

2023-2024

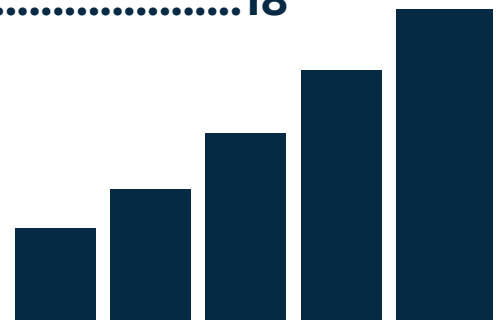
IBHS Annual Report





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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

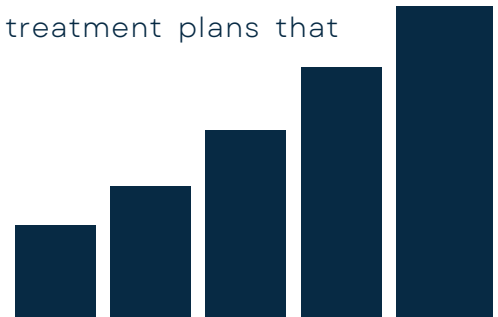
Mission

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 AND PRESIDENT

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.



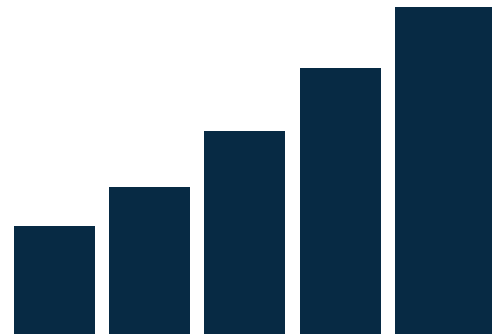
DREW FRIEDMAN
CHIEF EXECUTIVE OFFICER

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

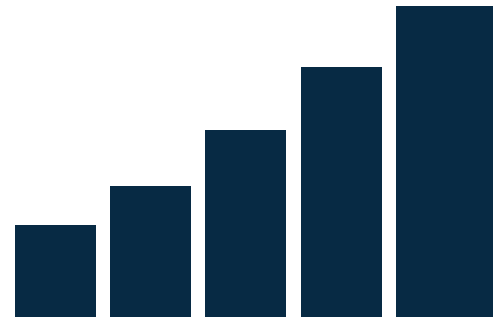
Amanda is a BCBA/LBS with over a decade of ABA industry experience which includes residential facilities, in-home, school, and clinic-based programs, and clinical training. Amanda has been published and has presented research at numerous national ABA conferences.



MONICA DROWOS

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 undergone exciting changes and growth in 2023. Our Huntingdon Valley center has expanded its census, and we proudly opened a second center in Lansdale, PA. We are actively acquiring additional space in Lansdale, broadening our footprint to further our mission of collaborating with families and delivering high-quality services. This expansion will enable us to continue driving progress and achieving successful outcomes for those we serve.

Recognizing the importance of timely access to treatment, Aspire has been diligently working to shorten the time families wait to receive our necessary services. Our goal is to reduce waitlist times, ensuring that children receive the support they need more quickly. By improving our processes, we aim to make our services more accessible to those who need them most.

This past year has brought significant professional development opportunities for our clinical workforce. In August 2023, our clinicians attended the National Autism Conference (NAC) at Penn State University, and in May 2024, they participated in the Association for Behavior Analysis International 50th Annual Convention in Philadelphia. Additionally, both clinicians and direct care professionals attended a Pediatric Feeding Disorder Training in January 2024.

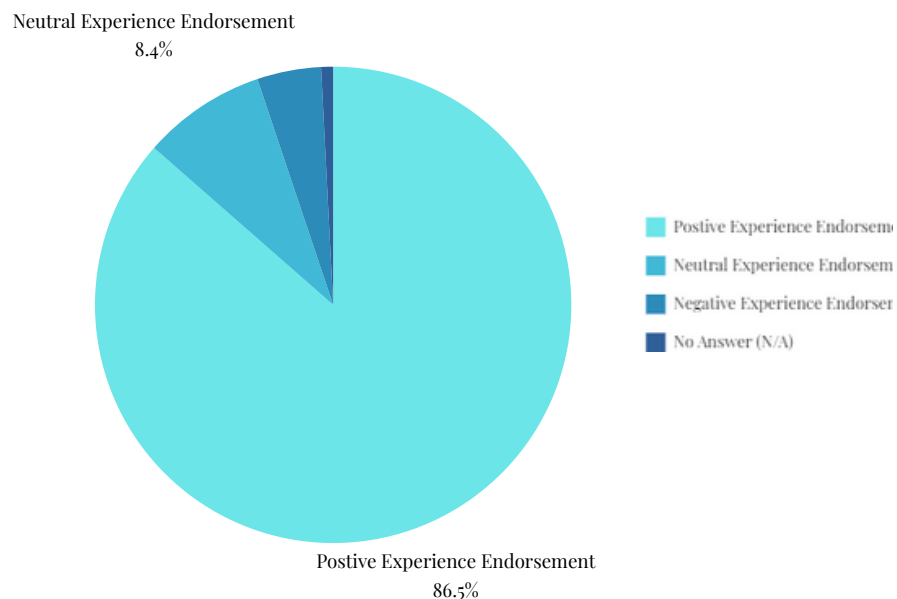
The clinicians who participated in this training gained valuable knowledge and skills that will significantly contribute to our mission of providing exceptional care to all the families we serve. As a result, we are now able to offer this highly valuable therapy to individuals at our centers.

Over the past year, Aspire has implemented several measures to increase retention across our clinical workforce. These initiatives include compensating staff for canceled client sessions, covering drive time and mileage, actively seeking feedback, and enhancing training and supervision. As a result, we have maintained an average turnover rate of 7.5% at the direct care professional level, with a 0.2% decrease since August 2023.

As we approach the end of the third quarter of 2024 and look ahead to 2025, Aspire eagerly anticipates continued growth and progress in the coming year.

Parent Satisfaction

Collaboration with families is crucial to the Aspire mission, and feedback from our families is invaluable in driving this mission forward. During the review period, we distributed three quarterly parent satisfaction surveys. Parents responded anonymously to a 10-question survey (see questions below), using a Likert-scale format to choose between "Positive Experience Endorsement," "Neutral Experience Endorsement," "Negative Experience Endorsement," or "No Answer (N/A)." Over the past year, the overall feedback from these surveys indicates an 86.5% positive experience endorsement

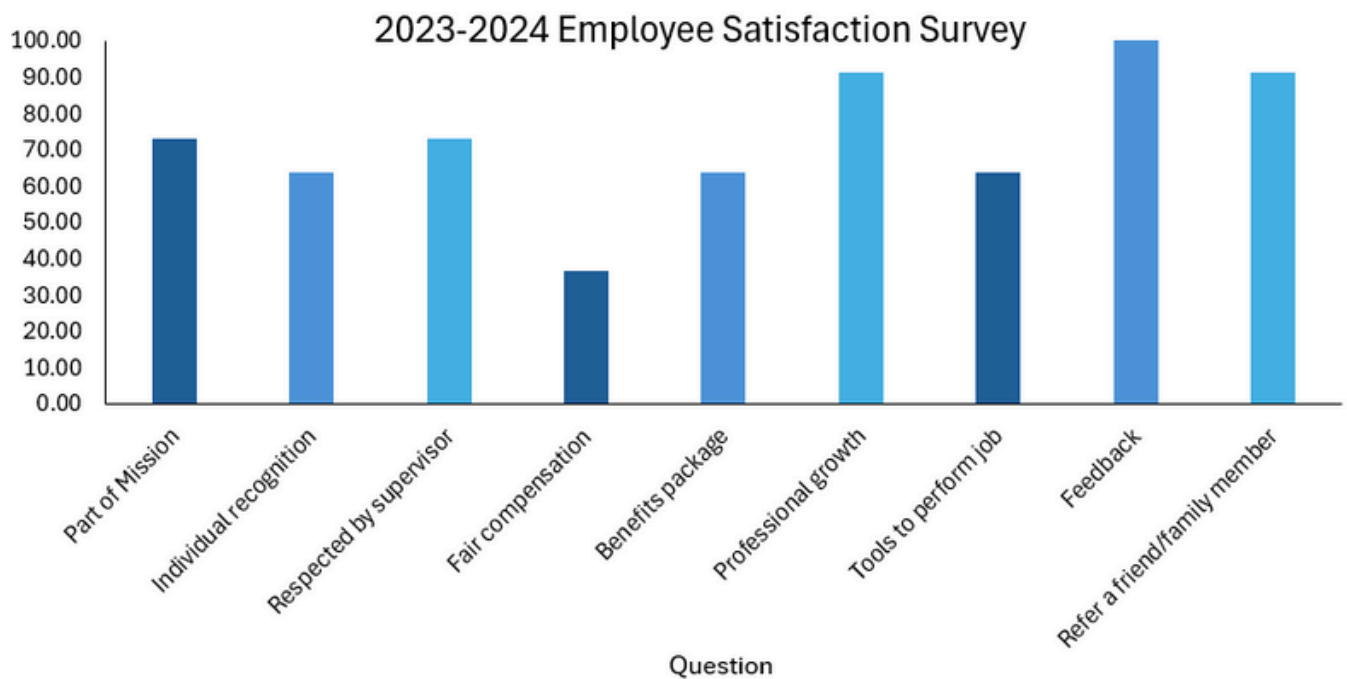


- ▶ Tell me about the nature of your relationship with our Behavior Consultant (BC). Do you have a good working relationship with them? Why or why not?
- ▶ Tell me about the nature of your relationship with your Behavior Health Technician (BHT). Do you have a good working relationship with them? Why 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 employee satisfaction survey for all staff. Employees rated their agreement with various aspects of their job and Aspire as an organization on a scale from 0-100%. The results showed an overall average satisfaction rate of 73%. Aspire will continue to gather feedback from employees to implement necessary and appropriate changes, ensuring continuous improvement of the employment experience

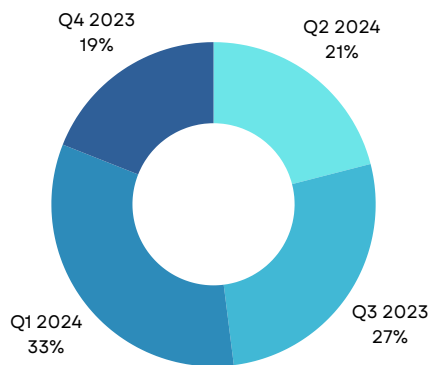




Staff Retention

Ensuring successful outcomes for the children and families we support is driven by our mission and commitment to maintaining a highly trained and satisfied clinical workforce. Aspire has consistently enhanced training and processes to boost employee satisfaction and reduce staff turnover.

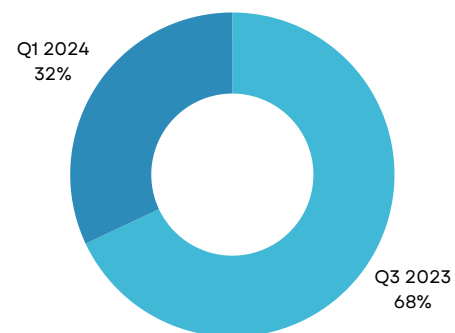
TURNOVER RATE - BHT



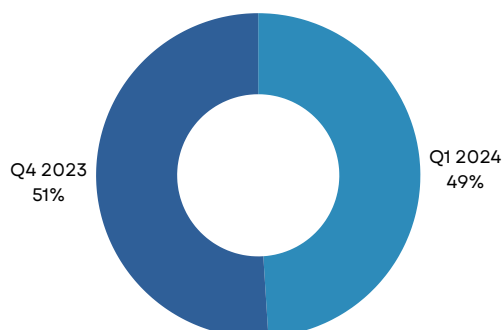
Turnover at the direct care professional level has remained at low, stable levels. Since August of 2023. The turnover rate for Behavioral Health Technicians (BHT) is at an overall decrease of 0.2%, with an average of 7.5% across the year.

Turnover at the Program Coordinator (PC) level has been on a decreasing trend since August of 2023. The turnover rate for PCs is at an overall decrease of 1.0%, with an average of 6.1% across the year.

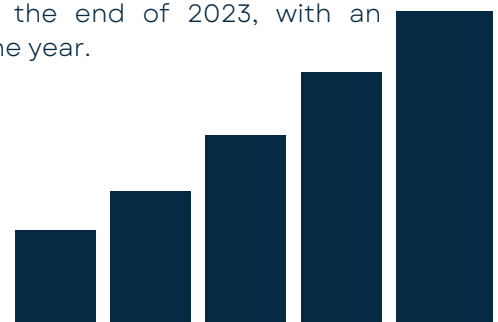
TURNOVER RATE - PC



TURNOVER RATE - BC



Turnover at the clinician level has remained at low, stable levels. Since August of 2023. The turnover rate for Behavior Consultants (BC) is at an overall decrease of 1.0% since the end of 2023, with an average of 3.0% across the year.

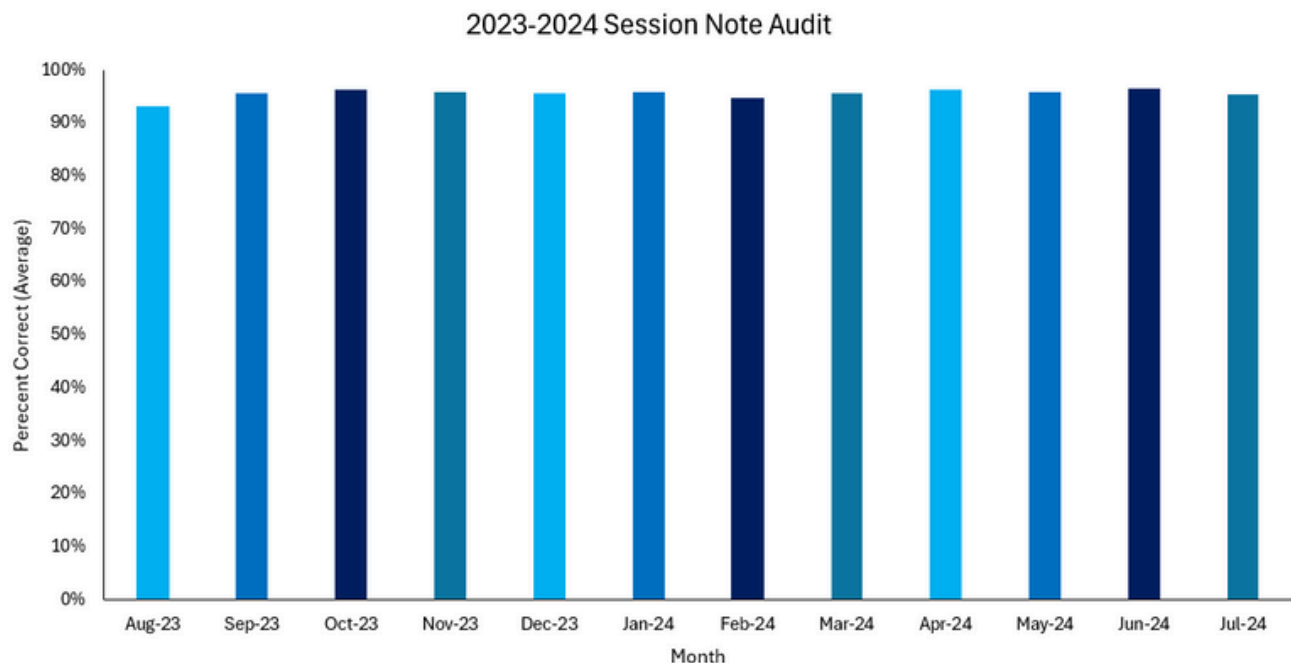




Clinical Session Note Audit

**TOTAL AUDITS
COMPLETED** >>> **289**

**AVERAGE
ACCURACY
(PER AUDIT)** >>> **95%**



From August 2023 to July 2024, a total of 289 session note audits were conducted, averaging 24 audits per month. Clinical staff maintained an average accuracy rate of 95% during this period.



Client Chart Audit

**TOTAL AUDITS
COMPLETED**



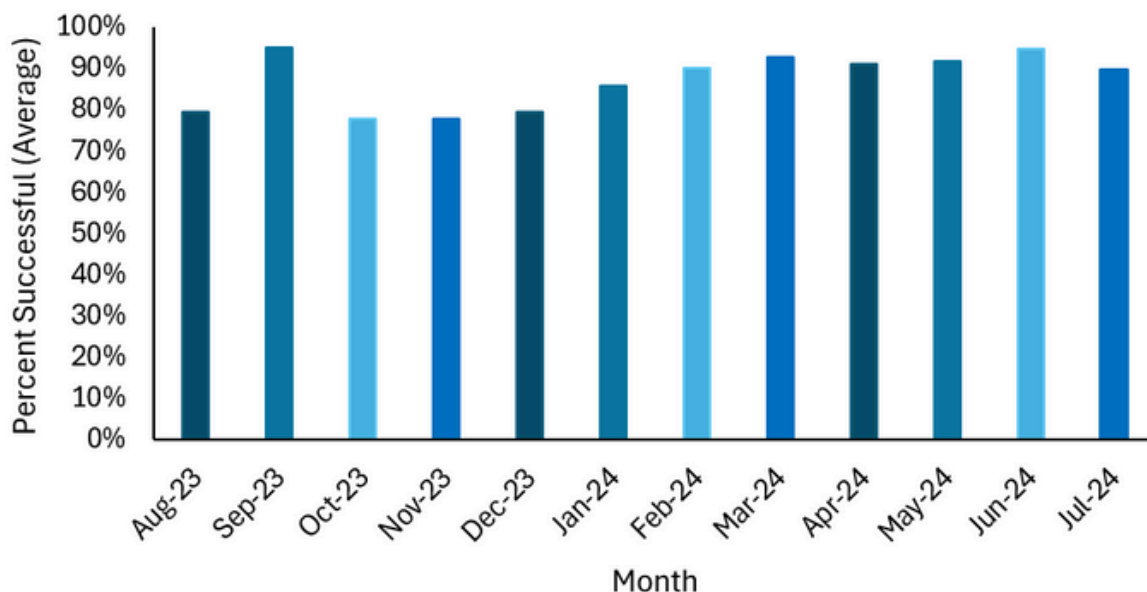
36

**AVERAGE
SUCCESS
(PER AUDIT)**



87%

2023-2024 Client Chart Audit



From August 2023 to July 2024, a total of 36 client chart audits were conducted, averaging 3 audits per month. Clinical staff achieved an average success of 87% throughout the review period. In the upcoming reporting period, we will focus on enhancing and improving care coordination.. Additionally, we will continue to monitor audit tools to ensure we provide support and feedback where needed.



Program Statistics

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



70
TOTAL

ADMISSIONS
(LAST 12 MONTHS)



70

DISCHARGES
(LAST 12 MONTHS)



28

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



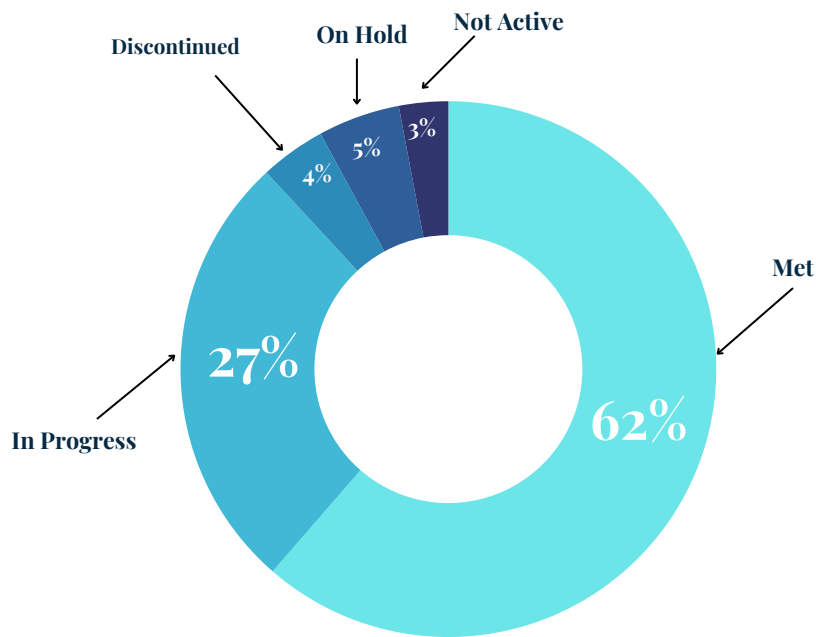
10

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



50

Clinical Goal Summary



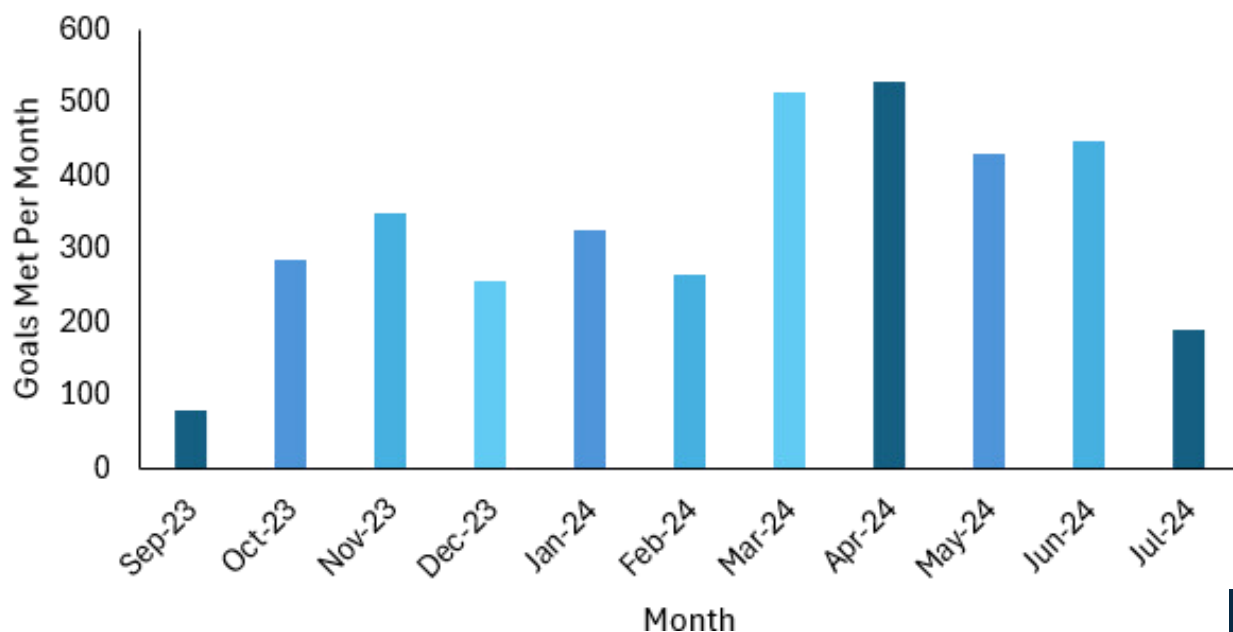
**TOTAL # OF
TARGETS**



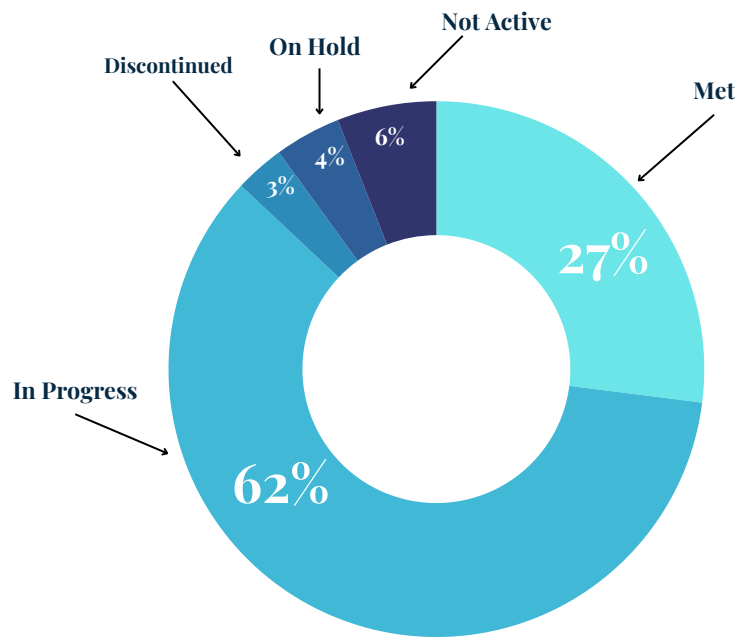
5,910

Throughout the review period there was a total of 5,910 targets worked on across domains.

2023-2024 Clinical Targets



Clinical Goal Summary



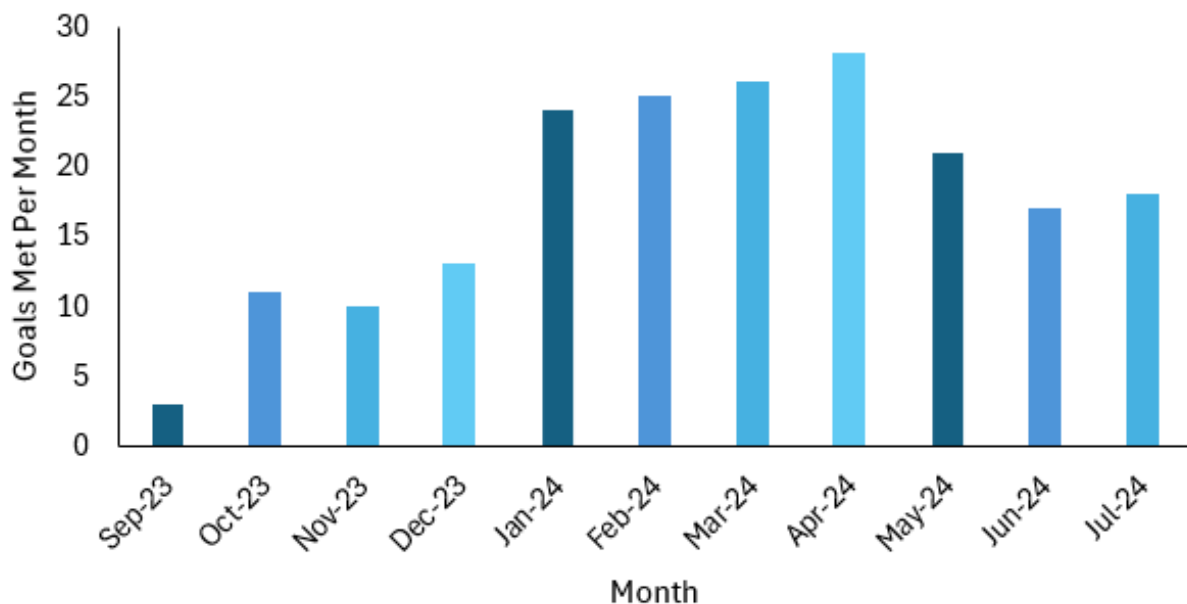
TOTAL # OF SHORT TERM GOALS



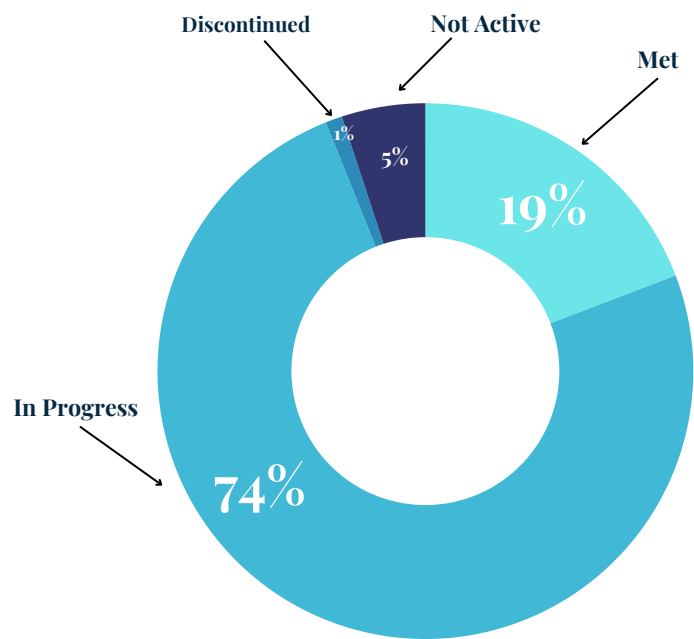
743

Throughout the review period there was a total of 743 short-term goals worked on across domains.

2023-2024 Clinical Short-Term Goals



Clinical Goal Summary



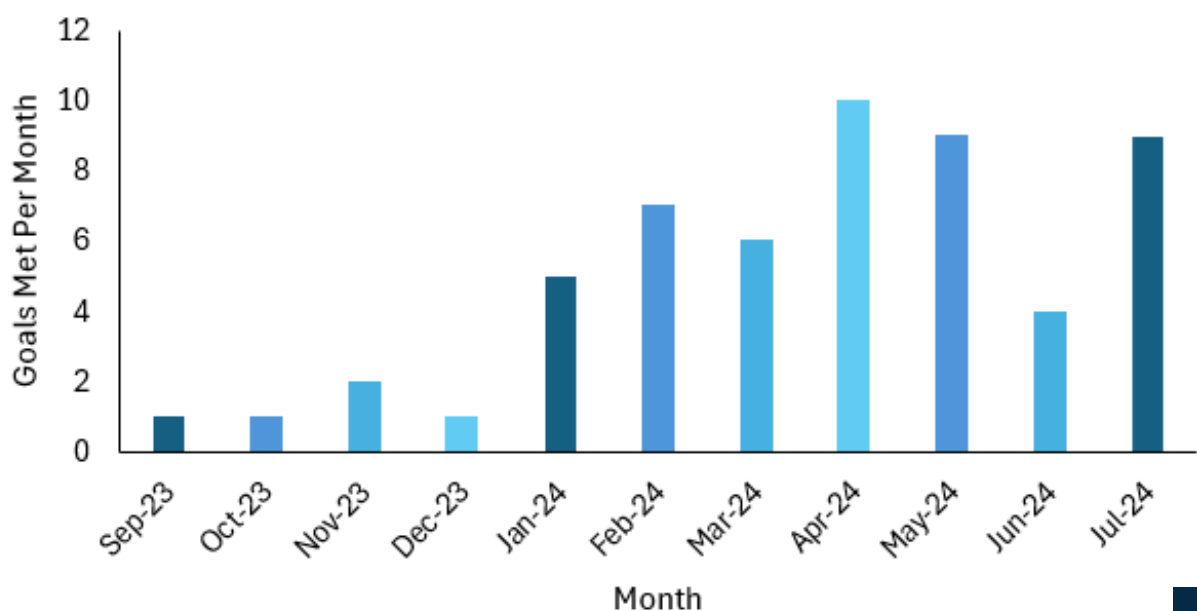
TOTAL # OF LONG TERM GOALS



75

Throughout the review period there was a total of 75 long-term goals worked on across domains.

2023-2024 Clinical Long-Term Goals





Contact Us



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