

2024-2025

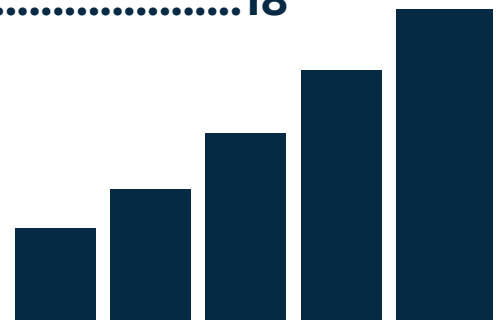
IBHS Annual Report





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About Company

Aspire Child & Family Services is committed to helping children grow and thrive. We offer comprehensive testing and Applied Behavior Analysis (ABA) services for children with autism and related diagnoses, with a focus on enhancing social, play, and language skills.

Our team includes professional Board-Certified Behavior Analysts (BCBAs), Licensed Behavior Specialists (LBSs), and Behavior Health Technicians (BHTs), all trained in the principles of Applied Behavior Analysis through both online and in-person programs.

We pride ourselves on utilizing research-based interventions to improve socially significant behaviors, thereby enhancing the quality of life for the children we serve. We are dedicated to building and maintaining collaborative relationships with all members of a child's treatment team, including schools, parents, and other professionals.

Applied Behavior Analysis involves the development, implementation, and evaluation of modifications in natural environments to promote improvements in social behavior. This approach includes observation, data collection, and functional behavior assessment of the relationship between the environment and behavior.

Our BCBAs and LBSs employ effective data recording methods and make instructional decisions based on individual performance data. Services are developed and implemented by BCBAs or LBSs, with direct therapists implementing the treatment plans, under the supervision of a BCBA or LBS. Supervision occurs at least once per week with the client on an individual basis unless otherwise prescribed.



Aspire's Mission

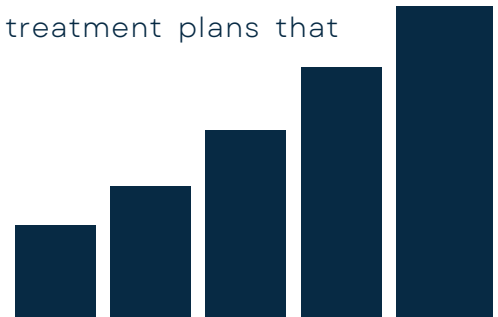
Mission

At Aspire Child & Family Services, we strive to provide comprehensive individualized services that keep family collaboration and successful outcomes as our top priorities.



We are committed to helping children with autism and related diagnoses grow as well as support and empower families to be advocates for their children.

Aspire Child & Family Services develops personalized treatment plans that include parental involvement and training.



Aspire's Values

Values

- **Compassionate Care:** We provide compassionate, individualized care, prioritizing empathy and understanding in every interaction.
- **Family-Centered Approach:** We champion a family-centered approach, collaborating closely with families to achieve holistic and successful outcomes.
- **Excellence in Service:** We uphold the highest standards of professionalism and excellence, delivering evidence-based services that meet the diverse needs of our clients.
- **Respect and Inclusivity:** We embrace diversity and inclusion, fostering a culture of respect where every individual and family is valued and supported.
- **Integrity and Ethics:** We conduct ourselves with integrity and ethics, maintaining transparency, honesty, and accountability in all our endeavors.
- **Innovative Solutions:** We embrace innovation and creativity, seeking innovative solutions to address the evolving challenges faced by the families we serve.
- **Empowerment and Advocacy:** We empower individuals and families to advocate for themselves and actively participate in decision-making processes, promoting self-determination and resilience.
- **Community Engagement:** We actively engage with our communities, building strong partnerships and connections to create a supportive environment for all.



Meet Our Team



DR. JAIME FRIEDMAN
FOUNDER

For decades, Dr. Friedman has tirelessly practiced as a certified school psychologist and consulted with numerous agencies providing psycho-educational testing and other psychological services. Dr. Friedman started her own private practice and expanded it to offer Clinical Assessments and Intensive Behavioral Health Services (IBHS) for children with autism spectrum disorder.



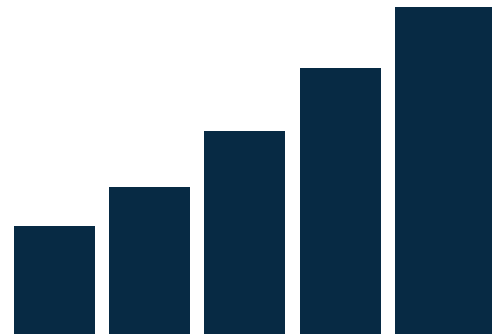
DREW FRIEDMAN
CHIEF EXECUTIVE OFFICER

As the CEO of Aspire Child & Family Services, Drew channeled his passion for transformative leadership into creating specialized entities dedicated to behavioral health and education. Under Drew's leadership, Aspire Child & Family Services emerged as a beacon of hope for families navigating the challenges of autism and related diagnoses. Specializing in Applied Behavior Analysis (ABA) services, the organization became a trusted ally for parents seeking comprehensive and individualized support for their children.



JENNIE ENGLAND
CHIEF OPERATING OFFICER

Jennie has been a practicing BCBA/LBS for over a decade and has worked at the renowned May Institute and Kennedy Krieger Institute. Her specialties include Applied Behavior Analysis (ABA), Severe Problem Behavior, Feeding Disorders and more. Jennie's work has been published several times, on topics ranging from Functional Analysis to Parent Training.



Meet Our Team



ARIELLE DUINKERKEN

CLINICAL DIRECTOR, IBHS DIRECTOR

Arielle is a board-certified behavior analyst and has worked in the home, community, and school settings with both children and adults. She has supervised and trained on reducing interfering behaviors, skill acquisition programming, parent education, and implementation of assessments such as the Verbal Behavior Milestones Assessment and Placement Program (VB-MAPP) and the Vineland Adaptive Behavior Scales assessment.



AMANDA GILL

DIRECTOR OF OPERATIONS

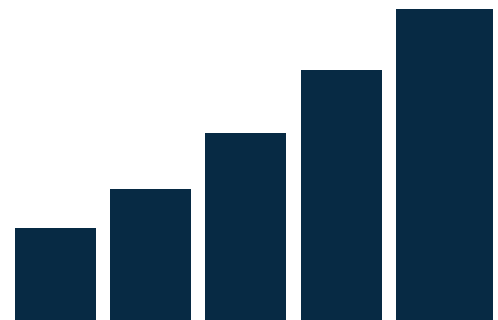
Amanda is a BCBA/LBS with over a decade of ABA industry experience which includes residential facilities, in-home, school, and clinic-based programs, and clinical training. Amanda has been published and has presented research at numerous national ABA conferences.



MONICA DROWOS

CORPORATE TRAINING DIRECTOR

Monica has worked across multiple in-home, school, and residential facilities, expanding her repertoire from problem behavior to include skill acquisition programming. Monica completed a practicum at the prestigious Kennedy Krieger Institute on the Neurobehavioral Inpatient Unit. She has presented at numerous ABA conferences on topics including caregiver functional assessments, token systems, OBM, and more.





Aspire's Growth

Aspire has experienced meaningful growth and positive change throughout 2024 and into 2025. We expanded our census at both the Huntingdon Valley and Lansdale centers and proudly opened our third location in Horsham, PA—an important milestone in increasing access to high-quality ABA services for children and families.

Our team remains focused on strengthening internal systems and improving service timelines, ensuring families can access care without unnecessary delays. Clinically, we've launched several key initiatives aimed at enhancing service quality, accountability, and outcomes:

BST Perform for Treatment Integrity: All clinicians have transitioned to BST Perform, allowing real-time monitoring of treatment fidelity and consistent implementation of clinical recommendations.

Management Training for Behavior Consultants: A new leadership development program is equipping consultants with tools to lead teams, deliver high-quality supervision, and build a culture of accountability.

Parent Stress Index (PSI): Now administered across all families, the PSI offers an evidence-based measure of caregiver stress, helping us evaluate family well-being and refine treatment beyond skill acquisition.

Expanded Parent Resource Guide: In response to caregiver feedback, we've added new content focused on local supports, evidence-based strategies, and practical tools to strengthen generalization at home.

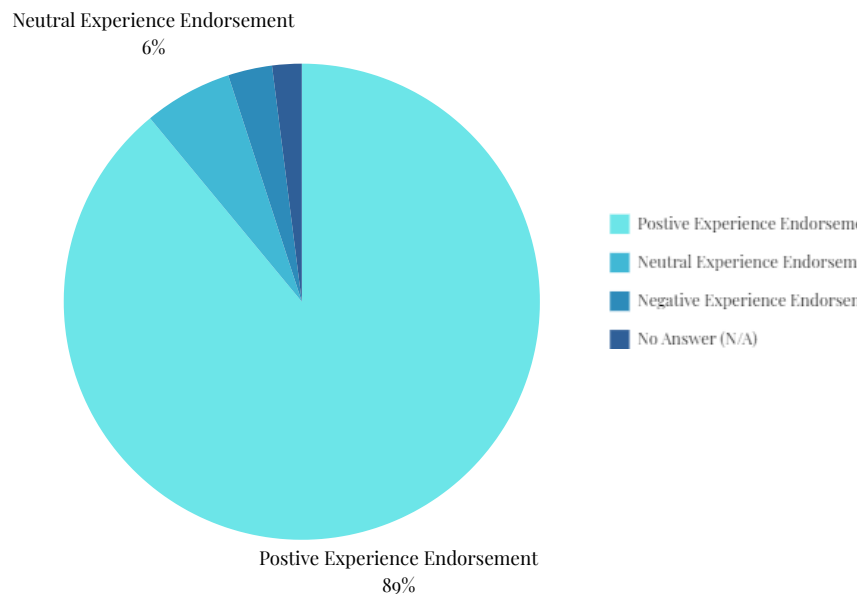
These efforts reflect our continued investment in data-driven care and clinician support, reinforcing our mission to deliver effective, compassionate services that benefit the whole family.

Our commitment to our team has also been recognized—Aspire received the MontcoWorks Achievement Award from the Montgomery County Workforce Development Board for creating meaningful career opportunities and a supportive work environment.

As we approach the end of the third quarter of 2025 and look ahead to 2026, our mission continues to guide every step we take: empowering children and families through individualized, evidence-based ABA services.

Parent Satisfaction

Partnering with families is a cornerstone of Aspire's mission, and their feedback plays a vital role in helping us grow and improve. To gather input during the review period, we administered three quarterly parent satisfaction surveys. These anonymous surveys included ten questions and used a Likert-scale format, allowing parents to select from "Positive Experience Endorsement," "Neutral Experience Endorsement," "Negative Experience Endorsement," or "No Answer (N/A)." Over the past year, results from these surveys show that 89% of responses reflected a positive experience endorsement.



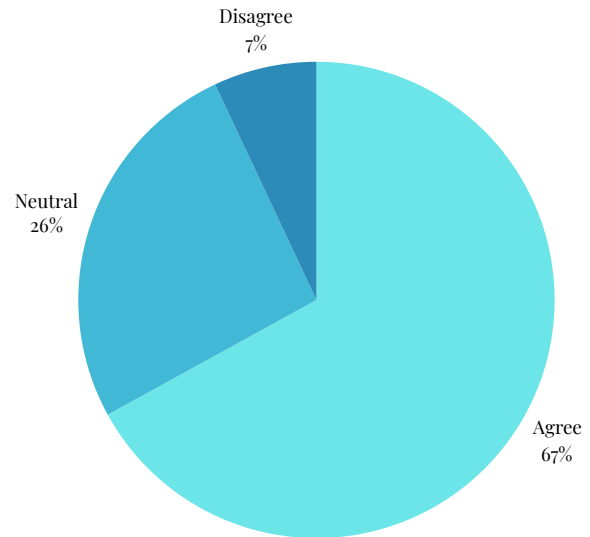
- ▶ Tell me about the nature of your relationship with our Behavior Consultant (BC). Do you have a good working relationship with them? Why or why not?
- ▶ Tell me about the nature of your relationship with your Behavior Health Technician (BHT). Do you have a good working relationship with them? Why or why not?
- ▶ Does your Behavior Consultant check in with you regularly to ensure that you understand the treatment plan/explain any changes or updates to the treatment plan?
- ▶ My clinician (E.g., Behavior Consultant/LBS/BCBA) includes me in the decision making process for my child's treatment plan goals.
- ▶ I have a clear understanding of my child's treatment plan.

- ▶ Is your child making progress on the goals in their treatment plan? If not, explain why.
- ▶ Have your child's problem behavior(s) decreased since starting treatment with Aspire? Why or why not?
- ▶ Are there any current barriers to you or your child attending ABA sessions?
- ▶ If a strategy/treatment procedure was taught to you during parent training sessions, did you feel capable in implementing the procedure once it was fully taught? Why or why not?
- ▶ Does the clinician (e.g., Behavior Consultant) who conducts the parent training sessions speak at a level that you understand or were there technical words/phrases that were hard for you to understand?

Employee Satisfaction

During the review period, we conducted an anonymous employee satisfaction survey for all staff members. The survey included 17 questions covering various aspects of their roles and their overall experience with Aspire as an organization. Using a Likert-scale format, employees indicated their level of agreement by selecting “Agree,” “Neutral,” or “Disagree.”

Survey results show that, on average, 67% of employees expressed satisfaction with their job and work environment. Aspire remains committed to regularly gathering employee feedback to guide meaningful improvements and enhance the overall employment experience.



- ▶ I am satisfied with my current role and responsibilities
- ▶ My work feels meaningful and makes a difference
- ▶ I am proud to work for this organization
- ▶ I have the tools and resources needed to complete my job duties
- ▶ I feel respected by center supervisors
- ▶ The work environment is inclusive and welcoming
- ▶ I feel comfortable approaching my manager with concerns
- ▶ I am satisfied with the level of communication on my team
- ▶ I feel my work is recognized and appreciated
- ▶ I am aware of growth opportunities available at Aspire
- ▶ I am aware of partnerships between Aspire and educational organizations

- ▶ I feel respected by my peers
- ▶ My immediate supervisor is effective in supporting my work
- ▶ I feel that center leadership (center manager and supervisors) values employee feedback
- ▶ Leadership (Directors) communicates a clear vision for the company
- ▶ I am able to maintain a healthy work-life balance
- ▶ I feel encouraged to take time off when needed



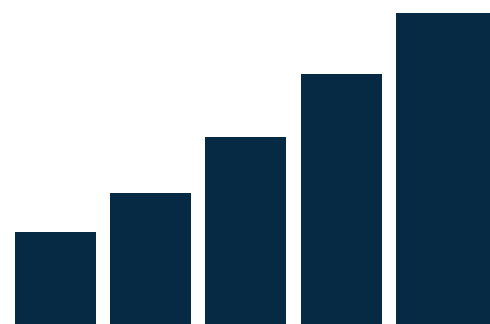


Staff Retention

At Aspire, our unwavering commitment to achieving positive outcomes for the children and families we serve is rooted in our mission and driven by a dedication to cultivating a highly skilled, supported, and satisfied clinical workforce. We continuously invest in advanced training, professional development, and process improvements to empower our staff, enhance job satisfaction, and significantly reduce turnover—ensuring stability, consistency, and the highest quality of care.



Turnover within Aspire’s clinical workforce remained low and stable throughout the review period, averaging 8% per month. At the role-specific level, direct care professionals experienced an average monthly turnover of 14%, Behavior Consultants averaged 10%, and there was no turnover among Program Coordinators



Clinical Session Note Audit

**TOTAL AUDITS
COMPLETED**



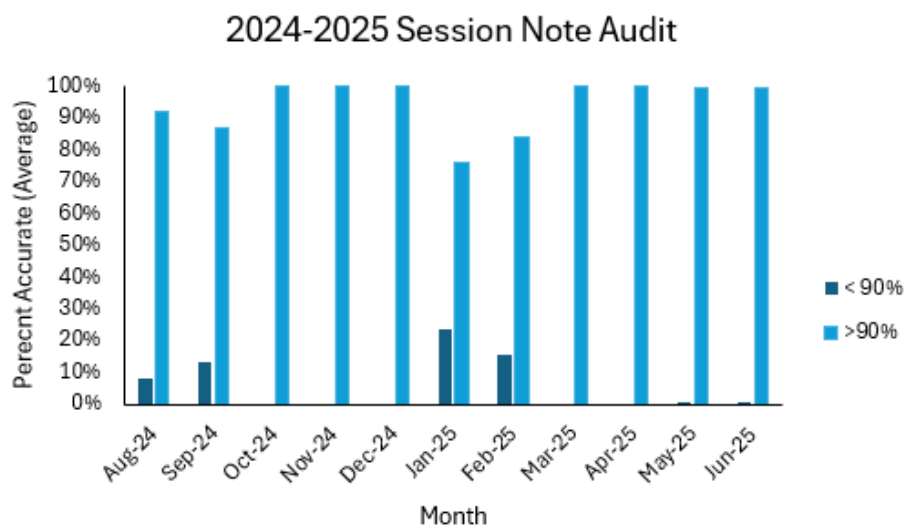
3505

Avg. 319/monthly

**AVERAGE
AUDIT ABOVE
90% ACCUARTE**



94%



From August 2024 to June 2025, a total of 3,505 session note audits were completed, averaging 319 audits per month. During this period, an average of 94% of clinical staff consistently scored above 90% on their session note audits



Client Chart Audit

**TOTAL AUDITS
COMPLETED**



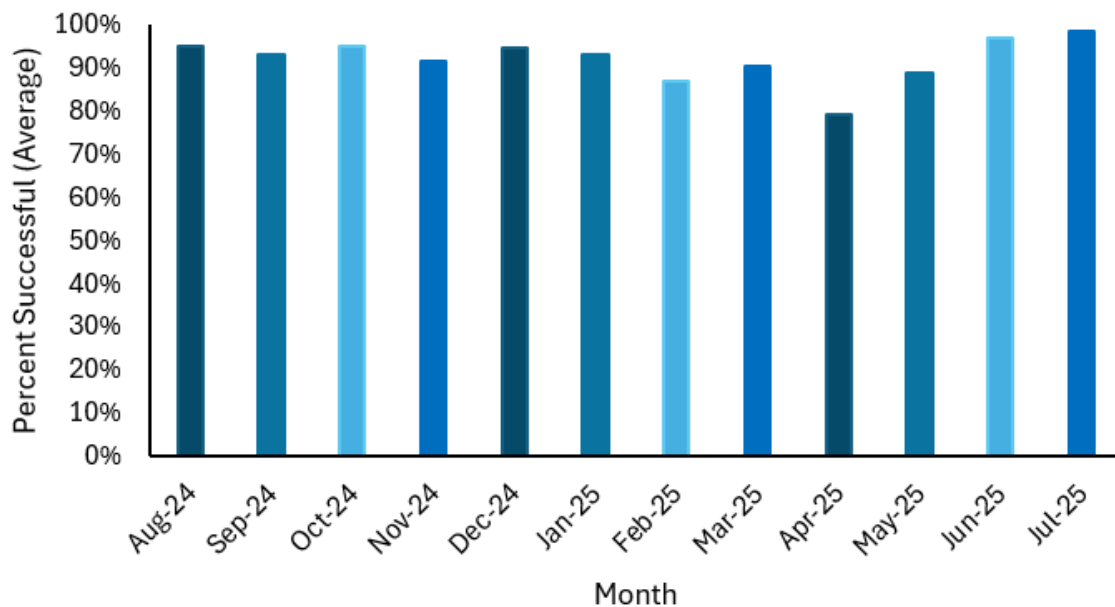
41

**AVERAGE
SUCCESS
(PER AUDIT)**



92%

2024-2025 Client Chart Audit



Between August 2024 and July 2025, a total of 41 client chart audits were completed, averaging 3.4 audits per month. Clinical staff maintained an average success rate of 92% during this period—an improvement of 3% compared to the previous year. In the upcoming reporting cycle, we will prioritize enhancing care coordination efforts. We will also continue to monitor audit tools closely to ensure timely support and constructive feedback are provided where needed.



Program Statistics

**NUMBER OF CLIENTS
SERVED**
(LAST 12 MONTHS)



75
TOTAL

ADMISSIONS
(LAST 12 MONTHS)



29

DISCHARGES
(LAST 12 MONTHS)



29

**AVERAGE NUMBER
OF CLIENT SERVED**
(PER DAY)



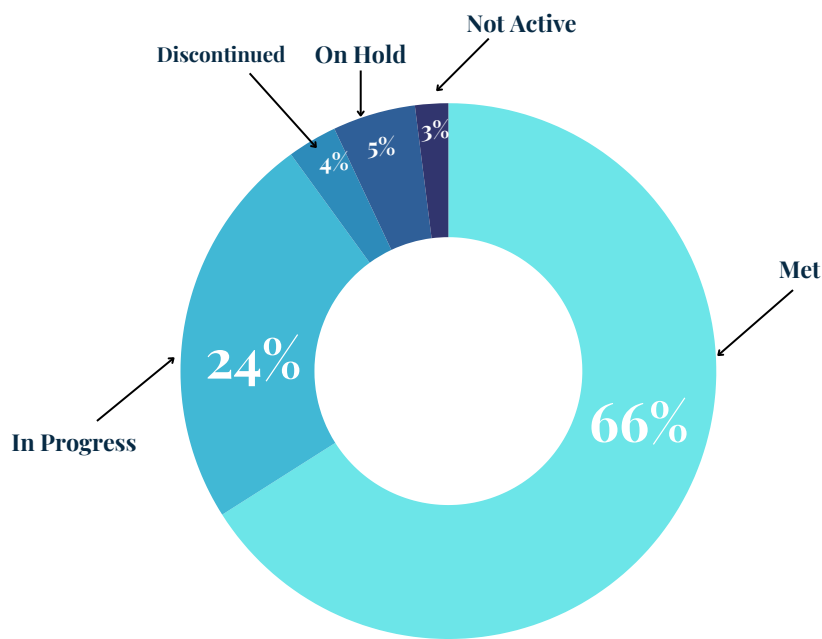
42.8

**AVERAGE NUMBER
OF CLIENTS SERVED**
(PER MONTH)



171.2

Clinical Goal Summary



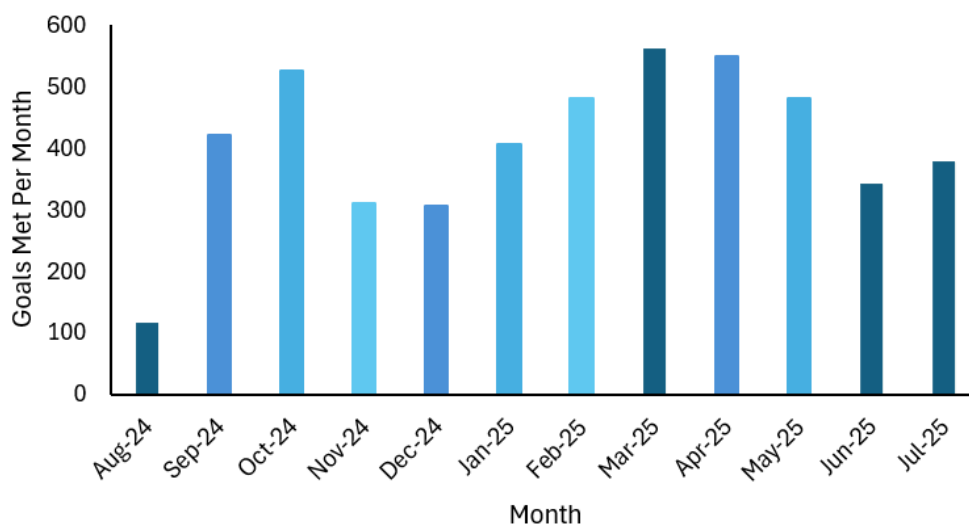
**TOTAL # OF
TARGETS**



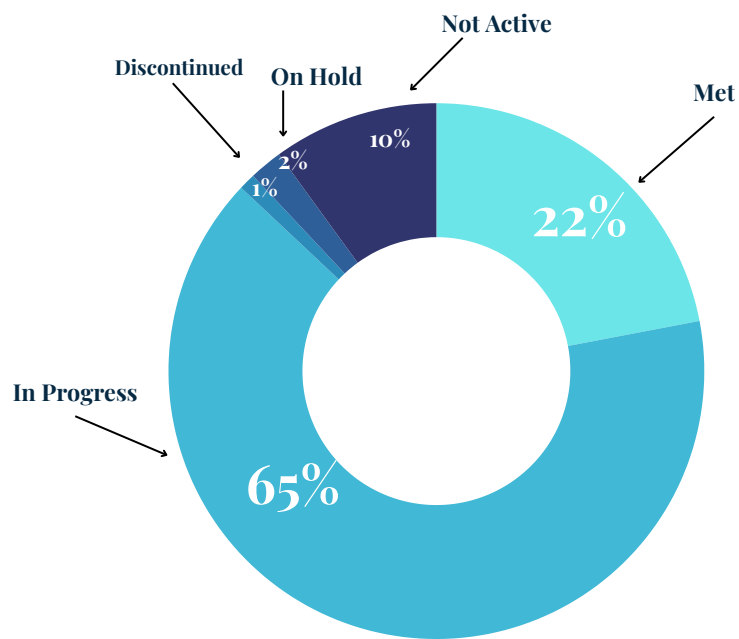
7,390

Throughout the review period there was a total of 7,390 targets worked on across domains.

2024-2025 Clinical Targets



Clinical Goal Summary



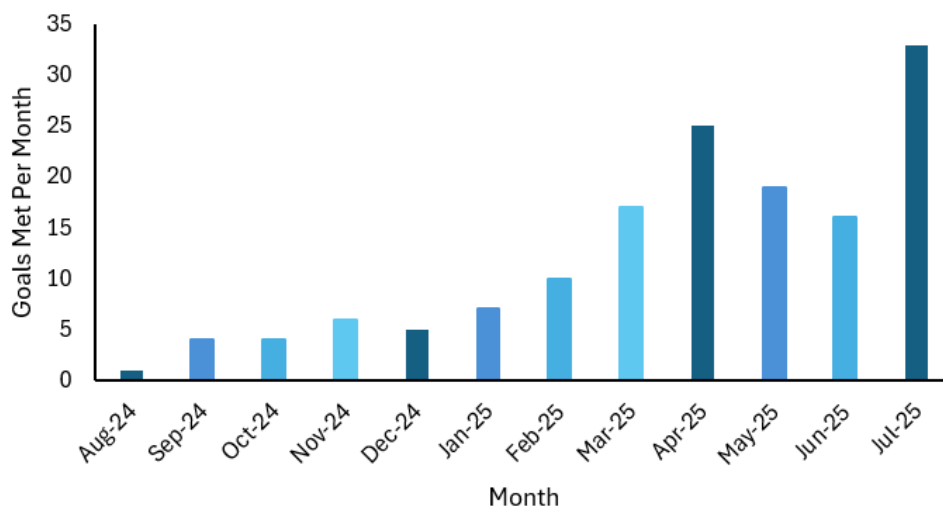
TOTAL # OF SHORT TERM GOALS



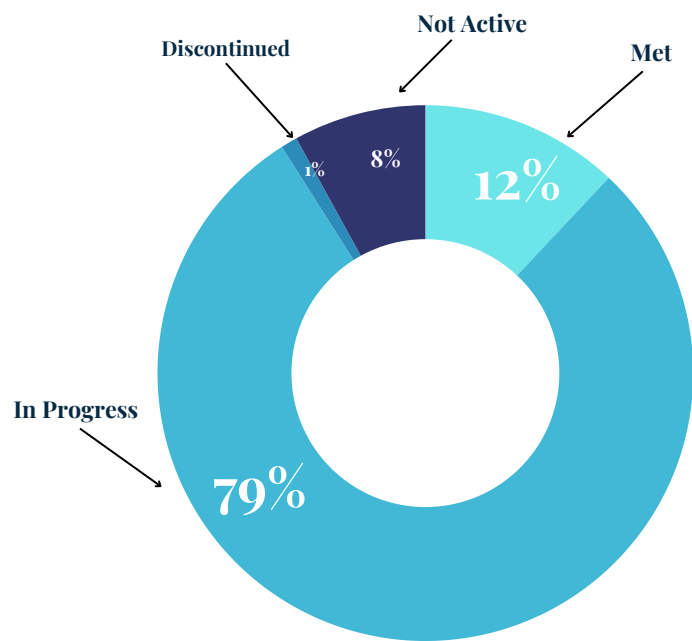
674

Throughout the review period there was a total of 674 short-term goals worked on across domains.

2024-2025 Clinical Short-Term Goals



Clinical Goal Summary



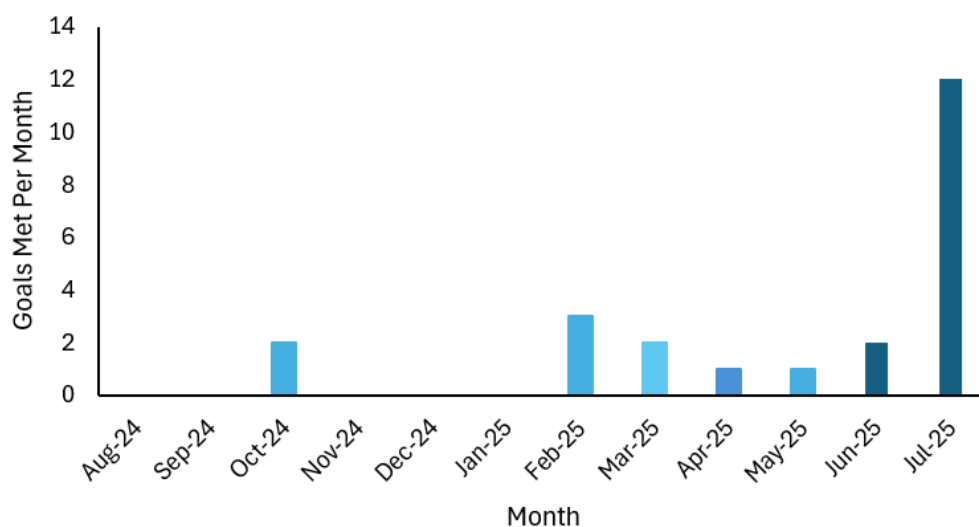
TOTAL # OF LONG TERM GOALS



193

Throughout the review period there was a total of 193 long-term goals worked on across domains.

2024-2025 Clinical Long-Term Goals





Contact Us



(267) 388-0670



info@aspirecfs.com



www.aspirecfs.com