**Behavior Analysis Services Guidelines**

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## Introduction

These guidelines are targeted for regional directors, Board Certified Behavior Analysts, Board Certified Assistant Behavior Analysts, and Registered Behavior Technicians.

## Document Acronyms

Within this document, the following initials represent their corresponding fields

* COMPANY NAME = COMPANY NAME Behavior Analysis LLC.
* BACB = Behavior Analyst Certification Board
* BCBA = Board Certified Behavior Analyst
* BCaBA = Board Certified Assistant Behavior Analyst
* RBT = Registered Behavior Technician

## COMPANY NAME Locations

Please see below for more locations. This list comprises only some of the locations; this does not guarantee current locations, as new regions may develop at any time.

|  |  |  |
| --- | --- | --- |
| **Locations within Florida** | | |
| Tampa  Clear water  Brooksville  Zephryrhills  Brandon  New Port Richey  Spring Hill  Inverness  Bradenton  Brevard County (Palm Bay, Melbourne) | Wesley Chapel  Ocala  Central Florida (Orlando, Kissimmee, Altamonte Springs)  Haines City  Clermont  Sebring  Lakeland  Miami  Citrus County (Beverly Hills, Crystal River) | Lake Wales  Lake Placid  Fort Myers  Sarasota  Bradenton  Riverview  St. Petersburg  St. Largo  Holiday |

|  |  |  |
| --- | --- | --- |
|  |  |  |
| COMPANY NAME Behavior Analysis  Address:  Phone:  Fax:  Email: | COMPANY NAME General Manager/Owner  Name:  Phone:  Email: | BILLING COMPANY  Contact:  Phone:  Fax:  Email: |
| COMPANY NAME VP of Clinical Services  Name:  Phone:  Email: | COMPANY NAME VP of Clinical Operations  Name:  Phone:  Email: |  |

# Contact Information

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# Transportation

## Transportation Agreement

Transportation of the client may occur using the following process:

* The COMPANY NAME staff member completes the COMPANY NAME Transportation Agreement, which should list the analyst’s name and the client’s name
* The COMPANY NAME staff member will obtain the caregiver’s or legal guardians signature on the Transportation Agreement
* Blank and signed documents are kept on “Google Drive” in a HIPPA secured folder

When signing this document, the caregiver or legal guardian, and the COMPANY NAME staff member, agree to take on full liability in case of emergencies.

If the client is over the age of 18, the client is required to sign the Transportation agreement unless the client is not legally capable of signing (e.g., is conserved). At this point, the caregiver or legal guardian’s signature is sufficient.

## Transportation Guidelines

The following have been placed to ensure the quality of services and the implementation of Applied Behavior Analysis in the motorized vehicle across the home, community, and school settings.

|  |  |  |
| --- | --- | --- |
| **Appropriate methods or reasons for transportation** | **Inappropriate methods or reasons for transportation** | **Exceptions** |
| * Taking the client out of the home to a community setting for natural environment training (i.e. restaurants, grocery stores, clothes stores, malls, movie theaters, community events such as Autism Speaks, etc.) * Driving the client to meet with other clients/ analysts within the community (i.e. restaurants, grocery stores, clothes stores, malls, movie theaters, community events such as Autism Speaks, etc.) | * Driving the client to doctor’s appointments, outside therapy sessions, summer or aftercare camps \*1 * Working on appropriate car related behaviors while the car is in motion \*1 * Driving the client to a relative’s house \*2 * Driving the client home from school following school dismissal, early dismissal, or other circumstances (with no direct correlation with behavior intervention programs) | 1 This may be worked on in the presence of the caregiver as the driver of the vehicle; with the COMPANY NAME staff member as a support  2 This may be acceptable if you have signed consent from the caregiver or legal guardian to drop off the client at a secondary address with an adult over the age of 18 and/ or the caregiver or legal guardian is present at the residence of the relative |

## Transportation: Compensation

During transportation or services, the COMPANY NAME staff member may not request compensation (in any form, i.e. food, money, gifts, etc.) from the caregiver(s), legal guardian(s), family member(s), friend(s), co-worker(s), or acquaintance(s).

When using a personal vehicle, liability, gas, maintenance and accrued mileage is the responsibility of the COMPANY NAME staff member. Monetary or other forms of compensation will not be provided unless specifically stated by an COMPANY NAME member in Leadership prior to the start of services.

## Transportation: Liability

If an COMPANY NAME staff member is providing transportation services, it is the responsibility of the COMPANY NAME staff member to enroll their motor vehicle(s) for insurance coverage. By agreeing to the transportation agreement, the COMPANY NAME staff member is accepting all liability during transportation services, which includes damage to the vehicle, accidents in the vehicle, etc.

## Transportation: Distance & Length

Transportation distance and length is at the discretion of the Behavior Analyst and the Caregiver(s) or Legal Guardian(s).

## Transportation: Personal Car Insurance

It is at the discretion of the COMPANY NAME staff member to enroll or obtain personal car insurance. COMPANY NAME is not responsible for the monitoring or maintenance of the personal car insurance of any COMPANY NAME staff member.

## Transportation: Other Recommendations

It is recommended that the COMPANY NAME use child proof locks during transportation, and maintain a 1 client to 1 provider ratio within the car.

# Professionalism

Professionalism should occur despite location of services, providers, or supporting family or community members. For quality services, please review the following standards in professionalism:

## Conversation skills

Conversations containing the following may increase hyperarousal in secondary or third parties. Please be aware of the following during work related conversations.

* Conversations on religion
* Conversations on political parties
* Conversations on sports
* Conversations on personal beliefs

## Wardrobe & Attire

COMPANY NAME staff members use their discretion in their wardrobe and attire. However, the following standards are put in place to ensure maximum professionalism.

Please refrain from wearing:

* Clothes that are too short, see-through, deep cut shirts, etc. that reveal private areas
* Clothes that may be perceived as inappropriate due to religious or political photos, slang, or comments; or contains demeaning content

Skirts, dresses, and heels are permitted, as long as treatment integrity is maintained, and closed-toed shoes are recommended. There are no restrictions on hair colors, piercings, tattoos, etc.

## 

## Readiness or Preparedness

* Arrive on time and prepared to provide services.
  + Materials for services
    - Treatment protocols
    - Data sheets
    - Fidelity training packets
    - Token boards/other session materials (e.g., prompt cards)
    - Reinforcers
    - Parent training materials
* Communicate tardiness or absences appropriately through contact with parents or director.
* Keep cell phone usage to a minimum during sessions

# Role Specific Information

A document listing the responsibilities of each position is provided during the COMPANY NAME onboarding process. Each COMPANY NAME staff member is required to sign the document “Behavior Analyst Responsibilities” or “RBT/ BSA Responsibilities” to acknowledge the basic requirements of each position. Below is a more in- depth description of the requirements of each COMPANY NAME staff member.

Please be aware that this information is to assist COMPANY NAME staff members in the delegation and assignment of work. These guidelines are not “concrete” in nature, and can be modified, if necessary, to fit the needs of the clients or the region.

## Role Specific Identification

T-shirts with the COMPANY NAME logo may be worn during services. However, due to HIPPA and ethical concerns, T-shirts that state, “Therapist,” or “Behavior Analyst,” etc. are prohibited due to ethical, legal, and social considerations

## Payout Information

Each COMPANY NAME staff member will be paid according to their position within COMPANY NAME; this is based on their experience, education, and skills. Paychecks are distributed in the form of Direct Deposit to the bank of the COMPANY NAME staff member’s choosing for Medicaid and Private Insurance clients. Qualifying bank accounts can include personal accounts or business accounts. To ensure correct distribution, please submit all necessary documents to BILLING COMPANY. Grant clients and Adults with DD we service are paid via paper check bi-weekly.

## Role Specific Delegation of Materials

It is the responsibility of the Board-Certified Behavior Analyst and/or the Board-Certified Associate Behavior Analyst to create or obtain specific materials needed for the implementation of effective services. The creation of materials for assessments or their implementation may be delegated to RBT’s applicant that are seeking or undergoing supervision towards certification.

Applicants that are seeking or undergoing supervision have to complete a specific number of indirect hours to quality for the BCBA or BCaBA exam. Please review the requirements on the BACB website.

## Obtaining Reinforcers

It is the responsibility of the family to provide edibles and/ or tangible reinforcers throughout the session for their child/ children. COMPANY NAME staff members may provide edibles or tangible reinforcers while maintaining full liability and cost of such reinforcers.

## Role Specific Scheduling of Services

It is the responsibility of the Regional or Clinical Director to ensure that all children receive or are notified of their eligibility of services. COMPANY NAME Admins will also collaborate and coordinate with directors in this endeavor.

However, once a lead analyst is appointed to the case; it is the responsibility of the lead analyst to collaborate and coordinate the days and hours of services.

RBT’s may coordinate services with the caregivers on days of no supervision (i.e. late arrival, cancellations, rescheduling, etc.). However, it is the responsibility of the RBT to contact both the caregiver and the Lead Analyst prior to late arrival, cancellations, rescheduling of services, etc.

Additionally, it is the responsibility of the RBT’s to communicate with the Lead Analyst about excessive cancellations or rescheduling by the caregiver or the family. The Lead Analyst will contact the caregiver to confirm a schedule to increase the amount of services for the client and the RBT.

If the Lead Analyst requires assistance in communicating or contact the caregiver or legal guardian to confirm or discuss services, please contact the Clinical or Regional Director.

## Role Specific Insurance

All providers are required to enroll in Liability Insurance prior to the start of services. It is the responsibility of each COMPANY NAME staff member to maintain Liability Insurance. Inability or failure to do so may cause delay in the ability to provide services.

Please refer to Transportation & Liability for more information on liability during transportation services.

## Role Specific Credentials & Certifications

Please monitor the following credentials. Incorrect or expired documents may lead to delay in the ability to provide services. It is the responsibility of COMPANY NAME Staff to maintain their documentation and credentials. Human resources (BILLING COMPANY) will support COMPANY NAME staff in the maintenance or storage of credentials and certifications, or assist in reminding COMPANY NAME staff in the upcoming expiration of credentials and certifications; however, it is the primary responsibility of the COMPANY NAME staff member.

# Role Specific Responsibility Rubric

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Director** | **Lead Analyst BCBA** | **BCaBA** | **RBT** |
| **During Intake** | * Collect and maintain incoming or prospective client’s information * Communicate with new caregivers if additional information is needed (at the time of submission- otherwise HR will contact the caregiver or guardian) * Ensure incoming or prospective client’s information submitted to HR * Ensure incoming client’s information on client tracking sheet | * Sign Intake & Consent Forms with Caregiver or Legal Guardian * Sign Beacon Forms with Caregiver or Legal Guardian * Conduct an FBA with the caregivers * Conduct background information and assessments needed for behavior plan submission * Compose behavior plan * Submit behavior plan to HR * Review behavior plan with Caregivers and/ or supporting individuals * Ensure behavior plan is signed by caregivers and/or supporting individuals * Communicate and collaborate with all parties on appropriate service schedule/ allocation of hours | * Sign Intake & Consent Forms with Caregiver or Legal Guardian * Sign Beacon Forms with Caregiver or Legal Guardian * Conduct an FBA with the caregivers * Conduct background information and assessments needed for behavior plan submission * Compose behavior plan * Submit behavior plan to HR * Review behavior plan with Caregivers and/ or supporting individuals * Ensure behavior plan is signed by caregivers and/or supporting individuals * Communicate and collaborate with all parties on appropriate service schedule/ allocation of hours | * No responsibilities for this position during the intake process |
| **Daily** | * Maintain status of client on client tracking sheet * Email analyst’s available clients * Maintain information on client’s services such as lead analyst * Should new information that may influence services occur, directors will email caregivers/ parents * During academic school year: Communicate with school staff or principals to ensure collaborative and effective services | * Ensure daily target behavior data collection * Ensure daily skill acquisition data collection * Implement pro-active and re-active strategies | * Ensure daily target behavior data collection * Ensure daily skill acquisition data collection * Implement pro-active and re-active strategies | * Target behavior data collection * Skill acquisition data collection * Communicate with caregivers the target behaviors for reduction and the current skill acquisition goals * Implement Caregiver training * Implement pro-active and re-active strategies |
| **Bi-Weekly** | * Ensure fidelity of RBT or BSA * Ensure fidelity of Caregiver or legal guardian * Review RBT’s seeking Supervision- BACB supervision sheets | * Ensure fidelity of RBT or BSA * Ensure fidelity of Caregiver or legal guardian * Review RBT’s seeking Supervision- BACB supervision sheets | * Complete BACB Supervision sheets for supervisor to sign |
| **Monthly** | * BCBA’s should review programs with BCaBA’s if applicable * Assess level, trend and variability of target behaviors * Assess level, trend and variability of skill acquisition goals * Modify programs as needed * Complete portions or complete assessments as needed * Print out or modify data collection sheets or software * Send “update” email to caregiver(s) or legal guardian(s) | * Assess level, trend and variability of target behaviors * Assess level, trend and variability of skill acquisition goals * Modify programs as needed * Complete portions or complete assessments as * needed * Print out or modify data collection sheets or software * Send “update” email to caregiver(s) or legal guardian(s) | * No responsibilities for this position during this process |
| **3 months** | * “Parent Survey” | * No responsibilities for this position during this process | * No responsibilities for this position during this process |
| **6 months** | * “Parent Survey” | * Behavior Plan re-submission | * Behavior Plan re-submission |

## Regional Director Role Specific Responsibilities

Regional Directors are responsible for the above listed items, as well as the requirements of the PGP program.

## Regional Director Caseload

The regional director has a discretion over the size of their caseload. Directors may choose to float around their region or campuses as they see fit.

## Clinical Director Role Specific Responsibilities

Clinical Directors are responsible for the above listed items, as well as the requirements of the PGP Manual and program.

## Clinical Director Caseload

The caseload size is at the discretion of the Clinical DIrector. Clinical Directors may choose to float around their area or campuses as they see fit, coordinating with their Regional Director on a cohesive approach.

## BCBA & BCaBA Caseload

The number of clients per behavior analyst is at the discretion of the Lead BCBA and the Clinical or Regional Director.

Please review the above rubric for more information on the responsibilities of the BCBA and the BCaBA.

## RBT Caseload

The number of clients per RBT is at the discretion of the Lead BCBA and the Clinical or Regional Director.

Please review the above rubric for more information on the responsibilities of the RBT.

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# Applied Behavior Analysis Services

## Fidelity Training

There is scientific evidence that caregiver training increases target behavior reduction, skill acquisition goals, and skill acquisition maintenance. Fidelity training will occur within the home, community, and school settings, with caregiver(s), approved family members, locations in the community of which the client is familiar (i.e. doctor’s office, dentist, familiar grocery store, etc.); school administrative or instructional staff; outside therapists such as occupational, speech or mental health counselors; or other individuals with prior approval from the caregiver. This is to be done bi-weekly or monthly by the Lead BCBA.

## Locations for Services

COMPANY NAME staff members may provide services in the following locations.

|  |  |  |  |
| --- | --- | --- | --- |
| In the Home/ Residence | In the Community | In the School | Summer Camps or Day Cares |
| All sections of the home within means of target behavior reduction and skill acquisition programs, at the discretion of the COMPANY NAME staff member  **Requires Caregiver’s presence-**  Bathing, brushing teeth, cooking, etc. | Grocery stores, restaurants, public libraries, events such as Autism Speaks, public parks  **Requires caregiver’s presence**- Speech therapy, Occupational therapy, Doctor’s office, Dentist Office | **One** -on-one ABA pull out sessions outside of the classroom, reinforcer earnings with COMPANY NAME staff outside of the classroom  **Requires teacher’s presence**- Restrooms, if not working on programming, within the classroom, activities within the hallways such as transitioning between classes, etc. cafeteria, gym, car waiting area, auditorium, etc. (Client is not to be in a room without School staff supervision) | Follows the same restrictions as “In the School” setting |

Please review the section labeled “Transportation” for related information.

Please review the section labeled “Role Specific Responsibility Rubric” for related information.

## Informed Consent for Services

Prior to the age of 18, services can occur at the discretion of the caregiver, and the COMPANY NAME staff member. Following the age of 18, unless the guardian maintains legal guardianship of the client, the client must consent to services by signing the informed consent form.

## New Client Information Received

Information may be received by an COMPANY NAME staff member, or through the online portal directly to BILLING COMPANY. All information received will be sent (1) to BILLING COMPANY, (2) be placed on Google drive in a folder specifically created for the client, and (3) on an excel sheet tracking all clients within the area labeled “Client Info & Hours”. BILLING COMPANY will then inform the director when the client is approved for BASP development.

## New Client Process

Here are the following steps for when new client information is received (Medicaid version)

|  |  |
| --- | --- |
| **When information is received in person** | **When information is received online** |
| 1. Information is received by hand 2. Information is scanned and sent to BILLING COMPANY 3. Information is saved onto Google Drive 4. Client is input into excel “Client Info & Hours” 5. BILLING COMPANY processes information and submits to Beacon    1. If information is missing, BILLING COMPANY will contact Doctor or Families prior to Beacon Submission 6. BILLING COMPANY notifies BASP development | 1. BILLING COMPANY processes information and submits to Beacon    1. If information is missing, BILLING COMPANY will contact Doctor or Families prior to Beacon Submission 2. BILLING COMPANY notifies BASP development |
| **After BILLING COMPANY notifies BASP development** | |
| 1. The Director places the client’s info on “Client Info & Hours” (refer to Google Drive section) 2. The caregiver(s) or legal guardian(s) are contacted about the BASP development approval (templates below) 3. Director sends “Available Client” email to all analysts (template below) 4. A lead analyst is assigned 5. The lead analyst contacts the caregiver(s) or legal guardian(s) 6. The lead analyst meets with the caregiver(s) or legal guardian(s) to complete:    1. Intake paperwork & Consent form    2. All required Beacon forms    3. Questions and assessments for BASP Development 7. The lead analyst composes and submits completed BASP to BILLING COMPANY 8. BILLING COMPANY submits information to Beacon 9. Client goes into “Pending Status” 10. The lead analyst may start minimal # of hours once the client is in “Pending status” 11. BILLING COMPANY will notify lead analyst of approved allocation of hours by Beacon 12. Full services may start 13. BASP is reviewed and signed with the caregiver(s) or legal guardian(s) | |

## Step 1: Client Info & Hours Excel Tracking

To review the “Client Info & Hours” excel tracking sheet, please review the section labeled “Google Drive”

## Step 2: Parent Email of Approved Services

Upon receiving information from BILLING COMPANY for BASP development; it is the responsibility of the Clinical or Regional Director to notify caregiver(s) or legal Guardian(s) of the approval for services. This allows for a notice prior to the Lead Analyst contacting the family; and removes possible conflicts or confusion.

### Parent Email of Approved Services Template

*Hello,*

*My name is DIRECTOR NAME. I am the Regional Director with COMPANY NAME. CLIENT NAME has been approved by Medicaid/ Beacon for services.*

***What happens now?***

*Currently, I am coordinating a behavior analyst to contact your family to fill out the (1) intake paperwork, and (2) ask you questions for the behavior plan. We then (3) submit the documents to Beacon / Medicaid, and finally (4) start services.*

*During this process, it is very important that you let us know what you are interested in doing/ working on with your child, what has worked and what has not worked in this past. This will allow us to create a stronger and more efficient behavior plan that will allow us to help you and your son progress in all his goals.*

*If you have any questions, please let me know.*

If the analyst is already known for this case. Insert an additional paragraph about the lead analyst

*Your lead analyst is LEAD ANALYST’S NAME. ANALYST has amazing experience, motivation and dedication in the field of Applied Behavior Analysis. If you have any questions, feel free to contact them: Emailhandle@LEADANALYST.COM.*

## 

## Step 3: Available Client Email to Lead Analyst

The clinical director or the regional director will then send out an email to the analysts in the area informing them of available clients.

### Available Client Email to Analyst Template

*The following are available clients approved for BASP development. Please let me know if you are interested in one or more of these cases.*

*Please remember, during the 1st visit to complete the Intake Paperwork, Beacon Forms, and any necessary materials, surveys, etc. needed for BASP development. When a BASP is complete, please (1) upload a copy onto Google Drive and (2) sent to BILLING COMPANY at Emailhandle@billingcompany.com*

## Step 6: Behavior Plan Development

## BASP Development Approved Time Frame

Beacon approves a specific time frame for behavior plan development. When scheduling a meeting with the Caregiver(s) or Legal Guardian(s), please ensure to complete the meeting and submit the behavior plan within the approved time. Please contact BILLING COMPANY if you need an extension due to the family being on vacation, the current inability to create the behavior plan, etc.

### Behavior Plan Crisis Procedures & Restrictive Procedures

Please remember, to use least to most prompting with target behavior reduction and skill acquisition programs; unless data represents that this is ineffective for the client.

If data represents that more restrictive procedures are required for target behavior reduction (for the safety of the client and or others in the nearby environment; ensure that all COMPANY NAME staff members and the Caregiver(s) or Legal Guardian(s) are trained and certified in a specific restrictive procedure. Ensure all certificates are kept on Google Drive for liability purposes.

Prior to the use of restrictive procedures, you need the approval of the caregiver and the Regional Director.

### Behavior Plan Allocation of Hours

The Allocation of hours is dependent on the assessment and the recommendation of each Behavior Analyst. The Allocation of hours must adhere to the following format:

It is at the discretion of the Behavior Analyst the allocation of hours clinically recommended. Analysts should consult with their Directors as to available staffing. Plans can be written for technicians and then techs brought on board to fill the hours needed.

\*\*\*Note: 1 hour = 4 units; This is an example. Please modify this table to the needs of the client.

|  |  |  |  |
| --- | --- | --- | --- |
| **HCPCS** | **Description of Services** | **# Units / Quarter Hours Requested per Week** | **Service Location** |
| H2019 | Behavior Analysis Lead Analyst | 40 units | Home/ School / Community |
| H2014 | Behavior Analysis- Technician | 80 units | Home / School / Community |
| H2012 | Behavior Analysis- Assistant Behavior Analyst | 20 units | School / Community |

### Behavior Plan Assessments

The behavior plan has specific requirements that need to be met. Please review the BASP template for a full breakdown of requirements. Below is a brief snapshot.

* Initial Behavior Plan:
  + FBA (modified or assessments- i.e. MAS, FAST, etc.)
  + Target Behavior Related Information (can be “Anecdotal Information” or “Parent Interview”)
  + Caregiver and/ or Instructional Staff Goals
  + Beacon Allocation of hours (in units)
* Updated Behavior Plan:
  + Skill Acquisition Assessment & goals related to assessment
  + Graphs representing status of Target Behavior reduction
  + Graphs representing status of Skill acquisition goals
  + Graphs representing Caregiver(s) or Legal Guardian(s) fidelity training
  + Beacon Allocation of hours (in units)

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# Incident Reports

Incident reports must be submitted within 24 hours of the incident. Please contact your Clinical Director when an incident or a report is being submitted. Upload all copies of incident reports to Google Drive and submit to Human Resources.

## Parameters for writing Incident Reports

* Elopement (out of sight, or off premises)
* High Intensity behaviors that lead to marks that will last more than 24 hours, marks that lead to the secretion of bodily fluids, etc.
* Behaviors that included weapons
* Instances where abuse or neglect may have been reported
* Instances where information was required by law enforcement or medical services (i.e. 911)
* Lost or stolen client information (i.e. if files with confidential information were stolen)

## Include within Incident Reports

* Who was involved
* Location of incident
* Day and Time of Incident
* Antecedent, Behavior, Consequences
* Behavior Intensity
* If caregiver report, state “As stated by the caregiver” or a similar phrase

# 

# Modification, Discharge or Discontinuation of services

It is at the discretion of the caregiver(s) and/or COMPANY NAME staff members the discontinuation of services.

* It is the responsibility of the Lead Analyst to compose a discharge summary of services prior to the end of the service period.

## Discontinuation by Caregivers

The caregiver(s) or legal guardians may request a discontinuation of services.

## Discontinuation by COMPANY NAME Staff

It is the responsibility of the Lead Analyst to determine ethical and legal considerations within all cases. Examples for discontinuation of services by Lead Analyst: If the client has not made progress over the past 6 months, changes have occurred and are not effective, or other situations have occurred that interfere with services such as attendance, cancellations, tardiness, etc.

## Discontinuation of specific COMPANY NAME staff

COMPANY NAME staff may leave or modify services with their specific cases within the following guidelines

* BCBA’s and BCaBA’s are required by the BACB to provide the caregivers, school staff, etc. a 30-day written notice of the termination of their services, or the discontinuation of services.
* RBT’s and BSA’s are required by the BACB to provide the caregivers, school staff, COMPANY NAME leadership, lead analyst, etc. a 30-day written notice of the termination of their services.
  + BSAs and RBTs being supervised must serve at the discretion of their supervising analyst.

## Modification of service providers

It is at the discretion of COMPANY NAME leadership, lead analysts, and the caregivers the change of service providers. School staff may request a modification of service providers; however, this information is required to be approved through the caregiver(s); unless the school is paying through scholarships.

# 

# Educational Establishments

COMPANY NAME staff members are permitted to provide services within educational establishments upon agreement between the school administration and COMPANY NAME.

## COMPANY NAME in Schools

* Currently, most of the clientele is referred by private schools, as they have the most lenience with outside services. However, services may be provided to any school that provides COMPANY NAME and the intervention provider permission to enter and provide services on the premises.
* Most of our clients are referral base; however, due to online marketing and exposure, some clients will contact COMPANY NAME through online methods.

## How COMPANY NAME starts in schools

* COMPANY NAME receives information from the school, or a specific client within the school

|  |  |
| --- | --- |
| **If information is obtained by client** | **If information is obtained by the school** |
| * We obtain information packet and consent from families * We contact the school’s principal directly to schedule a meeting to discuss services and obtain permission to provide services on the premises | * We provide the school with information packets to distribute to the client * The school distributes the packets or information to the students who may be eligible for services |

## School hours

The school hours that are available vary between the schools. Therefore, it is important for the Clinical Director, and the school administration to discuss this prior to the start or end of the school year. This information will then be relayed by the Clinical Director to the COMPANY NAME staff members in the area.

* During school hours, behavior intervention providers may not remove or take clients off the premises under any circumstance. If a client is eloping off the campus please follow these guidelines:
  + Ensure you have a form of communication at all times (i.e. cell phone)
  + Call or text the clinical director of the situation; the clinical director will then contact the school and the client’s caregivers of the situations
  + It is at the discretion of the lead analyst if he/she wishes to request additional assistance during such situations
  + Once the client is safely returned to the campus, it is the responsibility of the Lead analyst to write an incident report. Please submit all incident reports to Human Resources and upload onto Google Drive.

## 

## Case numbers within schools

The number of cases per campus vary on the size and the population of the campus.

## COMPANY NAME staff within schools

The number of COMPANY NAME staff on campus, vary on the size, population of the campus, and the needs of the clients. However, please review the guidelines below to ensure maximum quality of Applied Behavior Analysis services within the schools.

## Education & Applied Behavior Analysis

It is the responsibility of the educational instructor to focus on educational learning during the school hours; however, applied behavior analysis intervention services may focus on behaviors such as task avoidance during math. As providers, we can recommend task analysis to the instructors and complete instructor fidelity for this. If a client is having difficulty with a specific academic subject due to lack of knowledge, please direct the teacher to this client.

* Although we work inside the school system, it is the responsibility of the educational instructors or the school administration to maintain attendance of their students. Therefore, the following parameters have been placed:
  + (1) analysts and clients must have a school staff present at all times of services (unless completing “pull out” sessions for short durations);
  + (2) it is the responsibility of the educational instructors to focus on the academic learning of each of their students; behavior intervention services may focus on the target behaviors associated with specific tasks, areas, or individuals

## Distribution of Materials in COMPANY NAME Schools

* It is the responsibility of the Clinical or Regional Director to maintain current marketing materials in locations of services. Materials include business cards, or information / intake packets. Please ensure these packets have the current information for COMPANY NAME and Human Resources, as these may change at any time.
* If the school requires additional materials, contact the Clinical or Regional Director.

## COMPANY NAME- School Relationship & Services

* Schools may contact COMPANY NAME to assist specific clients with developmental disabilities enrolled in their educational programs.
* Schools may fund COMPANY NAME services for specific clients through educational scholarships such as McKay Scholarship, PSI, etc.
* Most of our clients are funded through Medicaid, and may receive services across all settings. Therefore, as Behavior Analysts, it is our responsibility to provide the most efficient services tailored to the specific needs of the client within reasonable parameters of behavior analysis.
* To increase maintenance of skills, please ensure reinforcers that can be easily obtained in the environment;
  + it is the responsibility of the educational instructors, caregivers, or administration to provide or explain such reinforcers.

## School & Obtaining Reinforcers

It is the responsibility of the family to provide edibles and/ or tangible reinforcers throughout the session for their child/ children. COMPANY NAME staff members may provide edibles or tangible reinforcers while maintaining full liability and cost of such reinforcers.

Note: reinforcers do not include gifts, birthday gifts, surprise materials, etc.

## School & ABA Materials

It is the responsibility of the COMPANY NAME staff member to provide materials related to Applied Behavior Analysis to the school staff, administration, or other supporting individuals in the environment. This includes: behavior contracts, token economies, etc.

## School Field Trips

It is at the discretion of the school, the caregiver(s), and the Lead Behavior Analyst or Clinical Director the attendance of COMPANY NAME staff members on school field trips. COMPANY NAME staff are permitted to attend school field trips with the following guidelines

* The client is to be transported by the school (as it is during school hours, and the client’s attendance is the responsibility of the school)
* The COMPANY NAME staff member may either (1) join the client on the school’s transportation system, or (2) ride behind the school’s transportation system in their personal vehicle.

## Schools & Modification of service providers

It is at the discretion of COMPANY NAME leadership, lead analysts, and the caregivers the change of service providers. School staff may request a modification of service providers; however, this information is required to be approved through the caregiver(s); unless the school is paying through scholarships.

# School Limitations

Please review the following. Please note, for specific skills such as using the restroom; it is the responsibility of the school staff or administration to transport the client to and from the restroom and classroom unless targeted skill acquisitions are related to the restroom (toileting, washing hands, etc).

|  |  |
| --- | --- |
| **Services approved for School settings** | **Services not approved for school settings** |
| * Target behavior reduction during academic or life skill tasks * Target behavior reduction during social engagements * Skill acquisition within Fidelity training of school staff/ administration * Functional communication training with instructors, staff or administration * Brushing teeth * Washing hands * Getting dressed * Urination or bowel movement in toilet | * Bathing * Showering * Academics without ABA Approach |

## 

## Maintaining Caregiver Communication

It is the responsibility of the Lead Analyst to maintain communication with the caregiver(s) or legal guardian(s) on the status of target behavior reduction, and skill acquisition or maintenance. This can be completed in person or via email. Physical documentation of services allows for reference for the caregivers to use personally, or for medical appointments.

### Update of Services Template 1

*Good evening,*

*Here is an update on your child’s services.*

***Classroom:****Client is doing an amazing job inside the classroom. Client is completing a good portion to all of his work, client interacts with classmates, and has a great relationship with teacher.*

***Teacher:****Teacher has done an amazing job at learning the strategies that we use with Client to transition him in the morning, and to help him complete his work during the day. It is great to have a caring teacher and is interested in the well being of clients daily educational and social experience at the School.*

***Social:****Client is doing a great job of interacting with peers and clients coping and resolving strategies have increased significantly, and so has the clients playing with others skills. Client is really thriving at asking other's more questions, allowing them to manipulate toys/ change specific things during play, etc.*

***Graphs:****I will be sending you clients graphs soon, so that you may have it for your record, and you are able to see how amazing client is doing in the school.*

***Hours:****Currently, client is receiving around 10-15 hours a week of ABA intervention in the school. Due to training his teacher, now they can use our strategies with client, his teacher is able to communicate and redirect his behaviors with ease. This allows client to be more independent in the school.*

***In-home/ community:****Now if you would like, we have the hours available to do in-home or in the community services. This is for any programs or any behaviors we see at home. Please let me know if you are interested in these services. Analysts and their co-workers can provide services in home or in the community.*

*If you have any questions, please let me know.*

### 

### Update of services Template 2

*Good Afternoon,*

*At COMPANY NAME we understand that communication is important for the success and growth of your child. Below is a description of services and an update on (Client’s Initials) target behaviors, and programs. This year is going to be filled with amazing growth and progress. Please let me know if you have any questions, or if you would like to add or update goals as we go along.*

***Target behaviors:***

*These are the behaviors we’ve seen an improvement on:*

1. *Task avoidance*
2. *Verbal aggression*
3. *Physical aggression*

*These are the programs we’ve seen an improvement on:*

1. *Appropriately requesting items*
2. *Waiting for reinforcers for 15 seconds*
3. *Imitating basic sounds*

*These are the continuing programs*

1. *Appropriately requesting a game with a peer*
2. *Independent task completion with the classroom instructor*
3. *Tolerating no/ accepting alternatives*

*Future goals:*

1. *Playing appropriate board games with peers*
2. *Playing appropriate physical activities with peers*
3. *Engaging in circle time with instructors- days of the week, counting, etc.*

*As services continue, we will continue to provide you with an update on services and your child’s progress.*

# 

# Directors:

This section provides information for the clinical director position. Additional information on specific processes may be found in alternative sections of this document.

## Quality of Services “Parent Surveys”

There are variety of methods to ensure quality of services. Every 3 months, Regional or Clinical Directors are to complete a “Parent survey” with the families of each client in the absence of the Lead Analyst and/ or the RBT.

The purpose of this survey is to ensure the caregivers are communicating their concerns and / or their success with COMPANY NAME services. Additionally, this may be used as a reference should complaints or concerns arise.

## Business Cards

Each director can obtain business cards with their title, position and location by contacting COMPANY NAME leadership.

## Marketing Materials

Each director can obtain marketing materials by contacting COMPANY NAME leadership.

## Coordination of services

Each director is tasked with the coordination of services for their region. This includes

Manage Client Flow

1. It will be the responsibility of the Regional Director to manage client flow in their Region. HR Department will serve as liason for Regionals and client approvals. New client approval updates will be provided each week.
   1. **Here is the flow of clients –** Billing Company sends in the list of active clients each week, HR Department is copied. **🡪** All clients who are approved for initial assessment (BASP) are broken down by region **🡪** New BASP clients are sent on to appropriate regional director(s) **🡪** This is tracked **🡪** Parents are contacted to let them know they are approved and a BCBA should be contacting them. **🡪** Each week HR Department follows up with Regional Director and clients. **🡪** If any clients awaiting BASP need extensions HR Department will notify Billing Company. **🡪** BASPs are written with necessary tech hours **🡪** COMPANY NAME brings on more techs to fill the applicable hours under BCBA as soon as Regional Director indicates such to HR Department **🡪** Techs are trained on the cases awaiting there services.
      1. It is the responsibility of the Regional Director to assign the cases to be opened up, or give to a Clinical Director to assign or open themselves.

Manage Clinician Flow

1. It will be the responsibility of the Regional Director to manage new contractor flow. HR Department will serve as liason with Regionals for tech or BCBA/BCaBA approvals. New clinician approval updates will be provided each week and the Regional Directors will be responsible for having their cases and schedule ready or assigning a Clinical Director to do so.
   1. This is the flow of clinicians – Billing Company sends the list of pending technicians/analysts each week to HR Department 🡪 HR Department disseminates the list of soon to be cleared new hires by region to appropriate director(s) 🡪 HR Department remains in contact with new hires to guide them through the process with Billing Company 🡪 HR Department coordinates with Regional Director(s) on what the schedule needs are for clients to ensure technicians can start working when ready 🡪 HR Department coordinates creation of supervision contracts for technicians with the appropriate analysts as assigned by the Regional Director(s) and ensures contracts are completed, executed, and filed with corporate 🡪 New Technicians are officially cleared to work and Regional Director(s), HR Department, and the technician are all notified 🡪 Analyst over the new technician then coordinates initial training and supervision visit and sends all necessary client documents for services via HIPAA

Secure means. If a new Analyst (not a new tech), then should be aided in coordinating first

* 1. visit and all client files should be sent to new analyst via HIPAA Secure means.

# Supervision and Mentorship (PGP)

Within this document, the following initials represent their corresponding fields

* BACB = Behavior Analyst Certification Board
* BCBA = Board Certified Behavior Analyst
* BCaBA = Board Certified Assistant Behavior Analyst
* RBT = Registered Behavior Technician

## BCBA by Clinical or Regional Director

The clinical director and the BCBA collaborate on increasing the quality of services for clients within COMPANY NAME.

## BCaBA by BCBA

BCBA’s are required by the BACB to register supervising BCaBA on the BACB website. This requires the BCBA to obtain the BCaBA’s number and enter it into the “supervision” section of the BACB portal.

## RBT by BCaBA or BCBA

BCBA’s are required by the BACB to register supervising BCaBA’s, or RBT’s on the BACB website. This requires the BCBA to obtain the BCaBA’s or RBT’s number and enter it into the “supervision” section of the BACB portal.

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# Resolving Complaints or Concerns

All complaints and concerns should be received with professionalism and respect for the concerning party. Important: Responses made during periods of hyperactivity, or hypersensitivity, may be misinterpreted by the other party. If this is the case, please discontinue or re-direct the conversation, and discuss when both parties are in a less hyperactive state.

Please inform Caregiver(s), Legal Guardian(s), Administrative or Instructional Staff the hierarchy or individuals to contact if concerns should arise. The individual may:

* Contact the RBT (who will then inform the Lead Analyst)
* Contact the Lead Analyst directly
* Contact the Clinical Director directly
* Contact the Regional Director directly

Ensure your families have all the correct contact information for each individual.

## Resolving Caregiver Complaints

All complaints should be addressed by the Lead Analyst (if heard by the RBT or the Lead Analyst); if the Lead Analyst or the Caregiver believe the situation to require the additional assistance contact the Clinical Director or Regional Director.

## Resolving Administrative or Instructional Staff Complaints

If a complaint or concern is received directly or indirectly from an administrative or instructional staff, please (1) contact the clinical director; the clinical director will then address the situation with the administrative or instructional staff, and / or the specific COMPANY NAME staff member.

## Resolving COMPANY NAME Staff Member Complaints

If RBT’s have complaints or concerns about services with specific clients, please contact the Lead Analyst directly to resolve all complaints or concerns. If RBT’s have complaints or concerns with a Lead Analyst, please contact the Clinical Director directly to obtain assistance with the situation.

If Lead Analyst ha complaints or concerns with specific clients or RBT’s please contact the Clinical Director directly to obtain assistance with the situation.

# Google Drive

Google drive is directly connected to each COMPANY NAME email; and therefore, it is easily accessible.

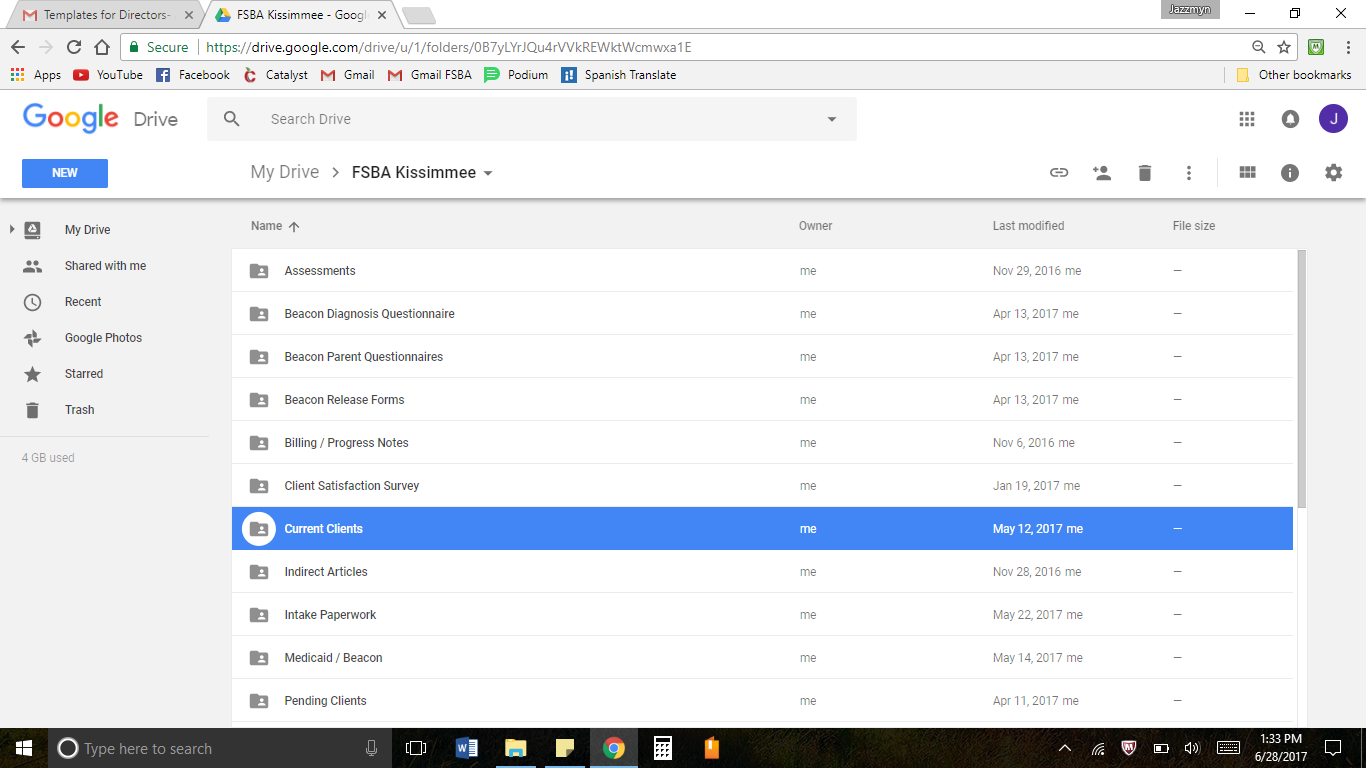
## Google Drive and HIPPA

Google Drive folders are HIPPA secured due to its direct connection to our COMPANY NAME emails. It can only be access through invitation by the creator or member of the folder. Google Drive folders can only be shared to other COMPANY NAME emails through invitation. Emails outside of COMPANY NAME are not allowed to be added to secured HIPPA Google Driver folders. This is a direction violation of HIPPA policies. Furthermore, if COMPANY NAME staff members attempt to open Google Drive folders from their personal emails, they will be denied access.

## Maintenance of Client Information

It is the responsibility of the lead analyst to ensure that the client’s information is maintained in a secure location. Google Drive allows COMPANY NAME staff members to create folders for (1) the region, (2) for current or pending clients, (3) assessments, (4) COMPANY NAME doc templates, etc.

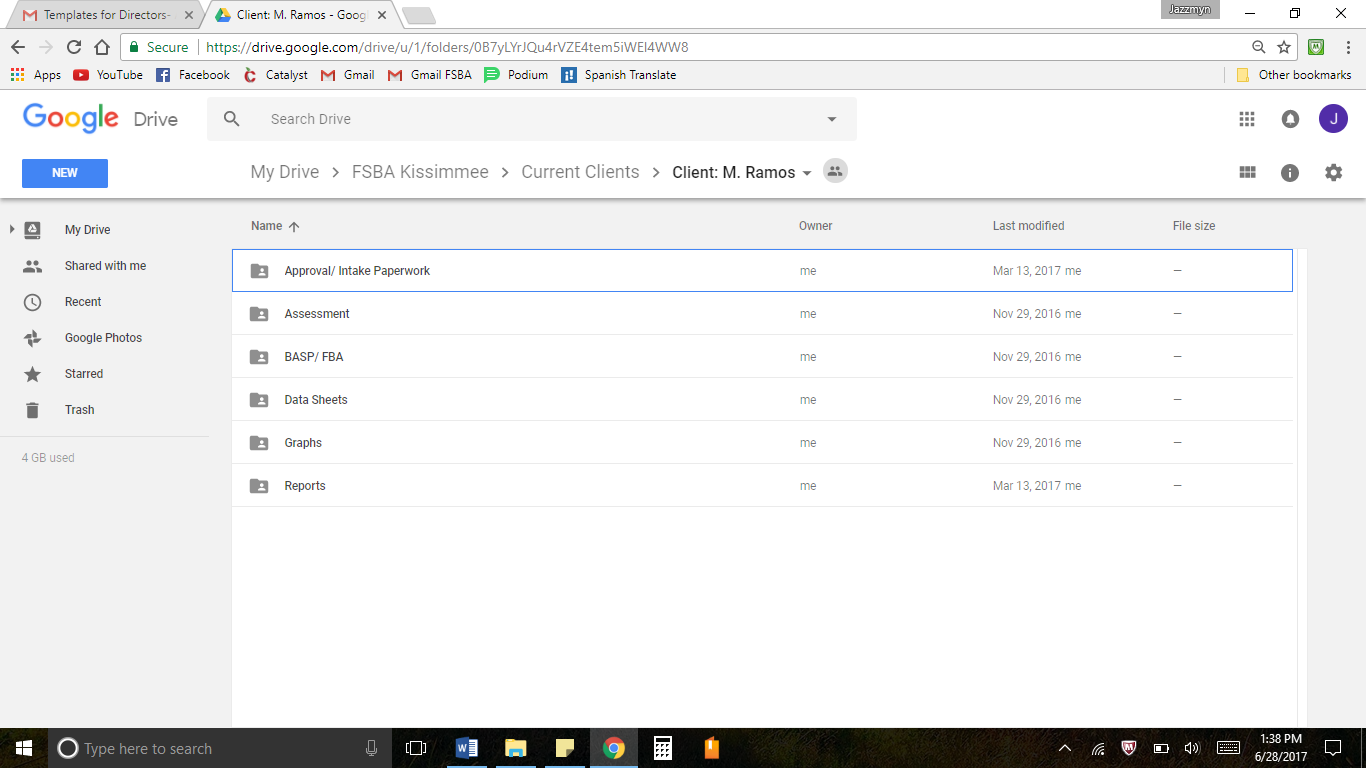
### Google Drive Region Template



## Google Drive Client Folders

Google drive folders can be created for the client by labeling the folder “Client: J. Cooper”. Sub folders can be added within the folder to maintain organization (this is optional).

### Google Drive Client Folder Template



## 

## Client Tracking Excel

The purpose of this excel is to ensure the status of all prospective and current clients; including status (Pending, BASP, Current, Needs Script, etc.), basic information, and lead analyst. This will ensure that (1) directors can receive updates from BILLING COMPANY on prospective or pending clients, and (2) maintenance of lead analyst and their cases.

