

Human Services in the Age of Artificial Intelligence

For the 2025 NASDDDS Conference



November 6th, 2025

NASDDDS

National Association of State Directors
of
Developmental Disabilities Services

Therap[®]
Person-Centered. Data-Driven.[®]

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Presenting



Justin M. Brockie
Chief Operating Officer

Justin trained as a Registered Nurse for people with intellectual disabilities in Edinburgh, Scotland prior to moving to Connecticut in 1995. In Connecticut, Justin managed a range of day and residential services where he was one of Therap's first customers before joining the company in 2005.

At Therap, Justin oversees Therap's state contracts and implementation of Therap's applications for more than twenty states. This involves working closely with state leadership, IT departments, providers, case managers and Therap's development teams to design, implement and configure Therap's COTS-SaaS functionality for state Home and Community Based Service (HCBS) programs. As a result of this innovation and development, Justin now holds multiple patents in the areas of secure, HIPAA compliant data sharing, services planning, authorization, verification, and payment as well as the use of artificial intelligence and other technologies specifically for human services.

Justin and his family have spent many years as therapeutic foster parents to children with a range of disabilities and are adoptive parents of a daughter with intellectual disabilities.

Stacy Watkins, Deputy Director

Division of Developmental Disabilities Services

State of Delaware



Stacy has worked in Human Services for 23 years with the State of Delaware in various positions with both the Division of Services for Children, Youth, and their Families as well as the Division of Developmental Disabilities Services.

Stacy has been in her most recent position as the Deputy Director since February 2023. Stacy has been connected to the disability community over 35 years. She grew up in a Shared Living home where DDDS service recipients lived as part of her family and spent many summers as a teenager volunteering at the Stockley Center, when most of the services offered by the Division were still provided on the grounds of the state's only ICF/IID.

Stacy enjoys spending time with her husband and son traveling, reading, and putting her toes in the sand at the beach.



What is AI?

What is Artificial Intelligence (AI)?

- AI is a branch of computer science focused on enabling machines to emulate human intelligence
- AI systems are taught by humans to make predictions, recognize patterns, and solve complex problems



AI is All Around Us!

- Facial Recognition
 - Ex: Opening your phone with your face
- Digital Voice Assistants
 - Ex: Siri or Alexa
- Media Recommendations
 - Ex: Netflix or Youtube recommendations built on AI algorithms
- Maps and Navigation
 - Ex: Platforms like Google Maps and Waze use AI algorithms to predict the fastest routes



AI is All Around Us!

- Today, many people are familiar with Generative AI tools such as ChatGPT and Google Gemini
- These tools can help with:
 - Creating content for emails, scripts, social media posts, etc.
 - Summarizing information
 - Researching and learning
 - Designing Visuals



Beware of AI Hallucinations

Hallucinations are incorrect or misleading results generated by AI models.

Hallucinations could be caused by insufficient data, incorrect assumptions that the model makes, biases in the training data, or several other factors.

For example, where did these details come from?

write a short description of Abigail Scott's trip to the park

- ◆ Abigail Scott enjoyed a pleasant outing to Central Park on a sunny spring day. She found a peaceful spot by the pond to read and observe the ducks. Her quiet reading was briefly interrupted by a friendly dog, leading to a pleasant chat with its owner. Later, she strolled along the park's winding paths, admiring the blooming flowers. Abigail savored a simple picnic lunch, soaking in the tranquil atmosphere. Before departing, she paused to appreciate a street musician's performance. Overall, her trip to the park provided a refreshing and relaxing escape from the city.

Appropriate Uses of Generic AI in HCBS

- Researching activities
- Learning new skills
- Creating drafts of documents
 - Policies
 - Teaching Strategies
- Research

Inappropriate Uses of Generic(free) AI in HCBS

- Anything that includes PHI!
- Creating billable service data.
- Situations that rely on 100 % accurate responses.

- *Know what tools you are using under what agreements*
- *Create an AI Use Policy*



Introduction to **Therap**®

Our Goals

- Utilize AI to personalize and improve user experience with HIPAA Compliant tools built for Human Services providers.
- Save your team members time as they enter information, conduct quality assessments, look through documentation, and more.
- Improve the documentation that your team produces with AI-powered assurance tools to drive service quality and compliance
- Maintain a commitment to data privacy and security as we train and deploy these tools.

Introduction to **Therap**®

Our Focus

- We are not looking to simply use generic AI tools and processes that don't apply to the I/DD and HCBS space.
- We are building AI tools with practical applications to enhance the services you provide, improve the quality of your documentation, and save time (and money) on repetitive tasks.
- Therap's AI tools "think" like human services professionals so that the AI understands the sort of language that our users use every day.

Introduction to Therap® AI Security



When Therap builds AI workflows, we ensure that the data used to train and test the models are approved by the appropriate parties.

Therap users do not have their data shared with third party vendors who can then access the data as they train outside models.

Therap maintains AI models and GPUs within its On-Prem Infrastructure.

The State Perspective

- More work
- More expectations
- Fewer resources
- Struggles are not only at a DSP Level
 - Front Line Supervision
 - Quality Assurance

Three Examples of AI Designed for HCBS

1. Interpretation of Smart Devices (IoT) data such as Sleep Mats.
2. Assisting staff in creating better data by reading notes in real time and prompting for errors or omissions.
3. Summarizing existing data to allow for quicker and more accurate review.

Note: There are many, many more



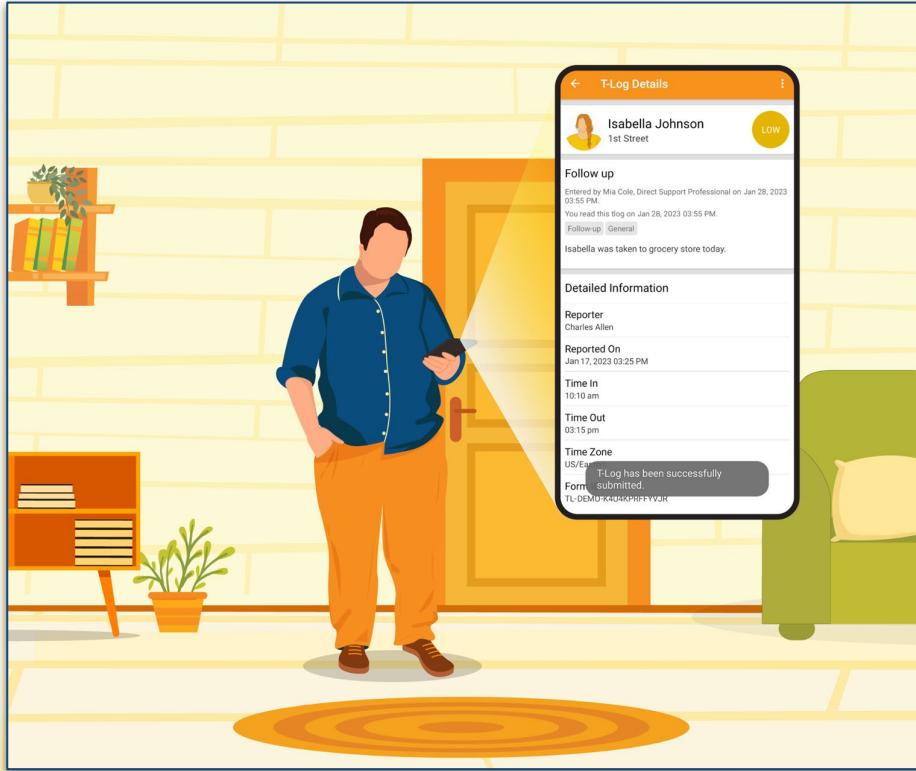
1. Interpreting IoT Data

1. Interpretation of IoT data :: Sleep Mats

- Unobtrusive
- New Data
- Important Data
- Undervalued Data
- Data delivered to staff



Therap Integration :: Sleep T-Logs



Reporting :: Individual Sleep



Reporting :: Caseload Wide Sleep

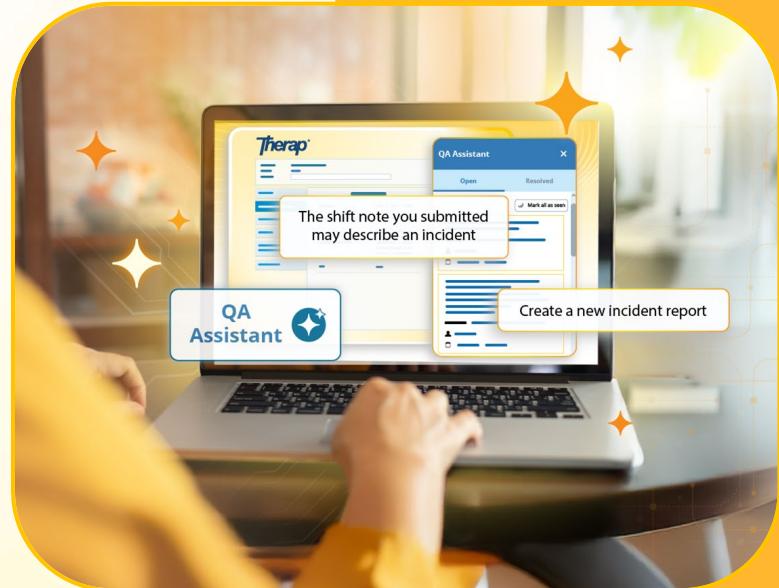




2. Helping Staff Collect Data

Therap® AI - QA Assistant

- Uses AI to create a first level of quality assurance for your data in near real-time.
- Catches missing documentation and data that should be entered into different modules
- Reviews T-Logs for potential GERs and Health Tracking Entries
- Provides a Data Dashboard of potentially reviewable T-Logs



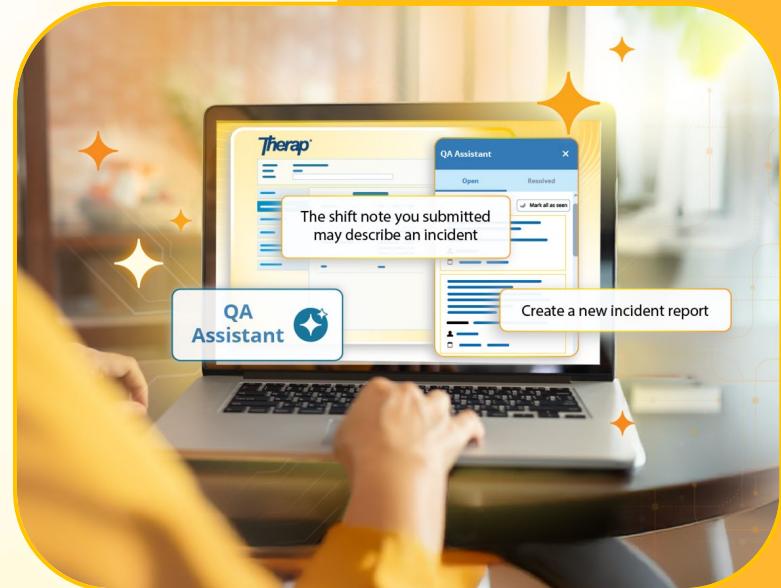
Therap® AI - QA Assistant

For DSPs:

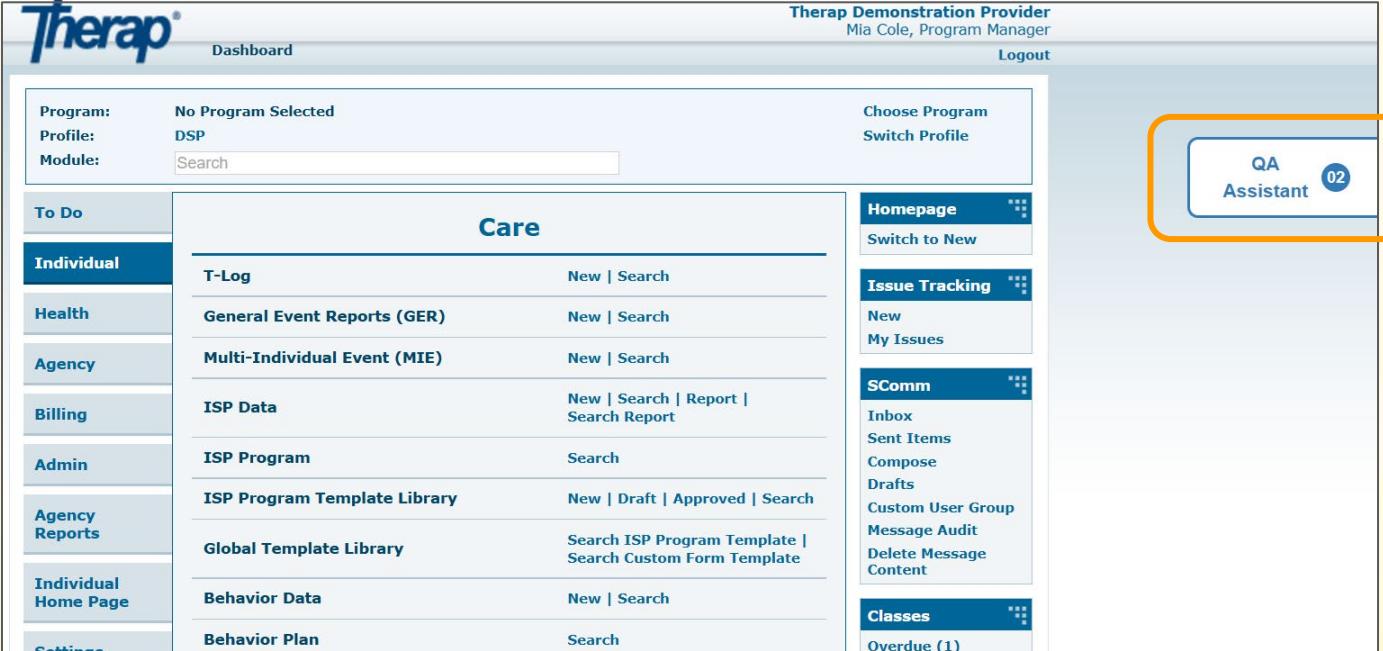
- Provides timely prompts that help reduce documentation errors, leading to higher quality daily notes.

For QAs / Managers:

- Time saved with fewer T-Logs that should actually be GERs or Health Tracking entries
- Dashboards to simplify the QA process for T-Logs



Therap® AI - QA Assistant



The screenshot shows the Therap AI QA Assistant dashboard. At the top, it displays "Therap Demonstration Provider" and "Mia Cole, Program Manager" with a "Logout" button. On the left, a sidebar menu includes "Program: No Program Selected", "Profile: DSP", and "Module: Search". The main content area is titled "Care" and contains the following sections:

- To Do** (highlighted in blue): Individual, Health, Agency, Billing, Admin, Agency Reports, Individual Home Page, Settings.
- Care**:
 - T-Log: New | Search
 - General Event Reports (GER): New | Search
 - Multi-Individual Event (MIE): New | Search
 - ISP Data: New | Search | Report | Search Report
 - ISP Program: Search
 - ISP Program Template Library: New | Draft | Approved | Search
 - Global Template Library: Search ISP Program Template | Search Custom Form Template
 - Behavior Data: New | Search
 - Behavior Plan: Search
- Choose Program** and **Switch Profile** buttons.
- Homepage** and **Switch to New** buttons.
- Issue Tracking**: New, My Issues.
- SComm**:
 - Inbox
 - Sent Items
 - Compose
 - Drafts
 - Custom User Group
 - Message Audit
 - Delete Message Content
- Classes**: Overdue (1).

A blue box highlights the "QA Assistant" button in the SComm section, which has a blue badge with the number "02".

Therap® AI - QA Assistant

QA Assistant

[Open](#) [Resolved](#) [X](#)

[Mark all as seen](#)

T-Log [TL-...MULG](#) with potential matching 'Vital Signs, GER: Other(Accident/Fall With Injury/Potential Incident)'

👤 Abigail Scott

T-Log [TL-...MULE](#) with potential matching 'Other(Accident/Fall With Injury/Potential Incident)'. No matching GER found.

👤 Abigail Scott

- ⋮
- [Create GER](#)
- [Enter Vital Signs](#)
- [Link GER](#)
- [Not a GER](#)
- [Not Vital Signs](#)
- [Mark as Seen](#)
- [Add Feedback](#)
- ⋮

Therap® AI - QA Assistant

QA Assistant Dashboard 

Therap Demonstration Provider

Date From : 05/03/2025
Date To : 07/01/2025
Time Zone : US/Eastern

Name	Count
Open	6
Resolved	1
Dismissed	1

Name	Count	Action Taken	Open
Vital Signs	4	1	3
GER: Other(Accident/Fall Without Injury/Potential Incident)	2	1	1
GER: Other(Hospital/Change of Condition/Serious Illness)	1	0	1
GER: Restraint	1	0	1
GER: Injury	1	0	1
GER: Medication Error	1	0	1

Name	Count
Abigail Scott	5
Isabella Johnson	2
Tyler Evans	2

[Cancel](#) [Back](#)

Therap[®] - QA Assistant - More to Come!

- **Dashboard Items**

- Detect AI/LLM Generated notes
- Detect Cloned Notes

- **Real Time Alerts**

- Documentation about the wrong person
- Vague notes needing more detail

The State Perspective

- New ways to collect Health Data
- Using multiple physicians across Walk-in Clinics
- Easy to miss patterns and symptoms



3. Summarize Your Data

Therap® - Working with LLMs and Summarization

- Therap is in pre-release stages of development working with Large Language Models (LLMs)
- We will be working with both internal and external LLMs
- Therap is developing a range of sophisticated prompts and process to summarize data using LLMs
- This includes data from T-Logs, Health Tracking, Case Notes, ISP Data
- Therap is also creating redacted and synthetic data

Therap[®] - Working with T-Logs and Summarization

- **Use Case**
 - Summarize all the T-Logs since I was last at work
- **Benefits**
 - Quicker, less likely to miss important issues
- **Questions**
 - Does reading a summary count as reading all the T-Logs?
 - How should Activity Tracking work?
 - Should summaries be editable?
 - Which summaries should be shared?

Therap® AI - Summary Reports and Data Discovery

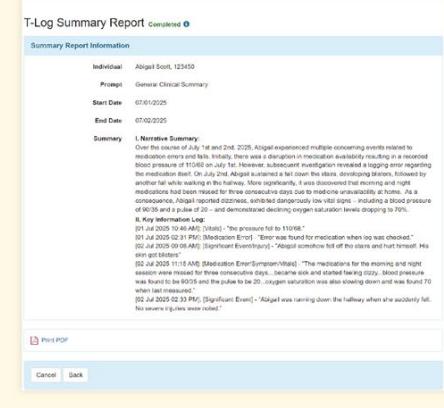
- **Summaries of:**

- T-Logs
- ISP Data
- Case Notes
 - Questionnaires



T-Logs

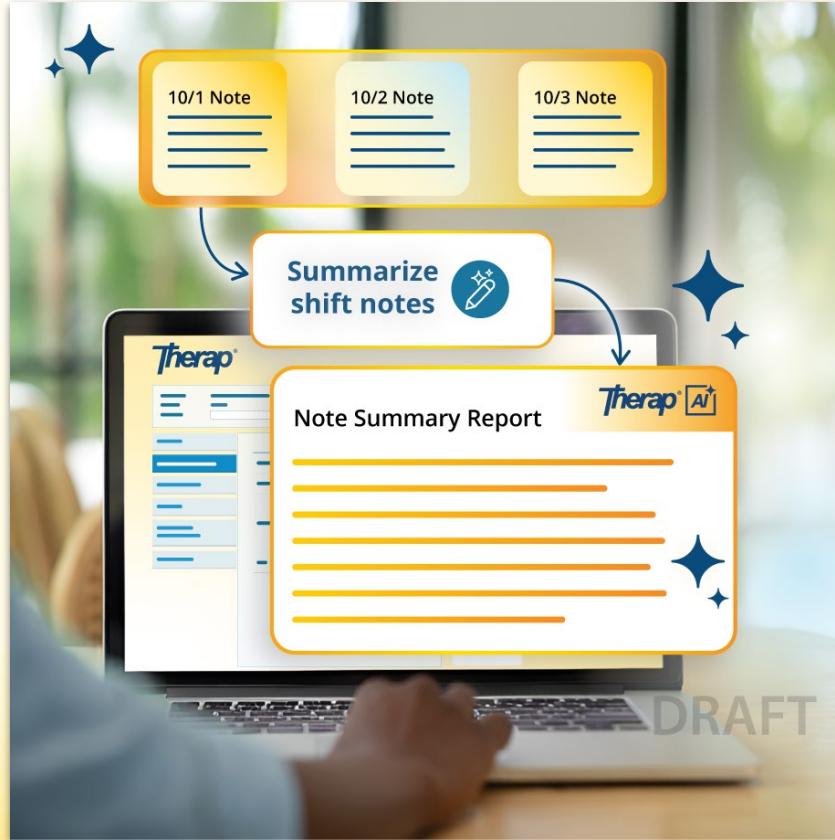
T-Log Summary Report



- **Readable Versions of:**

- Healthcare Reports
- Programmatic Reports
- Clinician Report

Therap® AI - Data Analysis :: The Power of Narrative



Therap® AI - Summary Reports and Data Discovery

T-Log Summary Report New ⓘ

Summary Report Information

Individual Justin Brockie, 0001

* LLM Type

External

* Prompt

- Please Select -

Internal

External

* Start Date

07/30/2025



* End Date

T-Log Summary Report New ⓘ

Summary Report Information

Individual Justin Brockie, 0001

* LLM Type

External

* Prompt

Simple Summary

* Start Date

- Please Select -

Sepsis

Dehydration

Aspiration

Seizure

Spanish Summary

Simple Summary

General Clinical Summary

Bowel Obstruction

GERD

Cancel

Back

Cancel

Back

Therap® AI - Summary Reports and Data Discovery

T-Log Summary Report Completed

Summary Report Information

Individual Justin Brockie, 0001

Prompt Simple Summary

Start Date 07/01/2025

End Date 07/30/2025

Summary This summary details several events concerning Justin from early to late July, with some undated incidents also reported.

Work and Well-being:

- On *July 1st*, Justin successfully completed his first shift bagging groceries at Stop & Shop, celebrating with ice cream. He generally had good nights' sleep and was in good spirits on *July 2nd, 15th, and 28th*, departing for work without issues.
- However, on *July 14th*, a restless night led to grumpiness and irritability in the morning, which improved later in the day. On *July 30th*, he again had a restless night, was lethargic, and expressed reluctance to attend work.

Health and Injuries:

- On *July 7th*, Justin felt unwell with a headache and mild fever, staying home but recovering fully by day's end.
- On *July 9th*, he sustained a minor injury, scraping his right knee and left hand after tripping on a ripped carpet; a walk-in clinic visit confirmed no serious issues, and the carpet was reported for repair.
- On *July 11th*, a long walk with his father resulted in a small blister on his right heel, which was treated.
- Undated reports indicate he developed an "awful rash" on his legs from poison ivy after a walk in the woods, and on another occasion, staff forgot to give him his medication, though he seemed "ok." He also had another fall on the sidewalk, resulting in a "big cut" on his right knee.
- Justin attended his annual physical, which went well, but the doctor requested several follow-up appointments and bloodwork.

Social and Family Interactions:

- Justin enjoyed a positive long walk with his father on *July 11th*.
- He had a very successful and positive outing to a Hartford YardGoats baseball game, demonstrating appropriate behavior and enjoying the experience.
- He also had a positive visit from his mother and sister, engaging happily with them.
- During a meeting with his case manager, Justin expressed several complaints about staff, feeling they were "too strict" and "always telling him what to do," and generally feeling "picked on."

Therap[®] - Summarization/Reporting - More to Come

- **Fatal 5+2**
 - Reviewing notes back over a period of time
- **Translation**
 - Present Individual Plans or other data in any language
 - Summarize Data written in other languages
- **Discovery of Inappropriate Documentation**
 - Detecting AI generated notes (!)
 - Detecting Duplicate Notes

The State Perspective

- What's next?
- Using the right tools
- Making the most of technology appropriately

Join us in Ontario, California! Feb 3,4,5 2026

Join us at the 2026 Therap National Conference to:

- Expand Your Knowledge:**
Learn more about the latest advancements in AI within Therap.
- Work with the Therap Tools:**
Get hands-on experience with AI functionalities.
- Collaborate & Innovate:**
Engage in valuable discussions with leading experts and your peers.



Thank you!



AI?
Questions



Therap®
Person-Centered. Data-Driven.®