

Engage. Model. Practice



It's A Balancing Act

Balancing Ethics, Work Culture, and Billables

Britt E. Farley, PhD, BCBA-D, LBA || Anissa Jepsen, EdD
K-Now Behavioral Solutions, LLC

1

Learning Objectives

1. Identify KPIs
2. Behavior System Analysis
3. Performance Management Matrix
4. Building Your Team

Objectives.

2

Our Story

1. Who We Are
2. Our Company
3. Client-Centered
4. Family-Focused



Introduction.

3



Key Performance Indicators.

4

Engage. Model. Practice.



5

Engage. Model. Practice.

KPIs






- Target
- Timeframe
- Data source
- Frequency
- Owner



6

Engage. Model. Practice.

Complete **100%** of session notes within **24 hours** of session completion and record in **O&D Spreadsheet** to be verified **weekly** by **Clinical Director**.

-  **Target - 100%**
-  **Timeframe - 24 hours**
-  **Data source – O & D Spreadsheet**
-  **Frequency – Weekly**
-  **Owner-Clinical Director**

7

Engage. Model. Practice.






Transfer Knowledge



8

Engage. Model. Practice.


Target will be met within **Timeframe** record in **Location** to be verified **frequency** by **Owner**.

-  **Target**
-  **Timeframe**
-  **Data source**
-  **Frequency**
-  **Owner**

9

Engage. Model. Practice.

Behavior System Analysis

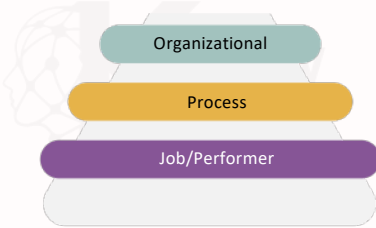


- Assess the impact of change
- Identify and implement required system changes
- Support and then implement the change initiative

10

Engage. Model. Practice.


Three Level Approach



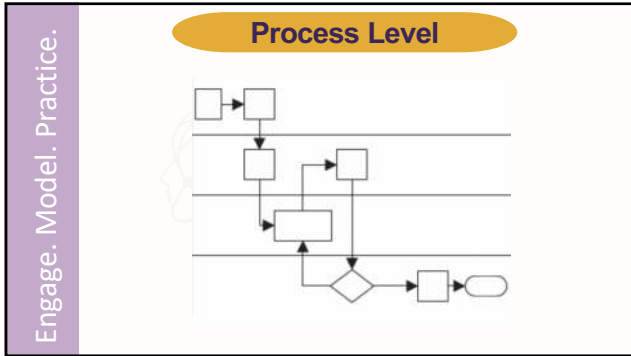
11

Engage. Model. Practice.

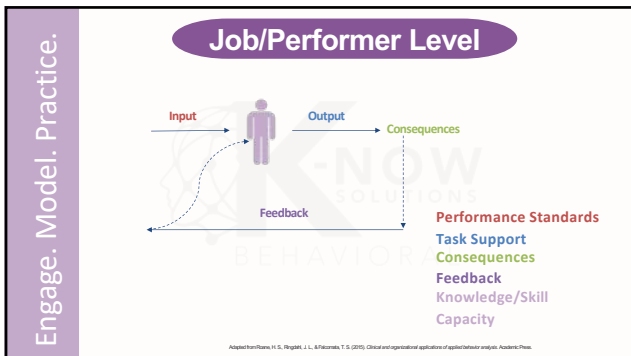
Organizational Level



12



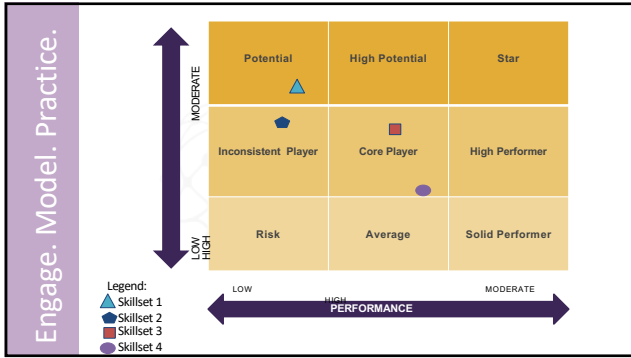
13



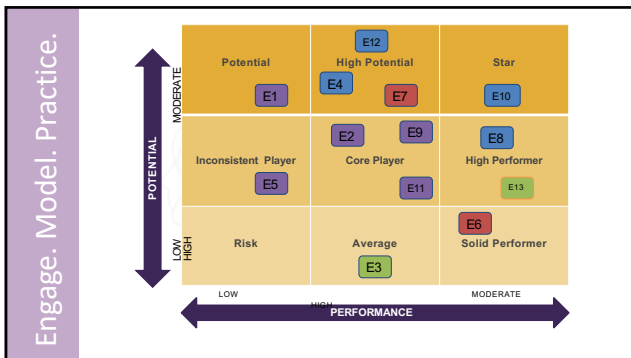
14



15




16




17

Engage. Model. Practice.



Easy to use



Subjectivity

Consistency

Translation

18



19

Engage. Model. Practice.

Regulation Without Rapport Leads to Resistance

- Creating a culture
- Proactive
- Building rapport

20

Engage. Model. Practice.

Employee Handbook

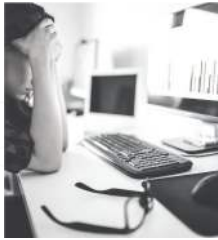
1. Intro
2. Employment
3. Conduct and Behavior
4. Compensation
5. Benefits
6. Health, Safety, and Security
7. Workplace Guidelines
8. Separation

21

Engage. Model. Practice.

Handling Issues and Concerns

- Handbook
- Culture
- Communication
- Training



22

Engage. Model. Practice.

FBA Process



1. Identify problem/need
2. Collect Data
 - a. Direct
 - b. Indirect
3. Pin Point
4. Train (BST)
5. Evaluate
6. Ongoing Feedback

23

Engage. Model. Practice.

K-Now Performance Checklist



1. Training
2. Task Expectations
3. Appropriate Placement
4. Ongoing Support
5. Self Management
6. Feedback and Follow-up

24

Engage. Model. Practice.

Family Friendly Policy



25

Engage. Model. Practice.

Handling Disappointment



26

Engage. Model. Practice.

Financial Alignment



27

Engage. Model. Practice.

Goals

How do we determine our goals?

28

29

Roane, H. S., Ringdahl, J. L., & Falcomata, T. S. (2015). *Clinical and organizational applications of applied behavior analysis*. Academic Press.

Tools to change our world. Community Tool Box. (n.d.). Retrieved April 1, 2023, from <https://ctb.ku.edu/en/>

References.

30

**ENGAGE.
MODEL.
PRACTICE.**


info@k-nowsolutions.com
www.k-nowsolutions.com

31