



**2023**



# Annual Quality Report

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<b>Table of Contents</b> .....	
<b>A Message from Our Directors</b> .....	<b>3</b>
<b>Mission Statement</b> .....	<b>4</b>
<b>Our Service Commitment</b> .....	<b>5</b>
<b>Our Services</b> .....	<b>6</b>
<b>Staffing and Training</b> .....	<b>7</b>
<b>Client Demographics</b> .....	<b>8</b>
<b>Client Outcomes</b> .....	<b>11</b>
<b>Quality Review</b> .....	<b>12</b>
<b>Our Goals Moving Forward (2024)</b> .....	<b>14</b>
<b>Contact Information</b> .....	<b>15</b>



## A Message from Our Directors

Another great year at Alliance has come to an end, 2023 has been a year of transition and change for Alliance Health Allegheny Inc. as we moved into our new home (across the street). We are also moving closer to reaching our goal of having construction completed. We still need to finish the outside of the building and look forward to welcoming you into our new home.

We had 2 external audits again this year and both resulted in high marks for our program. We continue to be a leading provider of Applied Behavioral Analysis (ABA) and intensive behavioral health services in Allegheny County. The ongoing lack of qualified or available staff has meant a strong demand for our services, especially for those with experience working with individuals on the autism spectrum.

Our primary mission remains to support our clients and the communities we serve, while also attracting qualified and experienced staff. We are fortunate to have an exceptional leadership team and a solid financial position that supports our ability to meet this critical demand and execute our strategy in an ever-changing environment. As we continue to navigate the evolving landscape of behavioral health services, we want to express our deepest gratitude for our staff's resilience, compassion, and unwavering commitment to our mission. Their empathy and expertise create a safe and nurturing environment where individuals can find hope and achieve their goals.

As we move into 2024, we continue to be optimistic about the future and the changes that will come. We continue to strive for excellence and to ensure our staff can meet their goals both professionally and personally. We have utilized our yearly opinion surveys to help recruit and retain qualified staff. This includes having more social events, using bonuses to reward staff, increased PTO, and having employee appreciation days as well as other ways to say, "Thank you!" We look forward to implementing new employee retention and appreciation ideas in the year to come.

Above all, we are focused on fostering high levels of quality and safety for all our clients and their families. With our focus on our client's success and outcomes, Alliance is well positioned to meet the expected demand for increased behavioral health treatment, with dedicated employees and experienced clinical teams.

We look forward to the opportunities before us in 2024 to deliver the highest quality of care, while also extending our reach and advancing our position as a leading ABA and intensive behavioral health services provider in our region. In times of uncertainty and change, we acknowledge it is the strength of our unity and the depth of our resilience that truly defines us. Together, we have weathered storms, celebrated victories, and remained steadfast in our pursuit to improve the lives of children.

Sincerely,

Susan Stewart-Bayne, Med, LBS, BCBA

Melissa Rayman-Keilbach, Med, LBS



# Mission Statement

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## Our Mission

Our mission is to provide behavioral therapy in which all clients and their families will benefit so that they will be prepared to meet the challenges of everyday living. We are dedicated to facilitating and enhancing each client's quality of life through specialized and innovative programs. Children and Adults with disabilities are professionally guided toward maximum integration in the home, at school, and in the community.

## Our Belief

1. Concern for clients, nurturing therapy, consistency in therapy, family/community involvement, and well-being of all clients.
2. All clients are individuals with their own individual and unique needs.
3. Excellence in therapy requires the commitment of time, effort, and support through a working partnership with the parents, school, and community.
4. Our programs provide the opportunity for all clients to reach their potential, and successfully function in an ever-changing society.
5. The Directors and Supervisors strive to act in the best interest of the staff while maintaining client responsibility.
6. The professional and support staff are the providers of a secure, supportive, caring therapy environment.
7. The therapy environment contributes to acquiring positive behavioral status.



## **Our Service Commitment**

Alliance Health is committed to quality service and is the keystone to what we do. Under the Pennsylvania Department of Human Services our agency is regulated based on Intensive Behavioral Health Services (IBHS) Service Description. As outlined in our services description we comply fully within the regulations as outlined below throughout this Annual Report and noted with the signifier “SD#”

## **Our Services**

### **Individual Services and ABA Services (SD1)**

#### **Admission Criteria (SD5)**

The admission criteria for IBHS services is a Written Order or Psychological Evaluation. For clients who are under the age of 14 an referral form and consent to treatment is required from a parent or legal representative. In compliance with (Act 62) we follow all private insurance related guidelines for admissions and confirm coverage for services prior to engaging in services.

#### **Discharge Criteria Criteria (SD6)**

We recognize that treatment is different for everyone. Our goal is to consistently meet the goals and needs of our clients and promote a quality of life and skill development driven by the individuals identified goals. However, we can determine a discharge from services is appropriate when:

- A. The client has achieved the goal and objectives identified in the individualized treatment plan and no new goals or objectives have been identified.
- B. The client is not progressing towards the goals or objectives identified in the individualized treatment plan within 180 days from the initiation of services and other clinical services have been established
- C. The client requires a more restrictive service to meet their needs and other clinical services have been established
- D. The parent or legal guardian of the client who provided consent to receive services also agrees that discontinuing services is appropriate or the individual who is over the age of 14 agrees services should be discontinued
- E. The client has failed to attend scheduled sessions for a consecutive 45 days and has not provided any notification.

#### **Exclusionary Criteria (SD7)**

Alliance health is dedicated to providing quality services in a safe and supportive environment for both the individual receiving services as well as the service providers. In some circumstances individuals with a primary diagnosis of a substance abuse disorder or a sexual offender may not be appropriate for ABA services. In addition individuals who pose a safety risk to themselves or others and are not able to be safely managed within the community may also not be appropriate for ABA services. In some circumstances individuals who present with a mental or emotional behavioral need that could be sufficiently addressed by another lower level of care may not be appropriate for ABA services.

## **Behavioral Consultation / Individual Services (BC)**

Our Behavioral Consultants work with clients in the home, school, and community settings and partner with both the client and support professionals as well as family members in developing skills to decrease behavioral issues stemming from a wide range of causes. Behavioral Consultants observe clients in their homes, jobs, or school environments and then make and help implement a treatment plan that will address their issues.

## **Mobile Therapy /Individual Services (MT)**

Our Mobile Therapists provide intensive psychotherapy to children and their families outside of the clinical environment in settings such as the home, school, and community. Our Mobile Therapists meet the client where they are and help to develop skills that will provide a solid foundation to work from when managing difficult mental health challenges such as anxiety, depression, and social skills.

## **Behavioral Analysis and Behavioral Consultation / ABA Services (BA and BC-ABA)**

Our BA/BC-ABA's use Applied Behavioral Analysis (ABA) techniques to design, implement, analyze interventions that promote positive behavior changes. Our team of BA/BC-ABA's work closely with the client, their families, and support individuals (ie. Teachers, daycare, PCP, etc.) to develop evidenced based approaches that are individualized to their needs. Our team takes the time to get to know the individual and their family and are highly cognizant of age, cultural, gender, and family dynamics in that person's life. The BA/BC-ABA collects data and evaluate progress to design the most effective approach to meet their client's needs. They act as the team lead and collaborate with all support personnel on that team. Additionally, BA/BC-ABA's coach BHT-ABA's on specific interventions, monitor progress, and make necessary adjustments to the treatment plan when needed.

## **Behavioral Health Technician / Individual and ABA Services (BHT / BHT-ABA)**

The BHT / BHT-ABA is an integral part of treatment and provides an invaluable element to services. The BHT / BHT-ABA becomes an integral part of the client's day as they often provide direct services in the home, school, and community settings. The BHT / BHT-ABA act as the primary therapist working with the client and while doing so is collecting real-time data on behaviors that can be analyzed by the BC / BC-C ABA. BHT / BHT-ABA's provide the support and care necessary to ensure their client's progress through difficult skill development.

## **Treatment Modalities (SD9)**

Team of well trained clinicians provide services under empirically validated treatment modalities and interventions that are acceptable within applied behavioral analysis guidelines. These can include but are not limited to discrete trial interventions, pivotal response training, verbal behavior picture exchange, communication system, positive and negative reinforcements. shaping and fading, task analysis. behavioral training video modeling, functional behavioral analysis, errorless teaching, parent training, and data analysis from data collection and graphing.

## Staffing and Training

Alliance Health has a wide range of academic backgrounds that support our therapeutic programs. The team is led by our Psychologist and Board Certified Behavioral Analyst. Our team of master's level Behavioral Consultants is supported by associates and bachelors' level Behavioral Health Technicians. We are diverse, educated, and passionate about what we do.

### Staffing Ratios (SD8)

Every client that we serve is under the clinical direction of one behavioral consultant (BC-ABA) and receives treatment with a minimum of 1 behavioral health technician (BHT-ABA). In some circumstances a client may have two BHT's that support them and their family within treatment

	2022	2023
Behavioral Consultant	9	8
Behavioral Health Technician	31	23
BCBA	2	3
Psychologist	1	1
Administrative	7	8

## Training Requirements

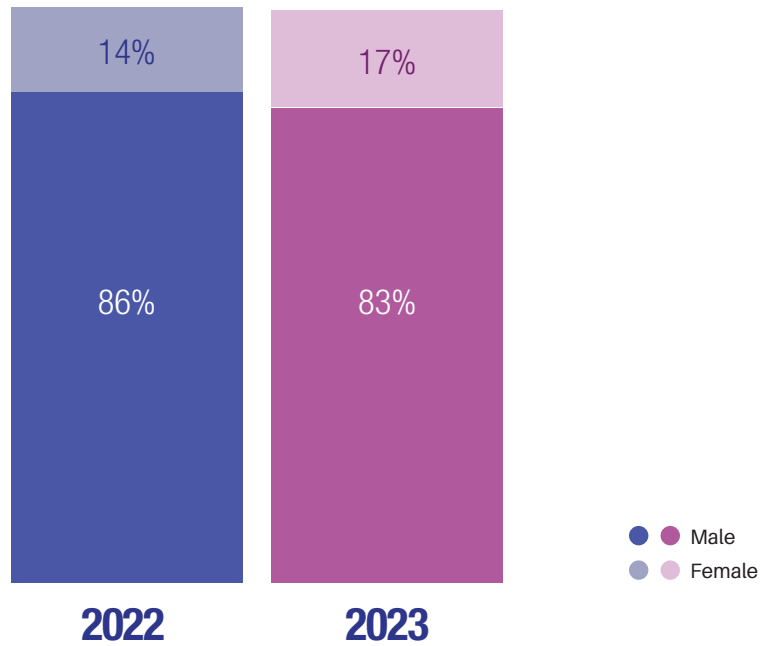
	BC-ABA	BHT-ABA
ABA Specific	16 hours per year	20 hours per year
First Aid/CPR	Every 2 years	Every 2 years
Mandated Reporting	Every 5 years	Every 5 years
Compliance	Every year	Every year

## Supervision Requirements

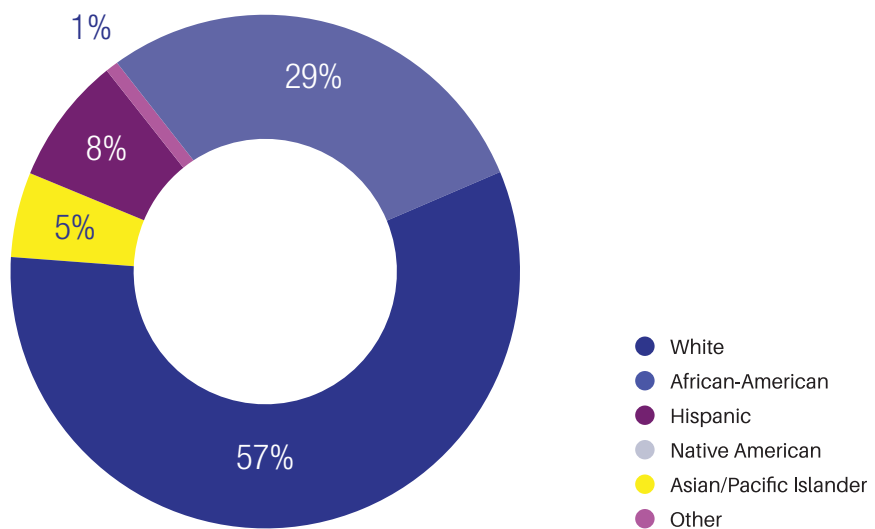
	BC-ABA	BHT-ABA
On-Site Supervision	2x per year	6x per year
Group Supervision	Monthly (Team)	Monthly
Individual Supervision	Monthly	Monthly
Quality/Note Review	Quarterly	6x per year

# Client Demographics (SD2)

## Client Gender



## Client Race as of 2023





## Client Age as of 2023

Alliance Health Inc. serves a wide range of ages from toddler to young adult. We believe that behavioral change is a life long process from which we all need to learn new skills at different stages in life. We believe in a sustainable, quality commitment to our clients.

	2022	2023
Ages	%	%
1 to 5	37%	28%
6 to 10	46%	57%
11 to 15	12%	11%
15+	5%	4%

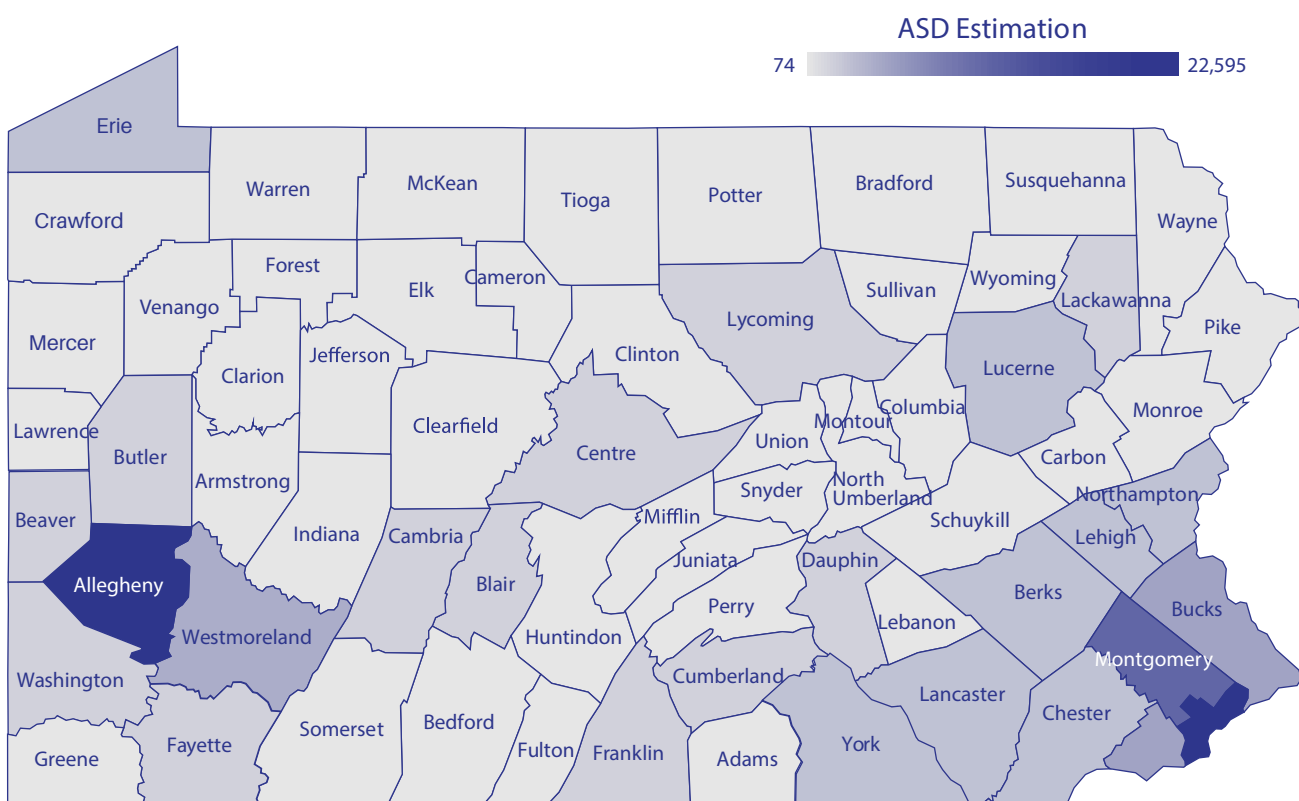
## Client Diagnoses as of 2023

Alliance Health Inc. serves a variety of diagnoses. Though we specialize in ABA services and primarily work with individuals living with Autism, we are staffed with clinicians who specialize in many different behavioral needs.

	2022	2023
Diagnosis	%	%
Autism	86%	90%
Attention Deficit Disorder	4%	5%
Oppositional Defiant Disorder	2%	5%
Conduct Disorder	4%	0%
Social Pragmatic Disorder	4%	0%

## Alliance Health Inc. is licensed through the PA Department of Health and Human Services

Allegheny County has one of the highest prevalence of Autism Spectrum Disorder (ASD) according to CDC estimations and census review in Pennsylvania. Alliance Health Inc. serves Allegheny Co. specifically. Our team follow Pennsylvania's new service guidelines for Intensive Behavioral Health Services (IBHS) with a primary focus on developing social, behavioral, and mental health treatment to develop new skills that help our clients meet their goals. The rate of autism in the U.S. went from 1 in 150 in 2000 to 1 in 100 in 2022.



\* Based on CDC data

### United States

2023 CDC Estimation = 1 in 100 people have ASD

### Top Service Needs in Allegheny County:

1. Social Skills Training
2. Behavioral Support
3. Mental Health Counseling

## Service Delivery: (SD3, SD4 and SD10)

Alliance Health serves community members, family's and clients in Allegheny County as one of the leading Mental Health Agency's in the area. Our team of dedicated Behavioral Health Consultants and Behavioral Health Technicians work a flexible schedule that is driven by the needs of the individuals we serve. This includes weekends, holidays, and evening hours so that we are able to provide quality client driven services. However, our administrative offices are open Monday through Friday 9am – 4pm.

We provide services within the clients home school community or other places that are deemed medically necessary within the written order or evaluation such as parks grocery stores restaurants daycares etcetera.

## Client Outcomes

### Client Objectives

Alliance Health Inc. BC-ABA's meet with the client and families prior to each Plan of Care (POC) in order to tailor treatment to their specific needs. A thorough assessment including both standardized and ABA specific assessments are completed. Once the family and treatment team agree upon identified behaviors and goals a Functional Behavioral Assessment (FBA) is developed. From here, person-centered goals, that are measurable and achievable, are developed and agreed upon. Treatment plans are developed to include three sets of milestones (which can be modified) from which to measure progress:

1. Short Term Objectives
2. Intermediate Objectives
3. Long Term Objectives

These objectives are typically laid out to match each POC term, typically six months in length. We are driven by our client's progress across a wide array of skill areas.

### Analysis

Each individual's treatment plan consists of 3 tiers of objectives to increase progress and skill development over time. In 2022 a review of every client's progress was conducted to see how many goals were accomplished during any plan of care which started and ended in that year. Forty-three percent of the short-term goals identified were accomplished. Nineteen percent of our clients surpassed their short-term goal and achieved their intermediate goals ahead of time, and another 9% of long term goals were completed. Altogether our clients achieved 75% of goals defined in 2022.

	2021	2022	2023 GOAL	2023 ACHIEVED
Short Term Objective	41%	43%	48%	60%
Intermediate Objective	21%	19%	24%	30%
Long Term Objective	13%	19%	14%	15%

# Quality Review

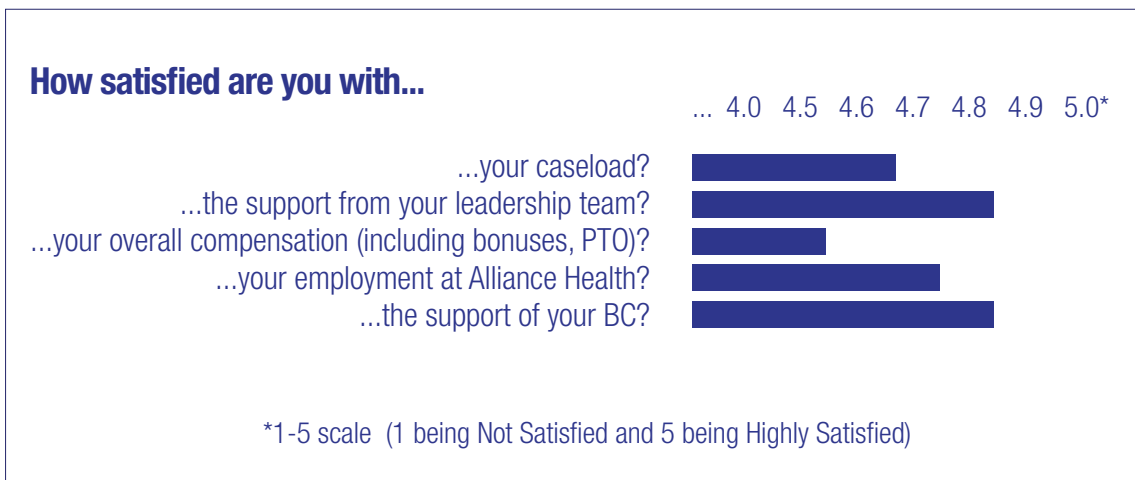
## Quality of BC and BHT Notes

Quality of the work our BHT's and BC's do while in the field is reflected in their documentation. A percentage of every client's progress notes are reviewed by the Quality Department team each month. They are scrutinized to ensure accuracy, fidelity, completeness and of course, quality. In 2023 an average of 100 notes were reviewed across all clients, BC's and BHT's each month. These notes were scored against a rubric to assess for quality. On average our BC team received over a 98% quality rating. This is a 1% improvement from the previous year. On average our BHT team received a 95%. This is a 3% decrease from the previous year.

Total Notes Reviewed	BC Quality Rating	BHT Quality Rating
100	98%	95%

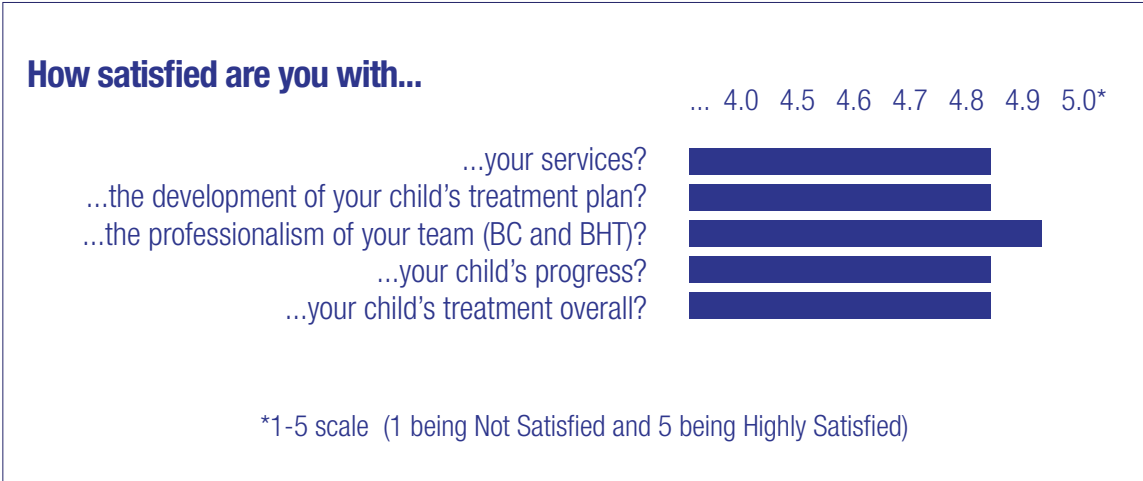
## Employee Satisfaction

Each year we ask our staff to evaluate Alliance Health as a company, the leadership team, and their overall satisfaction with employment in order to assess for internal quality. These surveys are not mandatory, nor is there an incentive for scores. Additionally each employee responds anonymously so the reliability of the scores are more believable. We are proud that across all five domains our team scored their satisfaction with a 4 or higher regarding overall satisfaction. The area most in need of improvement is compensation as this continues to be an area limited by the funding that is provided by the stat of PA Medicaid Program.



## Client Satisfaction

Once a year we ask our clients and clients families to complete a satisfaction survey. Their responses are kept confidential and anonymous. One of our biggest priorities is the satisfaction of our clients and the therapy they are receiving. An indicator of the progress their son or daughter may be making is the family’s overall satisfaction with Alliance Health. We are pleased that across all five domains we received a score of a 4.5 or higher. Though we are pleased with how satisfied our clients appear to be with the services we provide, we continue to strive for improvement. In the next year we hope to receive a 5 out of 5 in Overall Satisfaction with Services.



## Our Goals Moving Forward (2024)

In the last year our agency has made a vast amount of changes from our quality improvement processes to the building we operate out of. Willingness to improve and exceed standards is why Alliance Health Inc. has remained one of Allegheny's County's leading mental health providers. However, we recognize that there will also always be challenges ahead to overcome. This is why in 2024 we have made the investment in two major areas:

### Company Culture

Alliance Health Inc., like many other employers, has felt the crunch of quality personnel. Because we believe that educated, trained, and committed people are key to the success of the individuals we serve as well as the quality of our agency – we are rising to the occasion to attract top level employees, and retain those who are already a valued member of our team. In doing so Alliance Health Inc. has raised starting wages, increased quarterly performance bonuses, decreased travel times, and added more collaboration opportunities in to supervision.

In addition to our already established investments we plan to increase communication standards with developing an online platform for our clinicians to share ideas, files, interventions, and seek mentor support. Creating more opportunities for staff appreciation throughout the year, and updating supervision standards to better support our BHT's with higher level trainings, guided feedback, and therapeutic resources.

### Mental Health Standards

We consistently examine and re-develop our processes when it comes to client health. Even though we recognize that each client is different and providing specialized treatment comes with it's own set of barriers, our team of clinicians are committed to improvement. As our industry related standards change our agency strive to meet those demands and seek out the guidance, trainings, and resources to make sure we maintain the highest quality of services.

In doing so, each year we strive to increase our therapeutic achievements by 5% per identified objective. This will be done with a commitment to thorough analysis, tailored interventions, family and professional support collaboration. Additionally, our team of supervisors will have an emphasis on coaching, modeling, and feedback to direct staff.

## Contact Information

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Email: [ahw@alliancehealthinc.com](mailto:ahw@alliancehealthinc.com)

### To Make a Referral:

[www.alliancehealthinc.com/referral](http://www.alliancehealthinc.com/referral)

### Resources:

Pennsylvania Autism Organization (ASERT)  
[www.paautism.org](http://www.paautism.org)

Center for Disease Control  
[www.cdc.gov](http://www.cdc.gov)

Autism Speaks  
[www.autismspeaks.org](http://www.autismspeaks.org)

Pennsylvania IBHS Information and Provider List  
<https://www.dhs.pa.gov/HealthChoices/HC-Providers/Pages/BHProvider-IBHS.aspx>

Community Care Behavioral Health Organization  
<https://www.ccbh.com/>



[www.alliancehealthinc.com](http://www.alliancehealthinc.com)