

Therap in South Carolina Newsletter

July-August 2015

Access for Relief Staff

Therap access for relief staff or staff that get deployed to another location is now easier than ever. A while back Therap staff showed you how to assign a second profile for relief staff access. That is no longer needed after the Therap 2015.0 Release. Now you can assign your staff to the programs they do relief at as you normally would. Then when staff report to that particular program, they would click on the "Choose Program" in the upper hand side of their dashboard and choose that program from a drop down menu to only see information related to that particular program. They can switch back and forth depending on where they are working on any particular day. This way, they don't get bombarded with information not pertinent to where they are currently working. The only time you would have to make a separate profile on their user account would be if they needed different access via Super Role at one particular program.

Conversation with Jack Kolesar, Pee Dee-Saleeby Center

Jack Kolesar is the Quality Assurance & Training Director for the Saleeby Center, which is part of the Pee Dee Regional Center run by SCDDSN in Florence, SC. In November of 2012, Jack Kolesar and his staff fully implemented Therap in three months at the Saleeby Center. Users in South Carolina can learn a great deal from the process that Jack and his team undertook to have a successful Therap implementation.

Q. What was the keys to implementation at the Saleeby Center?

- A. • Learning the program and building a process.
• Fitting our process into Therap, not vice versa.
• Having a group that is knowledgeable, well informed and engaged leading the process.

- Having open resource and support meetings and trainings so people could stop in and have their questions answered and receive training on particular subjects as needed. These were a great resource.

Q. What were the biggest challenges in implementation?

A. Therap provided the operation, our challenge was fitting our process into procedures into how Therap operates. We had a team of administrators who tirelessly worked on finding out what matched and what didn't and how to integrate that into our processes. Also, there were varying levels of computer literacy among our staff and that made personalizing training to meet those levels a challenge.

Q. How did you manage the difference in learning styles?

A. We found that you had excelled users who needed to be constantly fed new ideas and usage, while on the other hand you had lower end users who needed a higher level of support. It was about making sure both ends of the spectrum were satisfied.

Q. What are some of the benefits of using Therap?

A. Our communication is "300 times" better by using Therap. We were able to get rid of documentation that was redundant and archaic. It also greatly streamlined our communication and documentation processes. The communication around incident reporting has been excellent and timely. Although I can't prove it, I feel there was been a reduction in behavioral events due to the enhanced communication. It allows staff access to all pertinent information.

Q. What was the implementation process like for you?

A. We followed a traditional implementation plan suggested by Therap that now the whole state is using. We rolled out T-Logs, then health tracking, Secure Communications

(S-Comms) and then General Event Reports (GERs). The key was once a module was implemented, we trained on it, and then began preparing for the next module. Our roll out was aggressive and timely.

Q. Given hindsight, what would you have done differently during implementation?

A. We didn't see the big picture. We focused on one piece at a time. By having an aggressive implementation plan, we didn't see how the different module usage integrated into the whole usage model. I would have liked to have taken a different big picture approach to our implementation.

Q. Any advice for executives going through the "growing pains" of Therap implementation?

A. Call me, LOL! Find one or two people who are motivated to make it work. They have to have a knowledge of services and computers. They also need to be able to make decisions in a timely manner. We found the support meeting process to be a key to implementation and it is easy to replicate. You also have to have a very short time frame between training and usage, the longer you wait, the more information that gets lost for staff. This includes having the necessary equipment and associated infrastructure available. Be prepared to offer extra support to users who need it.

DDSN Guidance Update

DDSN has determined there is not a need to establish statewide guidance for the following Therap modules.

- IDF
- SComms
- T-Logs
- Health Tracking
- MAR

Providers should implement strategies on these modules that will meet their regulations.

SCDDSN is working in conjunction with a broad ranging committee of stakeholders to review each module and determine whether or not guidance is appropriate to be issued from DDSN. Recently, the committee reviewed the Phase 1, Work Segment 1 modules. In the future the committee will review all required modules and make

the same decision based on the input of the committee. Any guidance or best practices issued by DDSN will be placed on the new and improved South Carolina page of the Therap website:

<http://www.therapservices.net/southcarolina/>

Links will be available for providers to click on links that will take them to any material pertaining to guidelines and/or best practices for all modules as they are reviewed by the committee. There will also be links to user guides and Training Academy Courses for each module. This will be a great resource to all providers in the state of South Carolina. The site is not fully functioning as of yet, but check back often to see the changes as they develop.

This month's Spotlight

Each month, Therap will highlight one of their staff members who is part of the Therap Implementation Team in the State of South Carolina.



Jeff began working at Therap in November of 2014 as the State Project Manager. Jeff's role is to oversee the implementation of Therap for States. Jeff has extensive experience in project management and leading a diverse team to successful outcomes. Prior to joining Therap, Jeff was the Director of Residential Services & Therap Administrator at Catholic Charities Disabilities Services in Albany, NY. In addition to his role at CCDS, Jeff was the Capital Region Vice-President for NYSACRA, a founding mentor of DSPANYS, and the Co-Chair of the PWSAUSA Professional Provider Advisory Board.

Jeff's career in developmental disabilities began in 1994 and includes experience in summer camps, supportive

apartments, in-home services, respite care, day hab, day treatment, as well as residential services specifically for individuals with Prader-Willi Syndrome.

Jeff earned his Master's in Public Health in May of 2015 at the University at Albany. In 2008, Jeff graduated from the NLCDD Leadership Institute at the University of Delaware. In 2014, Jeff became a Trained CQL Personal Outcome Measure Interviewer. In 1995, Jeff graduated with a Bachelor of Arts Degree in American History from the University at Albany.

Jeff lives in Albany, NY with his wife, son, and daughter.

Since March, Jeff has spent several weeks in the state of South Carolina visiting with providers and offering assistance with their plans for Therap implementation.

Jeff is frequently in South Carolina and is more than happy to visit your agency to discuss face-to-face your implementation plan and demonstrate the features of Therap. Please contact him at jeff.covington@therap-services.net or 518-626-1494 to schedule our visit or re-visit.

Project Implementation Team

South Carolina DDSN

David Foshee

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Justin Brockie

Jeff Covington

Barry Pollack

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Leah Marshall

Information about Upcoming Conferences

South Carolina AAIDD Annual Conference

Date: October 7-9, 2015

Location: Myrtle Beach, South Carolina

For registration please visit:

<http://www.eventbrite.com/e/scaaid-pre-conference-session-october-7-2015-registration-18133961166>

Therap National Conference, 2016

Date: January 26-28, 2016

Location: Greater Portland, Pacific Northwest

For registration please visit:

<https://www.eventbrite.com/e/therap-national-conference-in-greater-portland-pacific-northwest-january-26-28-2016-registration-15688173750>

South Carolina Regional Conference, 2016

Date: May 3-5, 2016

Location: Columbia, South Carolina