



Parent/Guardian Therap Guide

LOGGING ON

1. With your Username and Password, go to www.Therapservices.net. Click Secure Login.

Potential User | Live Help | Help and Support | **Secure Login**

Therap[®]
Electronic Documentation for I/DD Service Providers

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Electronic Documentation for I/DD Service Providers

- ✓ Comprehensive Documentation System
- ✓ Enhanced Risk Analysis
- ✓ Real-Time Notifications
- ✓ Measure Health Outcomes
- ✓ Person-Centered Data and Trends

Learn more | Potential User

Search for support mat | Search

*Do not use protected health information in search

Downtime Notice for Release 2019.4.0

Therap is Hiring
Join our support team

Apply now

2. Enter your user name and password. The Provider code is **DDDSOS-DE**. You will be prompted to change your password. *Sometimes during login the first thing you may see is a notification from Therap.*

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Upcoming Webinars

Case Note	October 18, 2019 (10 am ET/7 am PT)
Tracking Behavior Events in Therap: Plans and Behavior Event Records	October 18, 2019 (2:30 pm ET/11:30 am PT)
Release Overview 2019.4.0	October 22, 2019 (1 pm ET/10 am PT)
Excel for Beginners: Reviewing and Identifying your Data in Excel	October 25, 2019 (2:30 pm ET/11:30 am PT)
Using the Individual Support Plan for Comprehensive Annual Planning and Tracking	November 8, 2019 (2:30 pm ET/11:30 am PT)

More Webinars Available

English ▾

Login

Login Name

Password

DDDSOS-DE

Login

Forgot Password? | Trouble Logging In?



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2. (continued) Click the box "Do not show this message again". Then, click the [Dashboard](#) Button

Therap Logout

Therap 2019.4.0 Release Coming Soon!

Dear User,

Therap will be unavailable for a maintenance period starting at **10:15 pm Eastern, Friday, October 25, 2019**. Therefore, the system will be unavailable for 10 hours until **8:15 am Eastern, Saturday, October 26, 2019**. A full list of time zones is listed below:

Atlantic Time: 11:15 pm (October 25, 2019) to 09:15 am (October 26, 2019)
Eastern Time: 10:15 pm (October 25, 2019) to 08:15 am (October 26, 2019)
Central Time: 09:15 pm (October 25, 2019) to 07:15 am (October 26, 2019)
Mountain Time: 08:15 pm (October 25, 2019) to 06:15 am (October 26, 2019)
Pacific Time: 07:15 pm (October 25, 2019) to 05:15 am (October 26, 2019)
Alaska Time: 06:15 pm (October 25, 2019) to 04:15 am (October 26, 2019)
Hawaii-Aleutian Time: 04:15 pm (October 25, 2019) to 02:15 am (October 26, 2019)
Samoa Time: 03:15 pm (October 25, 2019) to 01:15 am (October 26, 2019)
Chamorro (Guam) Time: 01:15 pm (October 26, 2019) to 11:15 pm (October 26, 2019)

To learn more about the new features included in this release, please view the [Release Notes for Therap 2019.4.0](#).

Given the extended nature of this downtime we strongly encourage you to prepare for this downtime by taking actions such as printing MARS and using offline forms.

We regret any inconvenience this may cause you.

Thank you,
 Therap Customer Support

Message 1 of 1

Do not show this message again

[Dashboard](#)

3. You are now logged into the State of Delaware-Oversight Account. The page you see is the Oversight Account [Dashboard](#).

Therap State Of Delaware - Oversight Account
Jennifer Tozer, Employment Navigator
Logout

FirstPage | Quick Links

Provider: State Of Delaware - Oversight Account [Switch Provider](#)
Profile: Initial [My Issues](#) **New**

	General Event Reports (GER)			View	General Event Reports (GER)		
	High	Medium	Low		High	Medium	Low
View	200+	200+	200+	Review	108	56	51
Search				Followup	150	110	111
				Search			

GER Resolution
 Open Resolutions
 Open Investigations
 Search

Document Storage
Individual **Agency**
 New New
 Search Search

Agency Reports
 Multi-Provider Event Summaries
 Staff Report
 Last Login Information
 Report Library

Secure Communications
 Compose
 Inbox
 Sent Items
 Drafts
 Trash
 Settings
 Custom User Group

Individual Data
 Search

Individual Home Page
 Individual List

Test FirstPage
[Switch to Test mode](#)

Archived Data
 Super Role Archive
 User Privilege Archive



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Navigating Therap:

To view Provider documentation you will have to switch to that Provider's [Dashboard](#) page. You will do this from the State of Delaware – Oversight Account Dashboard. *If the Individual is receiving services from more than one agency you will need to repeat this process to view documentation of services delivered by each Provider.*

4a. From the State of Delaware – Oversight Account, click 'Switch Provider'. You will then see a list of Providers that are delivering services to the Individual.

The screenshot shows the Therap dashboard for the State of Delaware - Oversight Account. The user is Jennifer Tozer. The 'Switch Provider' button is highlighted with a red box. The dashboard includes sections for T-Log, General Event Reports (GER), GER Resolution, Document Storage, Individual Data, Individual Home Page, Agency Reports, Secure Communications, Test FirstPage, and Archived Data.

4b. Select the Provider Name you would like to view.

Switch Provider

Active Provider Keystone Human Services (HARVEY-DE)

Logged In User's Provider Home

Key 15 Records

Provider Name	Provider Code	Provider Type
Keystone Human Services	HARVEY-DE	Provider
Merakey Allos	NHSMID-DE	Provider

Showing 1 to 2 of 2 entries (filtered from 58 total entries)



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4c. You are on the Provider [Dashboard](#) Page. From here you will be able to search for documentation of services to the Individual. You will see navigation buttons on the left hand side of the page. *Parent View will only show the functions you will need to view documentation and information relating to the person (see arrows).*

The screenshot shows the Therap dashboard for 'The Chimes'. The left sidebar contains navigation buttons: Individual, Health, Agency, Billing, Admin, Agency Reports, Individual Home Page, and Settings. Red arrows point to these buttons. The main content area is titled 'Care' and lists various reports like T-Log, General Event Reports (GER), GER Resolution, Multi-Individual Event (MIE), Witness Report (GER), ISP Data, Delaware Lifespan Plan, and ISP Program. The right sidebar includes 'Issue Tracking', 'Classes', and a calendar for Wednesday, October 16, 2019.

5. Using the Navigation buttons on the left hand side click “Individual Home Page”. Then enter the Individual’s name into the search feature.

This screenshot shows the 'Individual Home Page' selected in the left sidebar. A red box highlights the search area in the top right of the main content area, which contains a text input field labeled 'Name' and a button labeled 'Advanced Search'. Below the search area, the text 'Recently Accessed Individuals' is visible. The rest of the dashboard layout is consistent with the previous screenshot.



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6. This is the Individual Home Page where you will be able to search for documentation entered by the Provider you selected to view. *Each Provider account will have an 'Individual Home Page' for the individual in their Provider account.*

Therap Dashboard Menu

Profile Available **Billy Joe** Switch Individual

Home Profile Plans Case Status

Modules

- ▶ Attendance
- ▶ General Event Reports (GER)
- ▶ GER Resolution
- ▶ Health Tracking
- ▶ ISP Data
- ▶ ISP Program
- ▶ T-Log

Go To

- Individual Data
- Emergency Data Form
- Health Passport

ISP Programs

Name	
PTE-SE (Employment Services)	New

Service Authorizations (Professional Claim)

Name	Date Range	New
------	------------	-----

Viewing Documentation in Therap – Service plans and “Case Notes”

7. Services and Goals are documented through an **Individual Service Program (ISP)**. The **ISP Program** will describe the service being delivered and identify the outcome/goal the service is supporting. Current ISP Programs will be on the Individual Home Page. Click the name of the ISP Program you wish to view. *(example: Supported Employment)*

Therap Dashboard Menu

Profile Available **Billy Joe** Switch Individual

Home Profile Plans Case Status

Modules

- ▶ Attendance
- ▶ General Event Reports (GER)
- ▶ GER Resolution
- ▶ Health Tracking
- ▶ ISP Data
- ▶ ISP Program
- ▶ T-Log

Go To

- Individual Data
- Emergency Data Form
- Health Passport

ISP Programs

Name	
PTE-SE (Employment Services)	New

Service Authorizations (Professional Claim)

Name	Date Range	New
------	------------	-----



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8a. To view the daily (or routine) documentation you will click **ISP Data**. This is where you can find documentation entered by the Provider. *Providers enter data for each ISP Program.*

The screenshot displays a software interface with several sections:

- Modules**: A list of navigation options including Attendance, Document Storage, General Event Reports (GER), GER Resolution, Health Tracking, Individual Care Plan, **ISP Data** (highlighted with a red box), ISP Program, and T Log. A red arrow points from the 'ISP Data' menu item to the 'ISP Data' section below.
- ISP Programs**: A table listing programs with 'Name' and 'New' buttons.

Name	New
Day Habilitation Supports (Power Day Habilitation)	New
Individual Support Employment (Power Supported Employment)	New
- Service Authorizations (Professional Claim)**: A section for managing service authorizations.
- ISP Data Search**: A search interface with the instruction "Please select any of the following fields - Program (Site), Individual Name or Form ID". It includes search fields for Program (Site), Individual (filled with "Billy Joe"), Entered By, Form ID, and ISP Program. It also features date range selection for "Data Collection Date From" (09/14/2019) and "To" (09/28/2019), and a "Status" dropdown menu set to "- Please Select -".
- Navigation Buttons**: On the left side, there are buttons for "New", "Today", "Last Week", and "Search". A red arrow points from the "Search" button to the "Data Collection Date From" field in the search interface.

8b. Using the ISP Data Search will allow you to search for specific documentation. This can be helpful if you only want to see information for one ISP Program or to view a specific day or date range. (Example: *What did they do at Day Program today?*). Using your cursor, click the data entry you wish to view. Continued on next page.



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8b. continued:

Therap Dashboard Menu Jennifer (ESDEL-DE) Logout

ISP Data Search

15 Records

Form ID	Program Name	Site Name	Individual	ISP Program	Entered By	Data Collection Date	Status	Time Zone
ISD-ESDELDE-HCB4REVZF5PQ6	NC Facility-Based Activities - 61CC	61 Corporate Commons	Billy Joe	Day Habilitation	Support Specialist Intern / Program	09/30/2019	Submitted	US/Eastern
ISD-ESDELDE-HC44S4DXM5RNH	NC Facility-Based Activities - 61CC	61 Corporate Commons	Billy Joe	Day Habilitation	Support Specialist Intern / Program	09/25/2019	Submitted	US/Eastern
ISD-ESDELDE-HC44S4DXH5RNJ	NC Facility-Based Activities - 61CC	61 Corporate Commons	Billy Joe	Day Habilitation	Support Specialist Intern / Program	09/26/2019	Submitted	US/Eastern
ISD-ESDELDE-HC44S4D225RN7	NC Facility-Based Activities - 61CC	61 Corporate Commons	Billy Joe	Day Habilitation	Support Specialist Intern / Program	09/23/2019	Submitted	US/Eastern
ISD-ESDELDE-HBT5EYBZUFKRD	NC Facility-Based Activities - 61CC	61 Corporate Commons	Billy Joe	Day Habilitation	Support Specialist Intern / Program	09/18/2019	Submitted	US/Eastern
ISD-ESDELDE-HBT5EYBZHFKRN	NC Facility-Based Activities - 61CC	61 Corporate Commons	Billy Joe	Day Habilitation	Support Specialist Intern / Program	09/16/2019	Submitted	US/Eastern

Showing 1 to 6 of 6 entries Previous 1 Next

9a. To view documentation from another Provider, return to the Agency Dashboard by clicking Dashboard at the top of the screen. *You can do this at any time to return to the Agency Dashboard.*

Therap Dashboard Menu

Photo and Analysis **Billy Joe** Switch Indi

Home Profile Plans Case Status

Modules

- ▶ Attendance
- ▶ Document Storage
- ▶ General Event Reports (GER)
- ▶ GER Resolution
- ▶ Health Tracking
- ▶ Individual Care Plan
- ▶ ISP Data

ISP Programs

Name	
Day Habilitation Supports (Power Day Habilitation)	New
Individual Support Employment (Power Supported Employment)	New



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9b. From the Agency Dashboard, click “Switch Provider”. Select the Provider from which you wish to view documentation. Follow the steps to navigate to the **Individual Home Page** (step 4).

The screenshot shows the Therap dashboard interface. At the top right, it says "Autism Delaware" and "Jennifer Tozer, Employment Navigator" with a "Logout" link. The main header includes "Dashboard | Quick Links | Individual Home". On the left, there are navigation tabs for "Individual" and "Health". The central area displays user information: "Provider: Autism Delaware", "Program: No Program Selected", "Profile: Initial", and "Module: Search". A red box highlights the "Switch Provider" and "Choose Program" buttons in the top right corner of the user information section. On the right side, there are buttons for "Issue Tracking", "My Issues", and "Classes".

Other Documentation: Incident Reporting

Critical events will be documented in a General Event Report (GER). An example of a critical event could be an injury, medical emergency, or behavior crisis. From the Individual Home Page (steps 4 & 5), click [General Event Reports \(GER\)](#) Use the Search function to view past GER's. *GER's may not be available for view for 24 hours.*

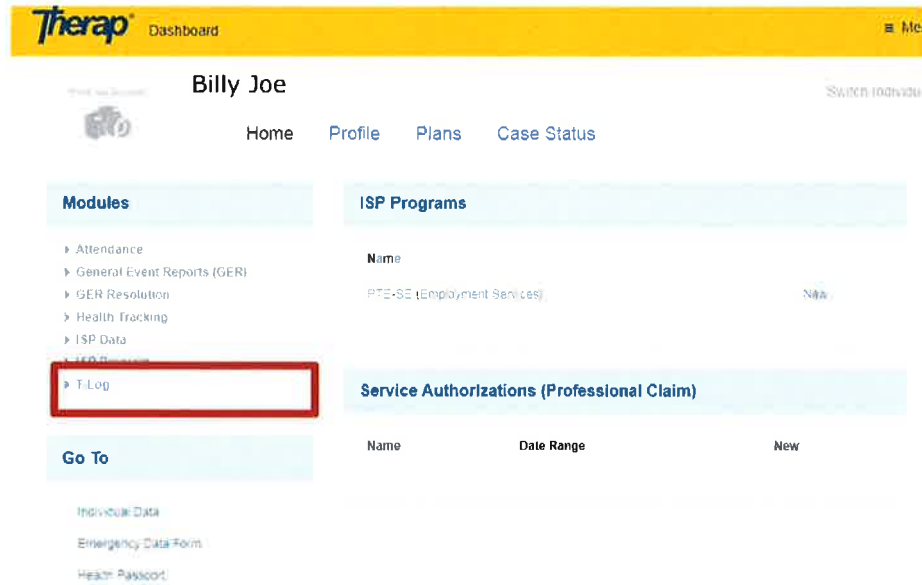
The screenshot shows the "Modules" and "ISP Programs" sections of the dashboard. The "Modules" section is on the left, with a red box highlighting the "General Event Reports (GER)" menu item. Under "General Event Reports (GER)", there are sub-items: "New", "Last Week", "Last Month", and "Search". Other modules listed include "Attendance", "Document Storage", "GER Resolution", "Health Tracking", "Individual Care Plan", "ISP Data", "ISP Program", and "T-Log". The "ISP Programs" section is on the right, with a table listing programs: "Day Habilitation Supports (Power Day Habilitation)" and "Individual Support Employment (Power Supported Employment)", both marked as "New". Below this is the "Service Authorizations (Professional Claim)" section, which has a table with columns for "Name", "Date Range", and "New".



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Other Documentation: T-Logs

T-Logs are another type of case note. Providers are not required to keep documentation here but some Providers use T-Logs. You will need to confirm with your provider if they use the function. You can view this by clicking [T-Log](#)



Glossary of Terms:

Provider: This is the name of the Agency that is providing the service.

Therapservices.net: Therap is a company that manages a secured Electronic Case Record Systems (ECR). *Therap is used in 50 states.*

Dashboard: Therap's Dashboard is what users see when they log on to the Therap system. Think of it like a "home" page. You will begin navigating from the DDDS-Oversight Account Dashboard to the Provider Dashboard.

ISP: This stands for Individual Service Plan. The ISP describes the service being provided and lists the outcome or the goal of the service. The goal

ISP Data: ISP data is documentation of the service being provided. This is where 'day to day' documentation will be captured. Individuals may have more than one ISP with their Provider. Documentation will be specific to the ISP.

GER: GER stands for General Event's Report. This is the form that is used to document incidents. "Incidents" does not mean

