

# Therap in South Carolina Newsletter

## June 2015

### 2016 South Carolina State Conference: A Success!

During May 3-5, 2016 several hundred providers and SCDDSN staff descended upon the Double Tree Inn by Hilton Conference Center in Columbia for three days of learning, sharing, and communicating about Therap usage in the Palmetto State.

A highlight of days 2 and 3 were the user presentations done by peer providers in South Carolina. These sessions were so popular, they had to be moved to the largest break out room between day 2 and 3 to accommodate all the attendees who wanted to attend. Doing presentation were: Rob Horton, Marion-Dillon DSNB; Rich Frettoloso, Horry DSNB; Jeff Ballenger & Lois Darrah, Charles Lea Center; Donna Hall, Babcock Center; Jack Kolesar, Pee Dee Regional Center; and Jason Tavener, Laurens DSNB.

Attendees were addressed by Dr. Buscemi the morning of day 1 and 2, she commended providers on the amount of usage growth DDSN has seen in Therap usage since this time last year. There has been a marked increase in the number of T-Logs written as well as the introduction of ISP Programs and Data within the last six months. There has been an 800% increase in the use of the Time Tracking module; mainly used for accountability and sleep charting. Dr. Buscemi also mentioned all of the great things coming to Case Management providers in the coming year that Therap and DDSN are currently developing.

Thanks to the generous sponsorship of DDSN, all three days of the conference had close to 400 attendees who seemed to enjoy the opportunity to learn more about Therap.

One noticeable difference from last year's conference was the number of attendees using laptops during the

conference. Last year, almost no one was using one. If you walked through the boundaries of the Congaree A room during all attendee sessions, you'd glance and see people checking T-Logs, ISP Data, and IDFs on their devices. This is solid proof that Therap has become an integral part of the service delivery model in South Carolina. Another big difference this year was the conversations happening between sessions. People were "excited" about using Therap. They were swapping stories about best practices and tricks of the trade for successful implementation!

As always, we strive to improve our conference from year to year. For example, we made some changes to the registration process between 2015 and 2016 that improved the attendee experience positively.

If you have ideas, please send them to Jeff Covington at [jeff.covington@therapservices.net](mailto:jeff.covington@therapservices.net)

We'll begin the process of making the 2017 South Carolina Therap Conference even better than 2016!



**A packed house at the State Conference**

## Monthly Highlight: Burton Center

Burton Center serves slightly over 400 individuals in their day and residential programs. In April of 2015, staff at the Burton Center were trained on the use of Therap. Since that point, they have made tremendous progress in using the application. Currently, Burton Center is using IDF, T-Logs, S-Comms, GERs, Health Tracking and ISP Programs/Data.

Many factors contributed to Burton Center's success. Day Program Director Louise Robinson believes that there were several steps that Burton Center took to make for a successful implementation. Louise states, "Having a monthly meeting with a specific team to take the information back to their program areas and implement them was a key to success".

Another key factor was having one single person on board whose responsibility to enter in demographic and shared information for each individual. Furthermore, Louise feels it is important to "make the introduction to Therap for new and old staff to be exciting" as a key to success. From Louise's perspective direct support professional engagement is a major contributing factor to Burton Center's successful implementation.

Providing follow-up and feedback, setting expectations for usage, and periodic meetings are all tools that Burton Center has used to provide support to staff using Therap. Burton Center found that writing S-Comms to staff that required them to respond back was a strategy that helped staff become accustomed to using the system.

Burton Center's advice to other providers on a successful implementation includes having a team leader to make sure the team stays on task and makes implementation happen. Louise adds "Develop a handbook that works best for your agency and follow it. If something changes, make sure that the handbook reflects the changes so all are working from the same information."

Having communication between day and residential be more timely and robust is a key benefit that Burton Center has seen by using Therap. Louise adds, "Direct Care staff know that information entered will be acted upon more

timely and now see the need to be more accountable for their groups and they have greater accountability across the board". The easy and timely current access to information without having to "shuffle through paper" to find it is a strong benefit that Burton Center has found through the use of Therap.

For Burton Center the biggest obstacle was "breaking through the fear of staff who are not computer literate or have not been introduced to Therap" according to Louise. Staff at Burton Center are greatly looking forward to the roll out of the case management and behavioral components of Therap in the near future.

Burton Center's successful implementation of Therap had a great deal to do with gaining engagement from direct support staff and keeping that engagement alive with additional support, structure, and setting expectations. Louise knew they were successful when those staff "began asking questions and started using Therap terminology".

## 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.



**Stephen Flanigan**

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Stephen joined Therap Services in 2008 after working more than ten years supporting individuals with developmental disabilities. Stephen gained experience as a Therap user at Prime Care, Inc. in Connecticut, where he worked as a Residential Director supervising two 24-hour Community Living Alternatives (CLA) for individuals with developmental disabilities and training agency staff in how to use Therap. He also worked as a Residential Instructor with the Oak Hill

School/Connecticut Institute for the Blind in Connecticut and as a Direct Support Classroom Professional for Schenectady ARC in New York.

Stephen received his Bachelor's Degree from Connecticut State University and completed Graduate Work in International Economics and Political Studies at Univerzita Karlova v Praze, FSV, I.E.P.S. Program, Prague, Czech Republic. Stephen has worked on various teams within Therap focusing on the development and implementation of the overall training approach of the company. He has extensive experience at Therap as a Training and Implementation Specialist assigned to support agency providers in New York and maintains a comprehensive understanding of New York state regulations and documentation guidelines including those implemented by OPWDD, CHOICES, IRMA and the Justice Center. Stephen provides guidance for organizations and provider agencies during their implementation process of the Therap system. To ensure that providers have a smooth transition to the future use of Therap applications, he develops lesson plans, coordinates and conducts on-site hands on training and manages live technical support. His communication approach also includes providing insight into system functionality to train users, gathering and analyzing usability and business requirements from end users and state agencies and organizing product planning sessions with the management and technical teams before future release dates.

## Project Implementation Team

### South Carolina DDSN

David Foshee  
Donna Lloyd  
Susan Cooke  
Don Penney

### Therap Services

Deborah Brito  
Justin Brockie  
Jeff Covington  
Barry Pollack  
Sazzad Rafique  
Leah Sewell

## Therap Training Academy



**Self-Paced, On-Demand Training Courses**

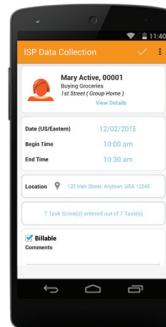
Therap Training Academy is an on-line, self-paced, competency based learning tool to go over the particular modules offered in Therap. This is great for users who simply need a review of what to do and want to sharpen their skills in one particular area or need re-training on any one topic.

## Mobile Applications



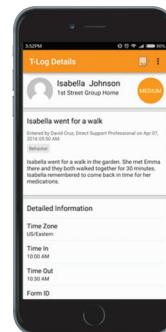
### Mobile MAR

- Administer and Record Scheduled & PRN Medication
- View Allergies., Diagnoses, and Images of Medication
- Access Shared Medical Contacts



### Mobile ISP Data

- Remotely Collect Service Data
- Verify Visits Using GPS Location
- Collect Signatures to Verify Service Delivery
- Take Photographs as Part of Documentation



### Mobile T-Log

- Date and time stamped pictures
- Accessible in community setting
- Navigation between T-log notification levels
- Instant notification to team members