

Green Box ABA

Quarterly Newsletter



Times They Are A-Changin'...

wePortal

Green Box has been slowly making a full transition onto a new clinical data and information management software—wePortal. This new software serves to further connect you to our office and your treatment team, while allowing us to process information more efficiently. We are now using wePortal for aspects of clinical service delivery for all clients. Over the next several weeks, we will be transitioning to administrative management, including session schedules. Once that transition is complete, you will be able to see your schedule by logging into the web portal. If you need a refresher on accessing and using the web portal, contact Tamera (contact info on page 4).

Facility

In addition to the improvements being made in how clinical information is organized, catalogued, and managed, an initiative is also underway to upgrade our facility. Over the next few weeks, look for the following:

Waiting Room Expansion

More seating and a sibling play area are being added.

Buzzer Entry System

A system is being installed that will allow Green Box staff to see and hear you from any of three stations located inside the building once you

ring our doorbell. A staff member will say hi and remotely unlock the door for you to enter.

Key Cards

A key card system is being installed at the front entrance. Staff members will have fully customizable key cards that will time stamp all swipes coming into the building, giving Green Box ownership complete and easy access control to the facility 24/7.

New Floor in Basement Play Room

Recently, a new professional grade cushioned floor was installed in our basement play space.

Security Cameras

Security cameras are being installed in all areas of our facility except small closets and bathrooms. These cameras will record video 24/7 of all that occurs within the Green Box office. If you have not already responded to the DocuSign email with an updated consent for video surveillance and recording form, please do so as soon as possible.

We believe the changes described above will contribute significantly towards further improving the delivery, coordination, and customer experience of services. If you have any questions about the changes occurring, please do not hesitate to reach out to us directly.

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Fall Schedules should be set by mid-August



Get that new backpack early and practice wearing it!

Fall Schedule

We are hard at work on the fall schedule. For some families, your session schedule will not change. However, there have been many requests to adjust current or move to “after school” services. Consistency in services is important and whenever possible, we accommodate requests. Given the high volume, however, meeting each new “after school” request is not possible. We will prioritize in the following order: (1) children attending full-time K-12, (2) children accessing optional PAC services (3) children accessing an opening in another therapy service (speech or OT) or a school or personal related activity.

As is true for other related services (speech, OT, etc.), the availability of ABA services is limited by availability of providers. It is essential that ABA providers are highly-qualified and well-trained. We hire only the small fraction of job applicants that are judged to have the right qualifications and potential. Once new providers are a part of the Green Box team, they will become part of yours. Until then, if you are able to make any changes to your availability, to participate in ABA services, notify your BCBA and the office (contact info found on page 4).

Back to School Tips

It’s almost time for school busses, backpacks, and school lunches! If your child is heading back into the school setting, going for the first time, or changing schools, they may be feeling anxious or uncertain. For many children with ASD, much of the stress comes from the unpredictability of a new school, new teacher, new classroom, new classmates, new school schedule/routine, or some combination!

Settling into a new routine BEFORE school starts will be helpful for many children. Here are some tips to help that transition into the school routine:

- Talk about what to expect in the new school year. Often.
- Play “school” at home. Do a “dress rehearsal” or role playing.
- Create social stories for school routines.

- Try to keep at least one thing consistent from the previous school year,
- Cross days off the calendar to help make the start of school more predictable.
- Create a new morning routine, including that earlier wake-up time, and practice it .
- Get school supplies, clothes/shoes/uniforms early so that your child can get used to them.
- Take a tour of the school to make the environment more familiar. If possible, meet the teacher during the tour.
- Create a daily school schedule or picture/visual schedules for school routines.

Have a great school year!

Parent Satisfaction Survey Results are IN!

Thank you to the families who provided us with valuable feedback by completing the Parent Satisfaction Survey!

We received a total of 20 completed surveys. From those, we learned the following are the top 3 most important goals of ABA services based on number of total responses for each.

1. Teach skills that are useful in everyday life
2. Increase language and communication skills
3. Teach skills to replace challenging behaviors

ABA uses data-based metrics to determine progress made in areas of need. But the ultimate goal is behavior change that is meaningful in your child's life. To learn more about how we are doing towards meeting this goal, we asked you to rate progress shown in a variety of areas. Below are the percentage of respondents who rated progress as 5 (Slightly Improved) to 7 (Greatly Improved). The results are reflective of the diversity we see in skills and speed of progress across different children (not all children are working on goals in the same areas and with the same intensity, for example).

- 72.2 % “Life skills”
- 82.3% “Language development (either vocally or with an ACD)”
- 66.6% “Challenging behaviors”
- 73.7% “Listening/ rule-following/ attentiveness”
- 75% “Social development (age-appropriate peer/ adult engagement)”
- 65% “Problem-solving and “thinking” skills”

- 84.2% “Generalization of skills to new settings, people, or items”

Information about the opinions of our families regarding the services we provide was used to teach us about our strengths and challenges. The percentages below are the combined scores for ratings of 5 or higher regarding satisfaction with services.

Services

- 90% in Quality of services and 95% in Quality of staff skills
- 85% in Adequacy of Services.
- 95% for Program goals being meaningful to their family life
- 90% for Child's progress making a positive impact on the family's quality of life

Clinical staff

- 90% for feedback to families about child's progress
- 90% for listening and valuing parent ideas, opinions, and recommendations
- 100% for working well with child and understanding her/ his needs
- 95% for communicating in a timely manner

The information has provided us with an opportunity to be critical about our performance, allowing us to develop a plan to build on what we are doing well and adjust some things we can do better. We are fortunate as a company to have a diverse group of families to work with and are grateful for the comments from both new and experienced ABA parents.

Have other feedback about services? Don't hesitate to contact us.

Communication

We know that it can be difficult to know who to talk to/email about different things related to services. If you are one of our newer families and have never needed to ask a question about a co-pay, how do you know who to ask? For those who have been with us for a while, we know that our staff and communication guidance has changed over the years. We have found that things that worked well when we had 30 clients are not necessarily manageable when the number is much higher.

To make sure that your needs and questions are addressed in an appropriate and timely manner, please use the following guide:



General questions about services:

Main Office: greenboxaba@gmail.com; 571-297-4308

Cancellations:

scheduling@greenboxaba.com

(please also cc your behavior analyst and RBTs)

Questions/issues related to copays/invoices:

Billing Department: billing@greenboxaba.com

Clinical Administration:

Required testing

School breaks/Saturday groups

Schedule Coordination

Service authorizations

Clinical Assistant: tmcrae@greenboxaba.com

Clinical and behavioral concerns:

Your BCBA