

Therap in South Carolina Newsletter

November - December 2016

Therap Use in South Carolina – By the Numbers

During the month of September 2016, providers across the state of South Carolina wrote an astounding 193,803 T-Logs!

Here is one interesting way of looking at T-Logs: While the number of T-Logs written is important, it is also important to look at how many T-Logs are written during a month per individual served. Total number of T-Logs may simply be a by-product of a provider’s size. However, looking at the total of T-Logs per person per month is a sign of T-Log proficiency. A look at the numbers below indicate, that size doesn’t matter when it comes to T-Logs per person per month:

Top10 Number of T-Logs*	Top 10 T-Logs Per Person*
Anderson DSNB	Aldersgate Special Needs Ministry
Babcock Center, Inc.	CHESCO Services
Berkeley Center, Inc.	Community Options of SC
Burton Center	Darlington County DSNB
Charles Lea	DDSN Autism Division
CHESCO Services	Laurens County DSNB
Horry County DSNB	Lutheran Family Services
Laurens County DSNB	Mental Illness Recovery Center, Inc.
The Mentor Network High Management	The Mentor Network

*Top Ten is in alphabetical order, not in order of numerical ranking.

Here are some more interesting numbers from the month of September for providers in the Palmetto State:

Total Log-ins	254,137
ISP Programs	6,372
ISP Data	322,162
SComm Sent	13,766
Time Tracking Data	34,243
Live Help Sessions	34
Health Tracking Appointments	3,776
Health Tracking Vital Signs	13,046

No matter how you interpret the numbers, it is clearly evident that providers in South Carolina are using Therap with great proficiency. Usage statistics are compiled by Therap on a monthly basis. If you are interested in knowing what your usage statistics are for a particular month, please reach out to a Therap Team member who can supply those numbers and interpret them for you.

Therap Release Notes – A Super Admin’s BFF

The challenge of any good Therap Super Administrator at the provider level is making sure their agency’s users are up-to-date with changes that occur when Therap

issues a new release. By doing so, a Super Admin can head off a lot of unnecessary questions, misuse, and user frustration by clearly communicating how the release changes will affect users at their agency.

First and foremost, Super Admins must be aware of the release notes. These are done prior to any release done by Therap. They are communicated on the left sidebar of the log-in screen page or announced in a Splash Page when a log-in occurs. There is a link to the release notes that will take users directly to them. Lastly, a link to the most recent and archived release notes are always on the home page of our website at www.therapservices.net

Once the Super Admin gets the release notes, they must read through them and understand how the release changes affect users at their organization. If you get stuck, please reach out to Jeff, Deb, Leah, or Shae on the Therap South Carolina Team to discuss.

Once the Super Admin understands the changes being brought about by the release, they can now effectively communicate them to users at their agency. It is not necessary to alert the to all changes, only those changes that affect the modules used by your agency.

There are a multitude of ways to ensure users get the information they need when a release occurs, here are some examples of how other Super Admins have handled this communication:

1. If the release changes are widespread and affect a lot of users, staff can be directed to read the entire release notes by being sent an SComm to do so
2. The Super Admin can write about the changes that directly affect users at their agency or cut and paste the pertinent info and share through:
 - a. An SComm to all staff that are affected
 - b. A Splash page
 - c. A Sign-Up Agreement (particularly useful for significant changes and you want to ensure staff have reviewed them through an acknowledgment report)
 - d. An email through the agency electronic communication system

- e. A Program Based T-Log
- f. All or any of the above methods!

3. Prepare a script on changes and how they affect users and ask supervisors to review at staff meetings
4. Hold release informational sessions for users to attend

How and when to communicate changes in a new release depends on how many users are affected and how deeply they are affected. For example, the recent changes that affected the T-Log interface were huge in South Carolina. T-Logs are an implemented and mandatory module for users in the Palmetto State. These changes were deep and far reaching. By understanding the changes and how they would affect the interface the Super Admin could have effectively communicated those changes to users, therefore, reducing frustration, anxiety, and confusion.

No matter which method you choose to communicate release changes, it is important that you do so to be an effective Super Administrator. If you need pointing in the right direction, don't hesitate to reach out to the Therap team to discuss.

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