

## Stepping Stones Therapeutics, LLC

*Unlocking potential, one step at a time*

2021 year in review - by the numbers



SST has strived to have all clients make progress towards 70% of their individualized treatment plan (ITP) goal (or better).

Over two review periods (May and December), SST clients made progress towards their ITP, on average, 85% of all client goals measured.

No individual client fell below SST's achievement criteria of 70%. Steady progress is being made across all clients!

Formal staff performance evaluations were conducted starting in March, and again in September.

SST measured staff following all:

clinical programs, treatment modalities, ABA techniques, and administrative procedures being scored on a Likert-type scale: (s) satisfactory, (e) emerging, (n) needs improvement, (u) unsatisfactory, (NR) not reviewed, (N/A) not applicable.

SST's goal was for staff to score 80% or better on these evaluations.

Across both bi-annual evaluations, staff scored a "satisfactory," on average, 93% of opportunities.

As part of PA's Intensive Behavioral Health Services ("IBHS") state regulations, SST has measured specific items to target to ensure we are delivering the best quality of services.

Satisfaction surveys were sent to all clients (parents/caregivers), to determine how well services are being provided, including but not limited to the following:

- timeliness and appropriateness of service
- how well SST operates/communicates
- satisfaction of clients/caregivers

Surveys measured 14 different questions pertaining to satisfaction of services provided, on a Likert-type scale from excellent to poor and strongly agree to strongly disagree;

- SST scored 100% on items scored as "excellent," "very good," and/or "strongly agree."

SST administrators conduct internal audits, quarterly, for all staff and client records to ensure all files are *up to date*. Across all audits, all clients and staff records were in compliance.

PA's Department of Human Services, conducted SST's IBHS annual audit/survey in August, over 2 days. This review approved SST's compliance to IBHS state regulations and licensure renewal for period November 10, 2021 to November 10, 2022.

