

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

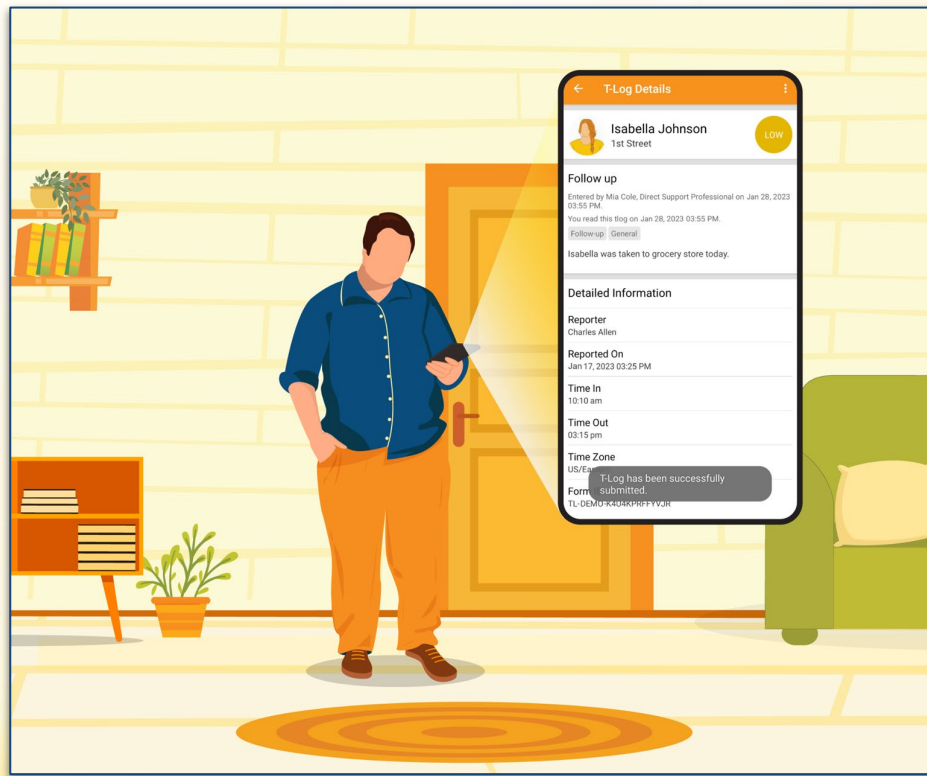
1. Interpreting IoT Data

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



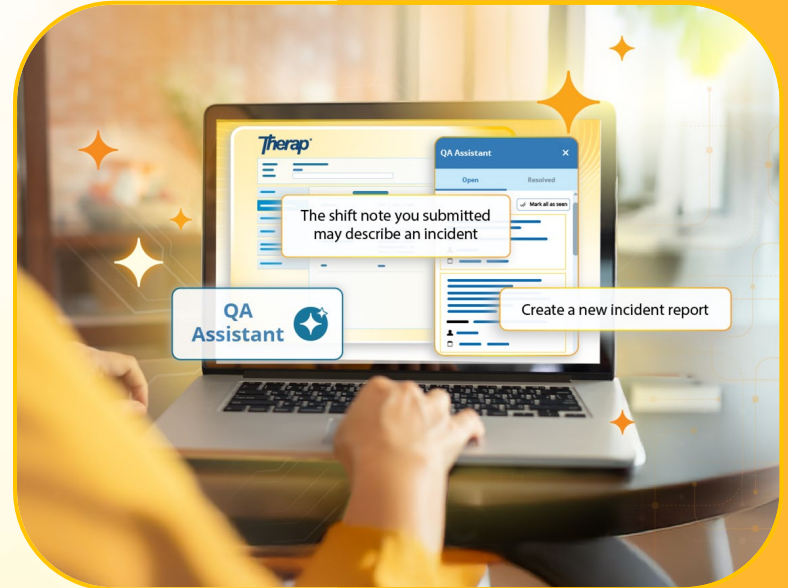
Reporting :: Caseload Wide Sleep



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



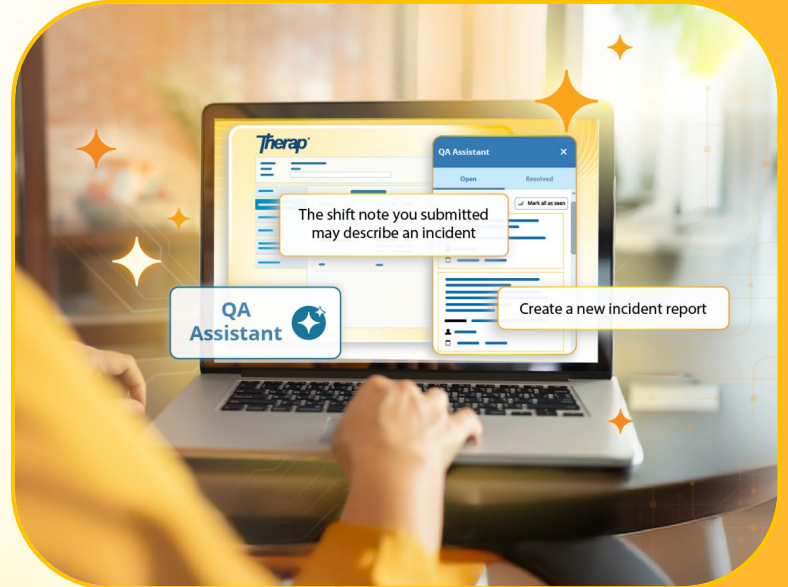
Therap[®] AI - QA Assistant

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

Therap[®]

Dashboard

Therap Demonstration Provider
Mia Cole, Program Manager
Logout

Program: No Program Selected

Profile: DSP

Module:

Choose Program
Switch Profile

To Do

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

Homepage
Switch to New

Issue Tracking
New
My Issues

SComm
Inbox
Sent Items
Compose
Drafts
Custom User Group
Message Audit
Delete Message Content

Classes
Overdue (1)

QA Assistant 02

Therap[®] AI - QA Assistant

QA Assistant

Open

Resolved

✓ 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 'Vital Signs, GER: Other(Accident/Fall With Injury/Potential Incident)'
Abigail Scott

Create GER

Enter Vital Signs

Link GER

Not a GER

Not Vital Signs

Mark as Seen

Add Feedback

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Therap[®] AI⁺ - QA Assistant

QA Assistant Dashboard

Therap Demonstration Provider

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

Action

Name	Count
Open	6
Resolved	1
Dismissed	1

Alert Type

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

Individual

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

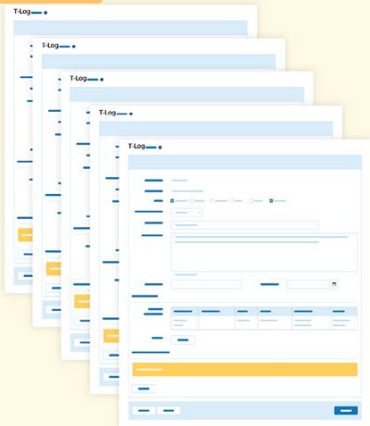
- **Summaries of:**

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

- **Readable Versions of:**

- Healthcare Reports
- Programmatic Reports
- Clinician Report

T-Logs



T-Log Summary Report

T-Log Summary Report Complete

Summary Report Information

Individual: Ainslie Scott, 123456

Purpose: General Clinical Summary

Start Date: 07/01/2025

End Date: 07/02/2025

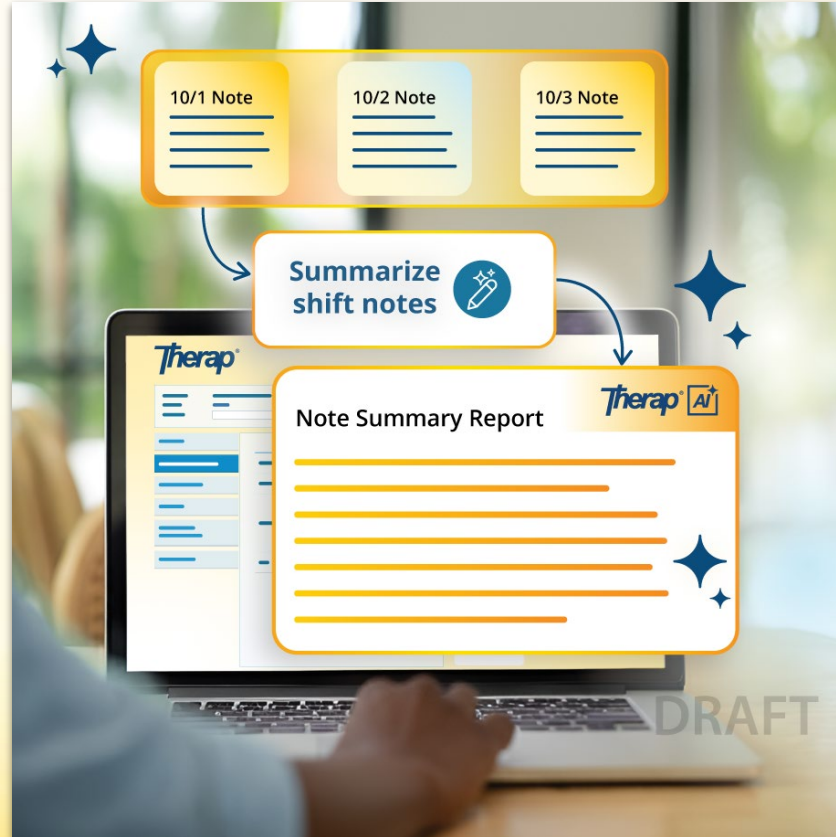
Summary: **I. Narrative Summary**
Over the course of July 1st and 2nd, 2025, Ainslie experienced multiple concerning events related to medication errors and falls. Initially, there was a disruption in medication availability resulting in a recorded blood pressure of 110/65 on July 1st. However, subsequent investigation revealed a logging error regarding the medication itself. On July 2nd, Ainslie sustained a fall down the stairs, developing lacerations, followed by another fall while walking in the hallway. More importantly, it was discovered that morning and night medications had been missed for three consecutive days due to medicine unavailability at home. As a consequence, Ainslie reported dizziness, exhibited dangerously low vital signs - including a blood pressure of 80/50 and a pulse of 20 - and demonstrated declining oxygen saturation levels, dropping to 70%.

II. Key Information Log
01 Jul 2025 10:45 AM: (Status) - "The pressure fell to 110/65."
01 Jul 2025 02:31 PM: (Medication Error) - "Error" was found for medication when it was checked."
02 Jul 2025 09:05 AM: (Significant Event/Event) - "Ainslie sustained a fall off the stairs and hurt himself. His skin got lacerated."
02 Jul 2025 11:15 AM: (Medication Error/Significant Event) - "The medication for the morning and night doses were missed for three consecutive days - became sick and started feeling dizzy, blood pressure was found to be 80/50 and the pulse to be 20 - oxygen saturation was also slowing down and was found 70 when last measured."
02 Jul 2025 02:33 PM: (Significant Event) - "Ainslie was running down the hallway when she suddenly fell. No severe injuries were noted."

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Therap[®] AI[↑] - Data Analysis :: The Power of Narrative



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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

* Start Date External

* End Date 07/30/2025

Cancel

Back

T-Log Summary Report New ⓘ

Summary Report Information

Individual Justin Brockie, 0001

* LLM Type External

* Prompt Simple Summary

* Start Date - Please Select -

* End Date

Sepsis

Dehydration

Aspiration

Seizure

Spanish Summary

Simple Summary

General Clinical Summary

Bowel Obstruction

GERD

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[®] AI[★] - 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.



Scan here



Thank you!



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