Policy and Procedures for ISP Programs in Therap

Unless otherwise noted, the sections (1-6) provided in the Therap template should be completed according to the prompts provided within the Therap system. As such, the sections itemized below will only be explicated when Agency-specific, and/or department-specific practices need to be explained. As this document provides guidance for all divisions within the Agency, users should complete the information using the prompts provided within the Therap template and the instructions below, unless provided with department-specific guidance. In this case, follow the department-specific guidance.

**NOTE**: ISP Programs must be linked to the Hab Plan before discontinuing old goals. New ISP Programs need to be linked to the Hab Plan. Nothing should be discontinued before the link to the Hab Plan has been established. Once discontinued, the goals are no longer accessible for collecting data, running the Hab checklist, or adding to the Hab Plan. Proceed with caution.

To create a new ISP Program, or search for an existing one, do the following:

1. Left click the “Individual” tab on the left side of the Therap dashboard.
2. Scroll down to the “ISP Program” module and left-click “New” to create a new program, or “Search” to locate an existing program.
	1. **NOTE: Supportive Employment, henceforth SEMP, Residential, and Day Services will each use a template customized to their program.** For this step, representatives of each division will scroll down to the “ISP Program Template Library” module, click “Published”, the screen will refresh and “Published ISP Program Template List”, left-click the appropriate template. The screen will refresh and show “ISP Program (Template) in the top region of the screen. Scroll to the bottom of the page and left-click “Apply to ISP Program”. From this point forward, continue to Step 3.
3. Having followed step(s) 2 and/or 2a above, the screen will refresh and “Select Program for ISP Program” will appear in the upper region of the screen. Left-click the program with which the individual is affiliated. The screen will refresh and show “Individual List for ISP Program” and show the name of the program you selected underneath.
4. Left-click the individual’s name. The screen will refresh to show “ISP Program” in the top region of the screen. Proceed to complete Sections 1-4 in the dynamic form using the guidance provided below:
5. PROGRAM DESCRIPTION
	1. The item “Program Name” is defined as the “name of the goal” by the Residential and Day Hab programs, and as “What the program is about” by the Family Support Services program (henceforth, FSS). SEMP will add ETP if it applies.
	2. For the Family Support Services program, the item “Program Creation Date” will be completed using the “ISP Review Date” field of the “Community Habilitation and Hourly Waiver Respite Care Plan.”
	3. The item “Long term objective” will be completed using information from the “Long –term Program Goal” section of the “Residential/Day Habilitation Plan.” In the case of FSS, the item will be completed using information derived from the “Goal #1” field located in the “ISP Valued Outcome” section of the “Community Habilitation and Hourly Waiver Respite Care Plan.” For SEMP, this will be the valued outcomes that apply to employment.
	4. The item “Goal/Service” will be completed with the individual’s allowable/billable service and will make explicit reference to the “3 I’s and a P” (*Individualization, Integration, Independence, and Productivity*). SEMP will insert “Extended Service Plan” and “Supported Employment Plan” into the field. The Pathways template will say “Pathways to employment habilitation plan”. FSS coordinators will extract this information from the “Community Habilitation Care Plan” and use this to enter goals/service based on the ISP review.
	5. The item “Reason for Program” will be completed using the Valued Outcomes listed in the ISP. SEMP will **NOT** complete this field.
	6. In the case of the Residential program, the item “Schedule and Frequency” will be completed using information extracted from the “Residential Habilitation Plan” found in the Methodology section, while in the case of Day Services this information will be extracted from the “Day Habilitation Plan”. Residential will insert the following into the “Schedule and Frequency” text box: “*The program will be implemented (specify daily/weekly/3X monthly/monthly, etc.) with data collected at the same frequency. The first 30 trials will constitute the database*”. Day Program will insert the following into the “Schedule and Frequency” text box: “*The program will be implemented (specify: daily/ weekly/ 3x weekly/ monthly etc.) with data collected at the same frequency. \*\*Specify/Insert The number of trials\*\* will constitute the database.*”, and also write “Daily” in the box. In the case of the Family Support Services program, this item will be completed using the “Frequency” and “Duration” located in the “Community Habilitation Plan.” SEMP will insert “on-going as authorized” into the field. Pathways will insert “Frequency: Hourly and Duration: Time limited 12 months or 278 hours, whichever comes first.”
	7. The item “Maximum Number of Times a Day” will be completed with “30”.
	8. The item “Frequency of Documentation” will be completed using the minimum number of times per day that the goal is implemented. FSS will insert “Whenever the opportunity arises” or “As needed”. SEMP will insert “as needed” into the field.
	9. The item “Location” will be understood to mean “Where the goal is taking place”. In the case of FSS, the item will be interpreted as the home address of the individual. SEMP will insert the name of the individual’s worksite into the field. Pathways will insert “Alpha Career Options” into the field.
	10. The item “Target completion date” will be understood to mean “1 year from start of goal.” This date can be changed in the event the goal is achieved, or goal revised, before the 1-year window. In the case of the Family Support Services program, the item will be completed using the “Next Anticipated Review Date” field from the “Community Habilitation Plan.”
	11. The item “Criteria for Completion” will be completed from the “Short-term Objectives” section of the “Habilitation Plan” by Residential and Day Services. After each short-term objective, there will be a line for start date, target date, and attainment date. FSS, and SEMP will **NOT** use this field.
	12. “Materials required” will be completed with a description of objects (if any) required for achieving goal. FSS and SEMP will not use this field.
6. SCORING DETAILS- A scoring method must be identified when entering **each** goal established for the individual. NOTE: SEMP/Pathways, Residential, and Day Services each use a customized template that pre-populates this section. In the event the scoring method needs to be changed, this section is populated using the “Change Scoring Method” button located on the bottom left region of the screen. Left-clicking this text, the screen will refresh showing “ISP Program Scoring Method” in the top region of the screen, and a list of scoring methods will be available. Select the appropriate method, left-click “Continue”, the screen will refresh, return to the ISP Program screen, and the scoring method will now populate the previously blank region used for Scoring Details. Note: **DO NOT** complete the fields for baseline dates.
	1. Use the following scoring methods ONLY: Yes/No, Residential –General, Residential- Enhanced, Day Consumer Response Code. FSS will use “Yes” or “No” options under “Select Scoring Method.”
	2. Once a scoring method has been identified for the individual’s goal, scroll to the bottom of the screen and click the “Add Task” button to the right of the “Change Scoring Method” button. The screen will refresh and “Add New Task” will be shown in the upper region of the screen. NOTE: For this step, the SEMP/Pathways template will say “Edit task”, not “Add new task”.
		1. Scroll down to the “Task(s)” region, and fill in the test box reserved for the “Task Name”, i.e., that relating to the goal at hand, and MUST NOT use the same string of characters as those used for the ISP Program name.
		2. The “Task Description” text box is a mandatory field, as indicated by the asterisk. The long term program goal will be described in this section.To prompt staff action, insert the phrase “*Staff will assist*…” in the beginning of each goal statement. **NOTE**: This information is the source of the data that pre-populates the Hab Checklist. FSS will complete this section with the phrase “Staff will…” and insert the content from the activity/objective listed in the “Community Habilitation Plan.”
		3. **DO NOT USE** the fields for baseline scores.
		4. The “Face to Face” box is **ALWAYS** checked. Do not check” Non Face to Face”.
		5. The “Program Type” box is **ALWAYS** checked. Do not check the “Non Program Type”.
			1. Click the “Continue” button on the bottom right side of the screen when done adding the task(s). The screen will refresh and return to the ISP Program page, and you will see that an additional section for task(s) has been added to the module. The task(s) you have just defined show up in this section. Additional tasks can be added by clicking the “Add Task” button near the bottom of the page.
	3. The bottom right region of the screen has a button labeled “Add Teaching Method”. NOTE: The SEMP/Pathways template will show “Edit Teaching Method” in the same region. Both Residential and Day Hab services will insert the following text into the description box “Use Least Intrusive Level of Prompting to complete the task”. Following this, the Residential program will complete the text box for “Description” with information extracted from the “Procedure” section of the “Residential Habilitation Plan”, and the Day Hab program will extract information from the “Methodology” section of the individual’s Day Hab Plan. FSS will NOT use this field.
		1. Click the “Continue” button when you have finished adding a teaching method. The screen will refresh to the ISP Program data entry screen and the teaching method just added will populate the “Teaching Methods” section.
7. OTHER DETAILS- Residential, Day Services, and SEMP will use a template customized to their division.
	1. The item “Type of Service Provider” will be completed by Day Hab staff as “Day Hab Staff” and “Residential Staff” by Residential staff, and as “Family Support Staff/DSP” when completed by Family Support staff. NOTE: For the SEMP/Pathways, Residential, and Day Services templates, this field will be pre-populated and is not to be edited.
	2. The item “Time Duration Format” is to be completed with “Yes” for SEMP/Pathways, and “None” for all other divisions in the agency. FSS will check “Begin and End Time”.
	3. The item “Are Begin Time and End Time or Time Duration Required for Data Collection” will **always** be checked “No”. SEMP/Pathways/FSS will check “Yes”. NOTE: For the SEMP/Pathways, Residential, and Day Services templates, this field will be pre-populated and is not to be edited.
	4. The item “Are comments required for data collection?” will be checked with “No” by Residential and Day Services programs. Family Support Services and SEMP/Pathways will select “Yes”. NOTE: For the SEMP/Pathways, Residential, and Day Services templates, this field will be pre-populated and is not to be edited.
	5. The item “Are location required for data collection” will be checked “No.” SEMP/Pathways/FSS will check “Yes”. FSS will use the individual’s home address. NOTE: For the SEMP/Pathways, Residential, and Day Services templates, this field will be pre-populated and is not to be edited.
	6. The item “Use Scoring Comments” will be checked “Yes”. NOTE: For the SEMP/Pathways, Residential, and Day Services templates, this field will be pre-populated and is not to be edited.
	7. The item “Default Score” will remain “Select Score” in the drop down. SEMP/Pathways will check “No”. NOTE: For the SEMP/Pathways, Residential, and Day Services template, this field will be pre-populated and is not to be edited.
	8. The item “Editable service provider for data collection?” will be checked “No”. FSS will check “Yes”.
	9. The item “Enable Group Count for data collection” will be checked “Required” for FSS and SEMP/Pathways, and “No” for the Residential and Day Services programs.
	10. For “Billable ISP Program”, Residential and Day Programs QIDP’s will select “Default Yes” or “Default No”. QIDP’s in these programs will **NOT CHECK** “Required”. SEMP/Pathways/FSS will select “Default Yes”.
	11. For the item “Allow collection of multiple task scores for a single day” the Residential, FSS QIDP will select “Yes”, and Day Services’ QIDP will select “No”. SEMP/Pathways will also select “Yes”.
	12. For the item “Allow data collection with a time overlap”, select “No”.
	13. Clicking the “Save” button will allow you to edit the form in the future, but not make the data available to others with the individual on their caseload. Click the “Approve” button to when you are ready for others to acknowledge the goal(s).
8. FILES & IMAGES- **DO NOT USE**

To add another ISP Program (Goal):

Upon completing item “n” from Section 3 above, left-click “Dashboard” on the upper left region of the screen, and follow the instructions starting on page 1 of this policy document describing how to create a new ISP Program. Begin with Step 1.

To discontinue an active ISP program:

1. Left click the “Individual” tab on the left side of the Therap dashboard.
2. Scroll down to the “ISP Program” module and left-click “Search” to locate the program to be discontinued. The screen will refresh and “ISP Program Search” will appear in the upper region of the screen. Complete the text boxes with the information you have available. NOTE: It might be a good idea to limit the information provided on the next screen to only those programs that have been approved, so use “Approved” as one of the criteria by left-clicking the entry for “Approved” in the Status box. Left-click the “Search” button once you have supplied the filtering criteria. The screen will refresh and show “ISP Program Search” in the header. The selection criteria used on the previous page with be shown in a block under the header, e.g., if you used the individual’s name as a filter, their name will appear at the block.
3. Left-click the item in the row corresponding to the ISP Program to be discontinued. The screen will refresh and show “[The name of the goal] (ISP Program)” in the header. Notice the prompt underneath that says: “*You are seeing this document as it looked when it was last approved/updated. To see this form with dynamic data,* [***click here****.*](https://secure.therapservices.net/ma/isp/ispProgram?_flowId=isp-program-flow&showLiveDoc=true&formId=TISP-ARCNY-E4354C7YU496&backLink=ispProgramListResult%3FsortColumn%3DformId%26sortOrder%3DDESC%26sessionKey%3DispSearchCmd%26zippable%3Dfalse)” You will need to switch to the dynamic document to discontinue the ISP Program, so either comply with these instructions, or scroll to the bottom of the page and left-click the “Show Dynamic Document” button on the bottom of the page. Upon executing either action, the screen will refresh and the dynamic document will be available.
4. Scroll to the bottom of the page, turn your attention to the three buttons relevant to discontinuing ISP programs, and choose one according to the objective(s) you have for the program under consideration:
	1. If you plan to stop collecting data on the goal, and not use it for the next ISP Program you will create for the individual, then left-click the “Discontinue” button. A pop-up window will open alerting you that “Any changes made to the ISP Program will not be saved. Are you sure you want to discontinue this ISP Program”? Left-click the “OK” button if appropriate. The screen will refresh, and you will see a text box labeled “Reason for Discontinuation”. Complete the text box and respond to the question “Are you sure you want to discontinue this ISP Program?” with either “Yes” or “No”.
	2. If you plan to stop collecting data on the goal, but plan to incorporate it in the next ISP (either in whole or in part), left-click the “Discontinue & Copy as Draft” button. A pop-up showing the same message as that quoted in item Step 4a will display, and you should respond as appropriate. See the instructions above in Step 4a for supplying the reason for discontinuation.

NOTE: If PC is absent the first day of the month, coordinate with a colleague (who has the same privileges) to discontinue the goal as of the last day of the month after all data has been collected.

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