



IBHS Quality Management Report

2022

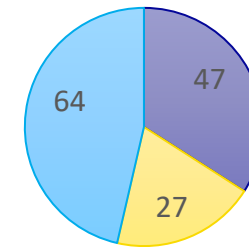
Annual Review

- Potential became a licensed Intensive Behavioral Health Services (IBHS) provider in September 2020 to provide ABA and Group ABA services. We are committed to providing high quality services and staffing. This is accomplished in a variety of ways, including but not limited to, completing internal reviews to verify compliance with regulations and best practices.
- Throughout the year Potential conducts reviews of quality, timeliness and appropriateness of services in our IBHS program. Some of these activities include:
 - Review of Individual Records
 - Review of individual and family satisfaction
 - Assessment of outcomes of services delivered
 - Evaluation of compliance and requirements : 55 PA. CODE CHS. 1155 AND 5240
- Outlined in this report are the findings from our annual review and commitment to continuous quality improvement through our annual initiatives.

Timeliness

- Potential monitors the average amount of time it takes for individuals to progress through the process of receiving IBHS services. Our goal is to ensure that we have the appropriate systems and staffing in place to adhere to these timelines and provide quality programming to those we service.
- We continue to make recruitment and area of focus for our program to ensure that timely service provision for every individual.

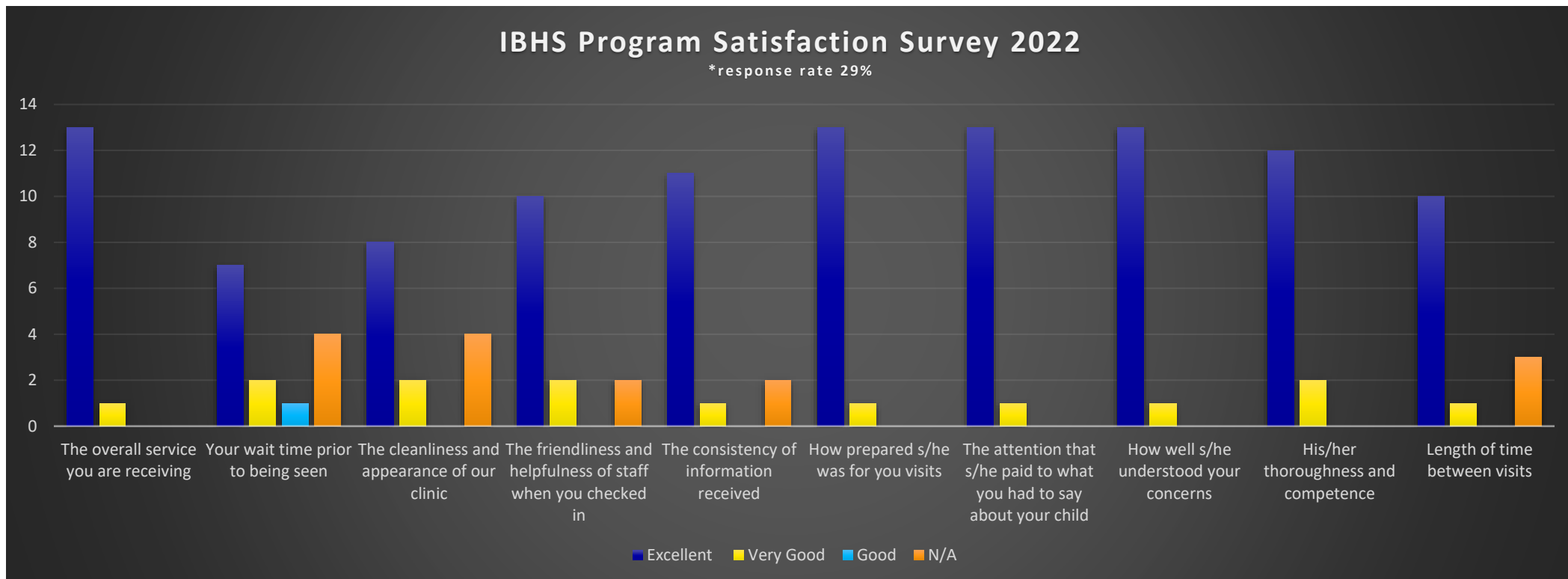
Timeliness of IBHS 2022



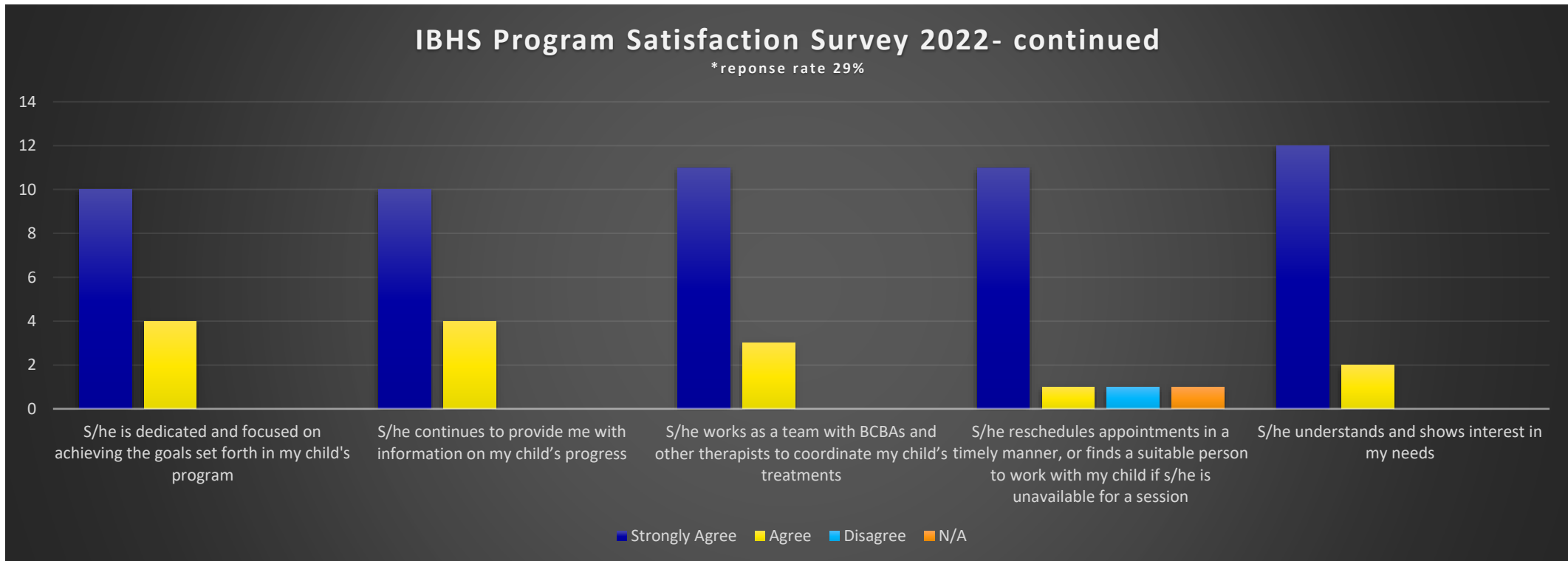
- Average of Time from WO Received to Assessment Began
- Average of Time from Assessment Began to TP Completed
- Average of Time from TP Completed to Service Began

Individual and Family Satisfaction

All families receiving IBHS services received a satisfaction survey in December of 2022. This feedback is an integral piece of our program planning and continues quality improvement.

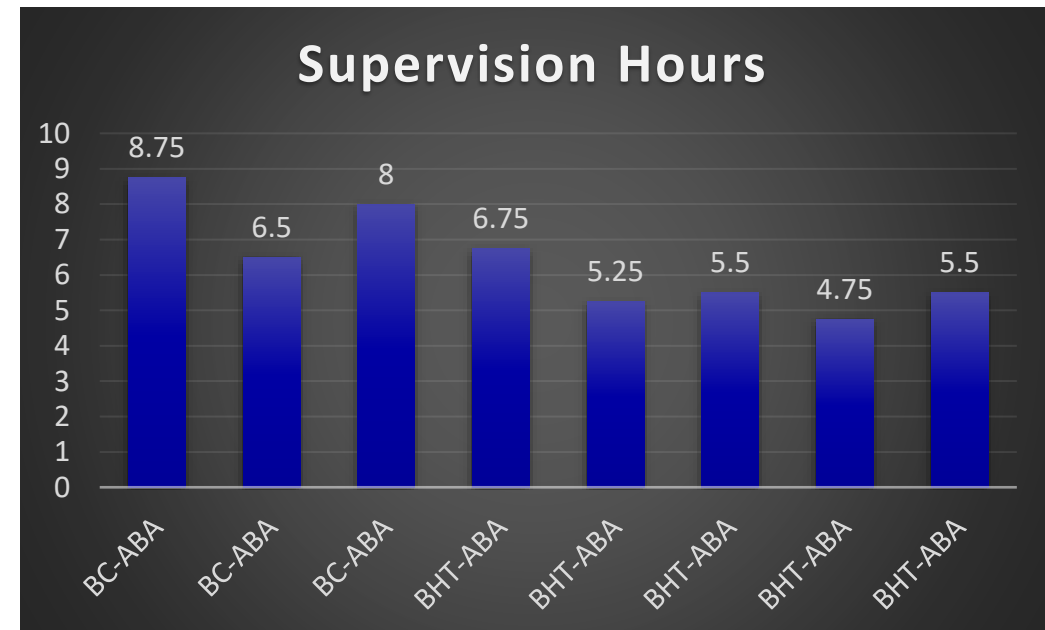


Individual and Family Satisfaction



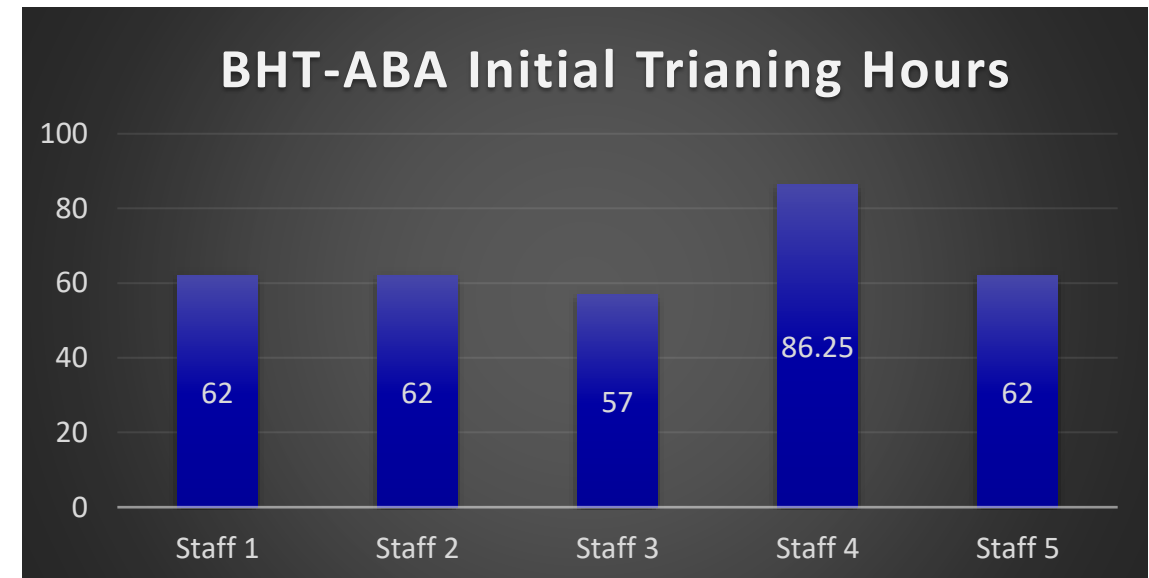
Supervision

- Potential meets and exceeds the requirements for IBHS supervision requirements.
 - **Chapter 5240 IBHS Regulations:** *Individuals who provide BHT services or BHT-ABA services who work at least 37.5 hours a week must receive **1 hour of supervision each week** and individuals who provide BHT services or BHT-ABA services who work less than 37.5 hours a week must receive 1 hour of supervision 2 times a month*
- The table represents a random selection of staff and the number of supervision hours received during 1 month in Quarter 3 of 2022.



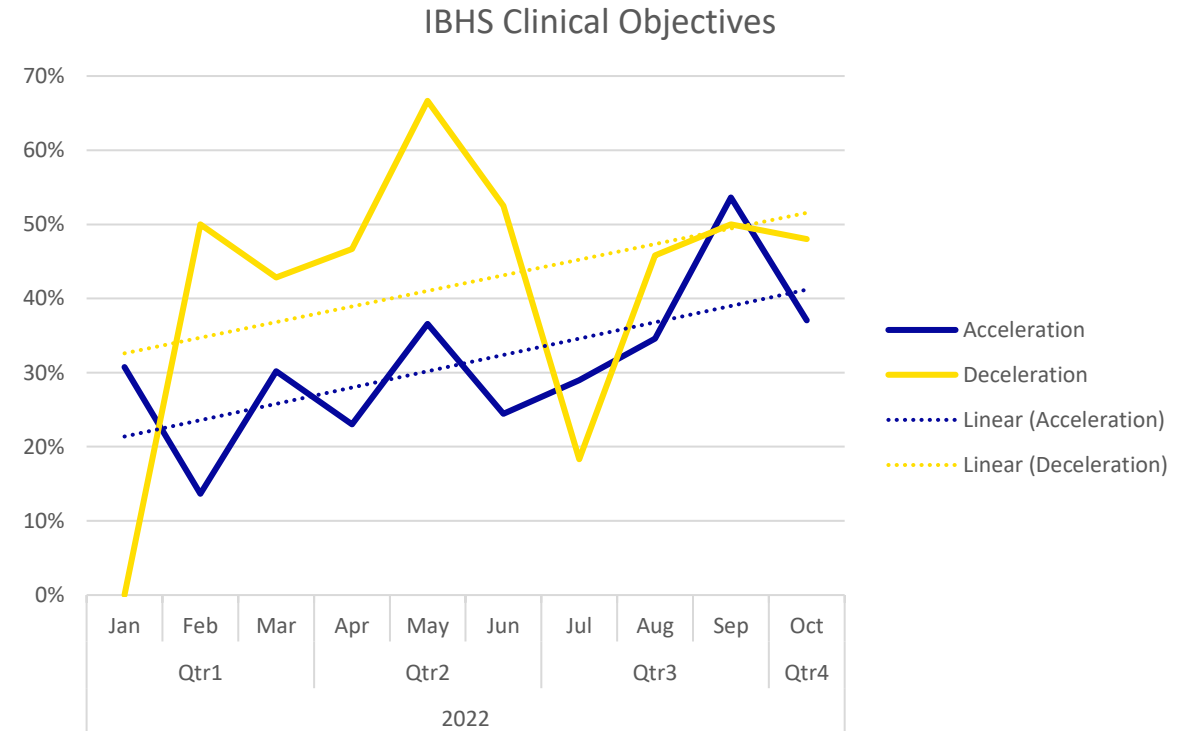
Training

- Potential provides a comprehensive training program which meets and exceeds the requirements for IBHS training requirements.
 - **Chapter 5240 IBHS Regulations** allow an individual to deliver BHT services or BHT- ABA services if the individual has a high school diploma and completed a **40- hour training** covering the RBT Task List as evidenced by a certification that includes the name of the responsible trainer, who is certified as a BCBA or BCaBA
- The table represents a random selection of staff hired in 2022 and the number of initial training hours completed based on individual needs and adherence to regulations.



Clinical Outcomes

- Potential Inc serves a variety of ages and provides clinical services in home, community, and community-like settings.
- The table represents a random selection of client progress towards treatment plan objectives (acceleration goals and deceleration goals)
- Variations between clients include
 - Number of hours each client receives services
 - Location of services
 - Time of day
 - Age of client
 - Severity of need
- Progress on goals has been made but that does not always result in mastery of the goal. We are working with staff to better assess the attainability of goals within a 6-month authorization



2022 Initiatives

- Partnered with CORA – Huntington Mills Early Learning Center providing IBHS services as part of an inclusive model on-site.
- Hired a Director of Human Resources and Talent Acquisition Specialist to help support our recruiting efforts with a priority of increasing access to services in a timely manner.
- Continued our partnership with 3 universities (Rider University, Saint Joseph's University, Felician University) to allow our employees to receive tuition discounts on undergraduate and graduate programs and certificate offerings.



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