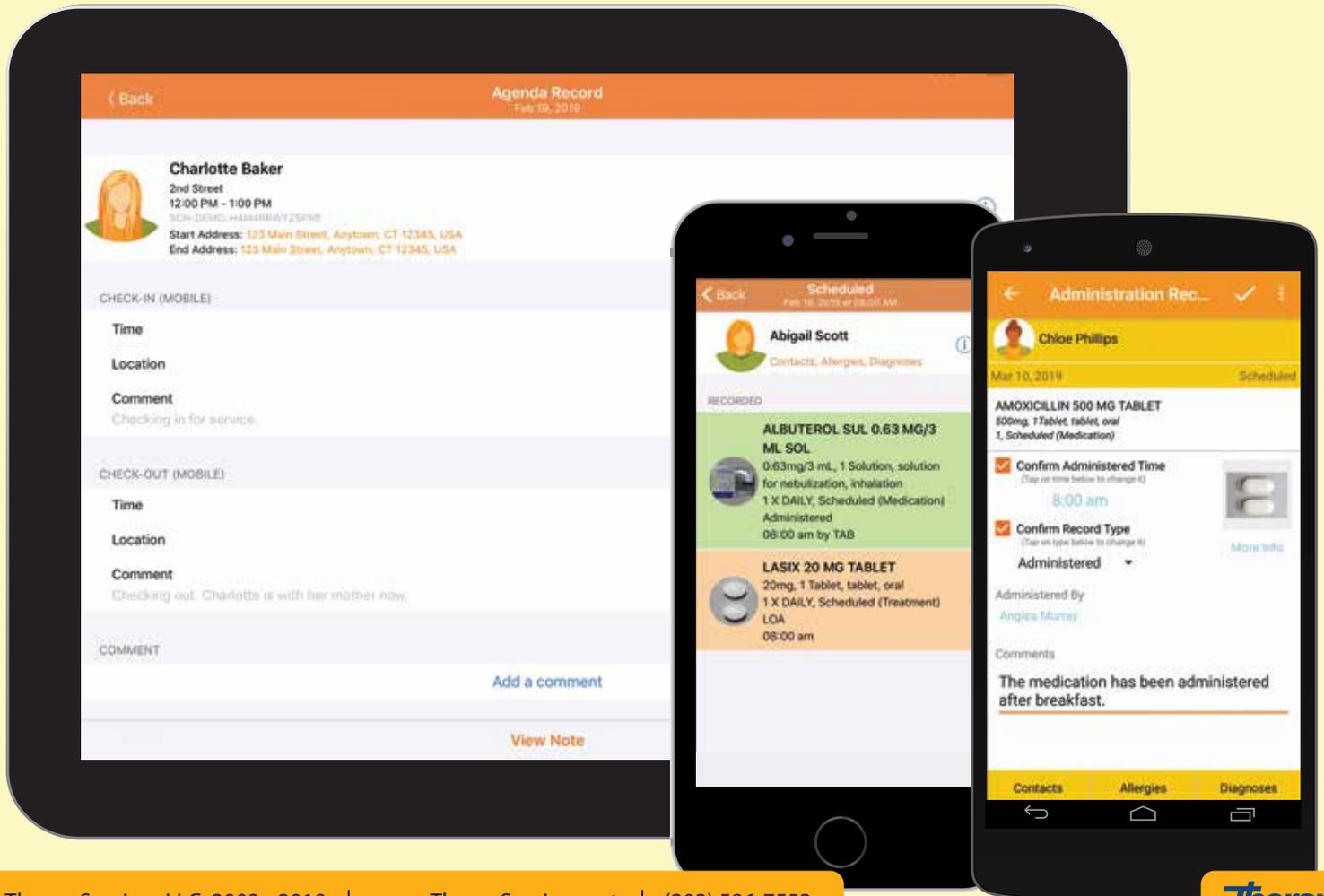
Mobile Applications

Therap's mobile applications allow support professionals to utilize Therap when they provide services in the community and helps improve care to individuals. Therap provides highly secure mobile apps for both Android and iOS platforms.

- Collect outcomes and service data
- Directly submit shift notes or progress notes from handheld devices
- View and record medication administration records and notes and status
- Provide primary check-in/out for scheduled services in the community with the availability of GPS location tracker
- View support plans and collect service data
- Include photographs with entries using a secure-camera feature within the mobile app
- Collect signatures at the point of service



Electronic Visit Verification (EVV)/Scheduling



Electronic Medication Administration Record

Therap's Medication Administration Record (MAR) module is a versatile tool for tracking medication administrations. By offering this functionality to employees providing direct services, states can reduce the likelihood of serious medication errors and increase compliance with the medication administration document requirements.

The Medication History and MAR modules interface with a comprehensive industry standard drug database which provides access to essential information about the drug. It is also designed around a color coding scheme that simplifies the process of medication administration for direct care staff.



Medication Administration Record (MAR)

Medication Administration Record Data - February , 2019

Individual Name: Abigail Scott
Created By: Anglea Murray, Direct Support Professional on 02/05/2019 04:36 PM
Approved By: Charles Allen, Supervisor on 01/27/2019 05:31 PM
Form ID: MAR-DEMO-H472M3WRTSSNC
Time Zone: US/Eastern

Legend

 Administered(New)	 Administered	 Missed/ Refused	 Due
 LOA(Leave of absence)	 On hold	 Deleted	 User with no Initial

Abigail Scott

T-Notes
[Add T-Note](#)

Scheduled Medication(s)

AMOXICILIN 500 MG TABLET - tablet, oral, PRN (Medication)

Strength: 500mg **Attachment:** Details.docx(466 Bytes)

Give Amount / Quantity: 1Tablet **Frequency:** 1
Begin Date & Time: 01/01/2019 8:00 am **End Date & Time:** 03/31/2019
Schedule Repeat: Every Other Day, 1 time(s)

Time	1	2	3	4	5	6	7	8
	FRI	SAT	SUN	MON	TUE	WED	THU	FRI
8:00 am	MIS			AMH				

Indication / Purpose
 Amoxicillin is used to treat many different types of bacterial infections, such as pneumonia, gonorrhea, and infections of the ear, nose, and throat.

Instruction/Comments
 Amoxicillin/clavulanate should be taken before meals. Do not take with alcohol. Do not take with extended release tablets. Both immediate and extended release tablets should be taken with food to improve absorption of the clavulanate.

PRN Medication(s)

CELEXA 20 MG TABLET - tablet, oral, PRN (Medication)

Strength: 20mg **Attachment:** Details.docx(466 Bytes) **Prescriber:** Clark, John [Drug Details](#)

Give Amount / Quantity: 1Tablet **Frequency:** 1
Begin Date & Time: 01/01/2019 **End Date & Time:** 03/31/2019
Schedule Repeat: PRN **Schedule Time Slot(s):** N/A

Record Type	Date	Record Date	User Initial	Details
Administered	8:00 am 02/01/2019	02/01/2019 08:40 AM	TAB	View Follow-up
Administered	3:00 pm 02/03/2019	02/03/2019 03:20 PM	AMH	View Follow-up
Administered	2:00 pm 02/05/2019	02/05/2019 02:05 PM	AMH	View Follow-up

Indication / Purpose
 The maximum dosage for citalopram is 40 milligrams per day.

Instruction/Comments
 20 mg orally once a day.

Other Medication(s)

XANAX 0.5 MG TABLET - tablet, oral, Other

Strength: 0.5mg **Attachment:** Details.docx(466 Bytes) **Prescriber:** Hall, Steven / Dr. [Drug Details](#)

Give Amount / Quantity: 1Tablet
Begin Date & Time: 01/01/2019
Schedule Repeat: As Needed **Schedule Time Slot(s):** N/A

Time	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU
				TAB	AMH																							

Indication / Purpose
 Alprazolam affects chemicals in the brain that may be unbalanced in people with anxiety. Xanax is used to treat anxiety disorders, panic disorders, and anxiety caused by depression. Xanax may also be used for purposes not listed in this medication guide.

Instruction/Comments
 Give with food or milk.

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Accurate and complete health information is critical when first responders are called to a site because of a medical emergency or incident. Therap's Electronic Comprehensive Health Assessment Tool (eCHAT) gives direct support professionals the ability to transmit this information in a fast and efficient manner, even when first responders may not be part of an Electronic Health Record interchange. These features not only promote the health and well-being of the individual served, they also improve the relationship between the provider agency and the community.

- Record and view health-related information in a single form

- Maintain checklists for safety issues and risk factors
- Identify and document health needs
- Evaluate summarized health assessment records

eCHAT, provides health and support professionals with a comprehensive list of options to conduct a health evaluation of an individual. It is intuitive and easy to understand online assessment of an individual's health, symptoms, and history. It calculates the overall acuity level and publishes a summary of health assessment along with recommendations for where greater care or support may be required. This tool is available to states or Therap can be configured to support similar tools developed by the state.

Comprehensive Health Assessment

Comprehensive Health Assessment

Individual Name: King, Anthony
Form ID: CHAT-DEMO-F8E4XLKYX7678
Status: Approved

Entered By: Matthew Hill, Executive Director on 01/01/2019 10:00 AM
Last Updated By: John Sanders, Registered Nurse on 01/01/2019 12:48 PM
Approved By: John Sanders, Registered Nurse on 02/12/2019 03:19 PM

[Create Summary Report](#)

Reason for Assessment	Annual Assessment/ISP <i>ISP Meeting date: 01/01/2019</i>	Always complete the MAAT and ARST before the eCHAT. The MAAT is completed annually, upon transfer to a new agency and with significant condition change or medication change or that may impact the delivery of the medication. The ARST should be completed for all levels of risk annually, for change of condition or hospital discharge if this event has prompted a change in aspiration status (low to moderate or high).
ISP Effective date	01/01/2019 - 12/31/2019	
Date of Assessment	02/12/2019	

[Jump to](#)

Diagnoses and Conditions

1 Active Diagnoses

ICD-10	ICD-9/DSM-4/Other	Axis	DSM-5	Description	Diagnosis Date	Diagnosed By
F32.1 - Major depressive disorder, single episode, moderate	296.22 - Major Depressive Disorder, Single Episode, Moderate	Axis 1	Major Depressive Disorder, Single episode, Moderate	Anthony loses interest in normal daily activities, feels hopeless, lacks productivity, and has low self-esteem during his bouts. Anthony has reoccurring thoughts (obsessions) and	02/15/2016	Jacob Anderson/ Dr

Therap Reports

Therap has an extensive reporting mechanism that allows users to generate comprehensive standardized reports based on their level of access as determined by the state. These reports provide managers of the organization with tools to monitor programmatic and financial information and to respond to inquiries from agency management, policy makers, and the general public. Users can develop standardized and ad hoc reports quickly and easily. Reports can be downloaded to allow for additional analysis and formatting for presentation. The reporting capability is a versatile and effective tool for improving agency management and communicating with policymakers and the public. It also helps to comply with Federal and other oversight agency reporting mandates.

Report Library Search

List of Reports

Search Reports

Report Name:

Report Description:

Input Tags:

4 items found, displaying all items.

- Report Name
- IDF Detail - All Active Individuals (without Program)
- IDF Detail - All Individuals
This report will be generated and sent to you via SComm within the next 24 hours.
- IDF Detail - By Individual
- IDF Detail Report with Detail Program Information

GER Basic Report

FORM ID	INDIVIDUAL'S NAME	INDIVIDUAL ID	SITE NAME	PROGRAM NAME	STATUS	ENTERED BY	NOTIFICATION LEVEL	EVENT DATE	EVENT TIME	EVENT TYPE	EVENT SUBTYPE	EVENT CAUSE	ABUSE SUSPECTED	NEGLECT SUSPECTED	EXPLOITATION SUSPECTED	EVENT SUMMARY	WHAT HAPPENED BEFORE INCIDENT	CORRECTIVE ACTION TAKEN
GER-DEMO-H4C4SLBX55SNR	Devis, Jayden	1235	Group Home	9th Street	Approved	Bryant, Lisa	Medium	01/05/2019	11:00 am	Injury	Bruise	Fall	No	No	No	Tripped and Fell	He tripped, fell and bruised his knees	He was given first aid immediately
GER-DEMO-H3B5ANXYWRFKQK	Wilson, Sophia	2313	Group Home	10th Street	Pending Approval	Cole, Mia	High	01/08/2019	11:50 am	Injury	Cut	Fall	No	No	No	Fell and Bled	Fell from the cycle and bled	Her limbs and head were examined
GER-DEMO-H3B5ANXXVFKQH	White, Joshua	21321	Group Home	10th Street	Pending Approval	Sanders, John	High	01/10/2019	12:50 pm	Medication Error	Omission	Forgot to take on activity	No	No	No	Medication Missed	He was busy in activity and missed medication	Program was informed immediately
GER-DEMO-H3B5ANXY9FKQZ	Lewis, Brian	8832	Group Home	10th Street	Pending Approval	Chavez, Amy	High	01/08/2019	02:50 pm	Injury	Scrape	Fall	No	No	No	Scraped knees	Was feeling dizzy, fell and scraped knees	Made to rest and given first aid
GER-DEMO-H3B5AP4Z2FKQZ	Smith, Jacob	123456	Day Care	11th Street	Pending Approval	Ellis, Carol	High	01/08/2019	03:00 pm	Injury	Bleeding	Cut	No	No	No	Bleeding Finger	While using a sharp knife, got a cut and bled	The cut was cleaned and treated

T-log Detailed Report

Entered Date	Report Date	Notification Level	Individual First Name	Individual Middle Name	Individual Last Name	Individual ID Number	Individual Medicaid Number	Program	Summary	Begin Time	End Time	Duration (Hour)	Health Type	Notes Type	Follow Up Type	Behavior Type	Contact Type	General Type	Submitter Employee Id	Submitted By	T-Log Content	Form ID
01-JAN-2019 04:15:45 pm	21-DEC-2018	Medium	Hannah		Ramirez	12345	000-45-78901	1st Street	Dinner Plans	07:00 pm	09:00 pm	02:00						Yes	1234	Gary Sanchez	Hannah's friend called and said that she will pick her up at 6:00 pm.	TL-DEMO-H33527KZCFLQX
01-JAN-2019 12:34:02 pm	31-DEC-2018	Low	Mary		Nelson	5463635	000-55-78901	10th Street	Activity followup	09:00 am	11:00 am	02:00			Yes				0589	Angela Murray	Mary has been feeling good today	TL-DEMO-H33529FZDFHSR
01-JAN-2019 12:45:09 pm	30-DEC-2018	Low	Christopher		Martin	5463612	000-24-78901	10th Street	Field trip	09:00 am	07:00 pm	10:00						Yes	3567	Sally Hughes	The car starts for trip at 9am	TL-DEMO-H33529JXMFHSR
02-JAN-2019 11:25:22 am	26-DEC-2018	Low	Jacob		Smith	23426	000-45-82901	5th Street	Exercise activities	09:00 am	10:00 am	01:00						Yes	6288	Tammy Stevens	Exercise activities start from 9am	TL-DEMO-H33528JXMFHSR
02-JAN-			Jayden		Devis	123456	000-36-21345	1st G													The Nurse	

Meet Some of Our State Team

As of May 2019 (Subject to Change)



Justin M. Brockie
Chief Operating Officer

Justin works with state and county governments and large multi-state providers. He leads Therap's development, technical, customer support, and training teams to solve issues in communication, data management, transparency, privacy, data integrity and HIPAA compliance.



Jeff Case
National Director of Business Development

Jeff has over 30 years of experience working with not-for-profit organizations. He is a certified Project Management Professional and has completed Organization Leadership curriculum. Jeff works with provider agencies and State organizations throughout the United States.



Barry Pollack
Region Director

Barry has over 35 years of experience in Intellectual and Developmental Disabilities field, supporting providers and implementing electronic documentation, and reporting solutions. He served on the State Board of the Florida Association of Rehabilitation Facilities and was the Board President.



Jim DeBeaugrine
Governmental Affairs Director

Jim has experience working for the Florida Legislature and is an expert in state appropriations. He served in various capacities in the House Appropriations Committee, primarily in the areas of Health and Human Services and is a former DD Director of State of Florida.



Sazzad Rafique
Chief of Software Design

Sazzad Rafique (PMP) has been involved in system design, project management and software development in Therap. His expertise includes JEE based web-application development.



Shirley Kervin
Senior Business Analyst

Shirley worked in the aging services field as a Senior Management Analyst with Florida's Department of Elder Affairs. She was directly involved in transition and implementation of new service delivery systems.



Jeff Covington
Deputy Director of State Implementation

Jeff was the Director of Residential Services & Therap Administrator at Catholic Charities Disabilities Services in Albany, NY, and the Capital Region Vice-President for NYSACRA.



Deborah Hibbard Brito
Senior State Implementation Specialist

Deborah coordinates training for all statewide implementations, working with several state governments to develop, evaluate, and maintain their Therap usage at both state and agency levels.



Peter O'Meara
Director of Government Relations

Peter supports the Government Relations with state government and oversight agencies. He has worked in the field of developmental disabilities for over 46 years, including serving as the CT DD Director.



Ishya "Shae" Dotson
State Implementation Specialist

Shae began supporting adults with intellectual and developmental disabilities in 2000. She served for nine years as the Staff Training Coordinator for a provider agency in Georgia.



Comprehensive Information Management for Government Programs Supporting Human Services

2019 Current States Include:

- ✓ Alabama Department of Mental Health, Division of Developmental Disabilities, Mental Health and Substance Abuse Services
- ✓ California Far Northern Regional Center (FNRC)
- ✓ Nebraska Department of Health and Human Services, Division of Developmental Disabilities
- ✓ New Mexico Department of Health, Developmental Disabilities Supports Division
- ✓ North Dakota Department of Human Services, Developmental Disabilities Division
- ✓ Puerto Rico Department of Health, Division of Services for People with Intellectual Disabilities (PR DSPDI)
- ✓ Rhode Island Department of Behavioral Healthcare, Developmental Disabilities and Hospitals
- ✓ South Carolina Department of Disabilities and Special Needs
- ✓ South Dakota Department of Human Services, Division of Developmental Disabilities
- ✓ Arkansas Department of Human Services, Division of Developmental Disabilities Services
- ✓ Montana Department of Public Health and Human Services, Division of Developmental Disabilities Services

Ask about our State Conferences and User Groups



Jeff Case

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Barry Pollack

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