APSE Conversations: Therap leaders Kevin and Marybeth

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Julie Christensen
Hi this is Julie Christensen with APSE. We're excited to launch the APSE employment first employment for all podcast as a new way to connect with you. This podcast is a way to provide updates, real time advocacy alerts and information related to all things Employment First, be sure to subscribe so you don't miss an episode, and thanks for listening.

Erica Belois-Pacer
Hello, this is Erica Belois-Pacer from National APSE. And today I have Marybeth and Kevin with me from Therap. They will be sponsoring our upcoming conference that will start on June 13 and run until the 15th. They will be there with me as well. But we wanted to do a little overview of what you can expect to learn about at the conference from them. And just some general information. So I'm going to stop talking a lot and Kevin and Marybeth, do you mind introducing yourselves?

Kevin Dierks
Hi, Erica. Thank you very much. Yeah, we are super excited about APSE conference as always, and of course, excited that it's in person again. Looking forward to reconnecting with folks. I'm Kevin Dierks with Therap. I'm our Director of Government Relations. And I have been leading our employment initiatives for employment services in Therap. For many years, my hats before Therap was also working in employment providers and working for state government where I also lead employment initiatives in our developmental disabilities division in my state. So that seems to be a pattern for me and and in that spirit, I am thrilled to see the evolution of APSE over the decades and where we're at and where we can go together.

Marybeth Julian
Hi, everyone. Thanks, Erica for having me join today. I am joining Kevin, in with the APSE group as well. My name is Marybeth Julian and I recently joined the Therap team in 2018, as a business development consultant, and prior to that I -I retired actually from a 34 year career working for a provider here in Connecticut support that supported individuals with intellectual and developmental disabilities. And I use that Therap system for about 13 years. And I'm really enjoying sharing my experiences with agencies in the New England area.

Erica Belois-Pacer
Thanks very much Marybeth and Kevin. And I know yes, I've known Kevin for a while and excited to see him and we're in Colorado and Marybeth we have not met before. But I'm excited to meet you as well. So I used Therap as well when I actually worked for a provider

agency. But I know that a lot of our listeners may not be familiar with Therap. So I wondered if you could kind of give a brief overview about Therap services, and you know what you do and what is possible using it?

Kevin Dierks
Sure, yeah, there is quite a bit of users out there these days, literally millions. So we are a person centered comprehensive tool or a database that provides agencies that support people with employment outcomes, with tools to maintain communication, coordination, and documentation for the purposes of helping those individuals achieve those goals. As well as also meeting the regulatory requirements and the environment that you operate and capture the information you need to get paid. From the beginning our focus is and always has been on that outcome on that front line of service, where things are where the rubber hits the road where people are actually out there working, and to make sure that that is being addressed well, and the individuals and the people who are supporting them are connected and have all the information they need. And the folks that are running those agencies have the information they need to do their job for the ultimate goal of outcomes, which in this case is employment. Our system is secure. We have a robust security infrastructure that emphasizes our commitment to data security and data integrity. Our employees, as you've kind of heard here have years of experience in the provider sector as administrators in the state side. We support providers of all sizes, including we support family least to use the system. And we support a large providers and we support states we have contracts with more than 25 state government agencies and entities, some of which are actually using Therap to gather the their statewide picture on employment. And we have enjoyed working with APSE over the years.

Erica Belois-Pacer
Thanks, Kevin. I actually was also curious, if just a little more specifically, if you could talk a little bit about what Therap doing to assist individuals with the employment process. I know, I do have a lot of background in it, but again, I'm not sure if our listeners do. So Marybeth, or Kevin, if you don't mind explaining that that would be great?

Marybeth Julian
Sure. And, as Kevin said, Therap is a person centered system that really assist employment providers with maintaining that daily communication, they have the coordination of all of the employment services and really improves the data, daily data documentation and organizational outcomes. One of the things that I one of the best things about Therap, I think, is that they continue to enhance their tools, as as I'll discuss in just a bit, to file really all the new policies out there all the new technology and best practices. And this is mainly accomplished by working directly with agencies and sharing their experiences on the front lines. There's three main areas I wanted to touch base on and one of the main areas therapy can assist employment specialists is by staying connected with a mobile workforce. As we know, a mobile phone can be used and seen as a natural business tool at any job site. And as a way to keep the data secure and have the ability to maintain that real time access. Within our mobile application, employment specialists can enter that quick contact and service data. The day to day contact information can be managed right over that phone, they'll be able to use our

scheduling module as well, and which will include the location, the date and the time of service. And one of the things to know about the mobile application is that there's no protected health information that's stored on the mobile device. One of the other ways the second way I wanted to talk about our system is the system is person centered. So these Person Centered tools and processes really help define and track the individualized approaches, whether it's related to career planning or on the job support. Provider providers will have the ability to track goals and outcomes from their yearly reviews. With all of our person centered tools, they can define those goals and objectives collect the data to track the progress of these goals. And the best part is after the data has been collected, there's a number of reports within the system that are available to calculate all of those scores. And this is going to save employment specialists a lot of time when they need to do those periodic reviews like a 30 day review, or a six month review or a yearly review. And the last thing I wanted to talk about is that therapy is data driven, and tracking and recording is available at the individual level, we have introduced a new data driven outcome dashboard for tracking outcomes and measuring the quality of service and supports provided to all of your individuals, you'll be able to create eight some of those outcome measure types and map those individual programs and templates to them. Providers will be able to aggregate all of the individuals progress or multiple individuals progress across the program and service pipes. And that is huge. We also have a big picture trend analysis called the Business Intelligence dashboard. And we're really excited to share that we have recently added an employment history dashboard and that will basically include statistical representation of an individual's employment data and a platform for really aggregating all of your agency wide data across several data dashboards, some of those, you can identify trends. Some of these examples could be like, you could get a total count of employee employers by the year and month, or how many employed individuals there are by year or month or even, like an average hour of support needed by job categories by the year. So these are just a few of the many ways we can assist individuals in the employment process within our Therap system.

Erica Belois-Pacer
Thanks Marybeth. And I know we have a little more time left. So I don't know Kevin, if you want to touch a little bit on how people are using data. I know Marybeth, you know, touched on it a bit, but just any other information you might want to share?

Kevin Dierks
Sure, yeah, as I think that's one of the keys, folks in Therap, as Mary Beth pointed out, are using their data at the individual level things like your demographics, your counts, upcoming deadlines, billing management. But then, when you start to have that big picture data, you start to be able to make big picture decisions, like, what's the average wages? What's the average length of time to hire? What's the average length of employment after they get hired? How many people have a milestone that is open? How long are those taking? How many people have gone through benefits counseling? How many people have changed jobs in the last, you know, year or whatever timeframe. So a lot of that kind of information is available. And as you start putting it in, you actually start being able to use it.

Erica Belois-Pacer

Thanks, Kevin. And I know that you'll both be at the conference in gosh, almost a week, little over a week. But is there a way that people could contact you either ahead of time or after the fact? And then I'm wondering if there was anything else you wanted to share before we sign off today?

Marybeth Julian
Sure, um, one of the things you could do, they could go on our website at WWW . Therap services.net. There's a list of all of the extensive training that we have and support materials on there, including quick guides, simulators, training, courses, webinars. And we also have a number of conferences throughout the year. And there's regional conferences that will be listed there that you can attend. So really reach out to your local therapy representatives from this page. We have we all have, you know, contact information on our website. And we also have a national conference coming up February 7-9, 2023. So we'd love to have you come and join us to sign up.

Erica Belois-Pacer
Thanks Marybeth and Kevin. I will see you soon as well.

Kevin Dierks
Yeah, we can't wait to see you. In Denver. Please stop by our booth and ask us questions. Every implementation of Therap is unique and consultative. So tell us a little bit about you. And we're happy to answer questions and look forward to seeing you and everyone there.

Erica Belois-Pacer
Thanks. And I heard you might have some teddy bears perhaps at your table as well. Sure, well. Okay. See everyone soon. Thank you.

Marybeth Julian
Thank you!

Kevin Dierks
Thanks. Thanks, Erica. Bye.

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