



2021

ANNUAL QUALITY REPORT



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## A Message from Our Directors

We are pleased to share our solid operating performance for 2021, in what was an extraordinary and challenging year for Alliance Health Allegheny Inc., the nation, and the entire world since the onset of the COVID-19 global pandemic. We faced these challenges with the same determination and resilience that has supported our business and our mission since Alliance’s inception over 20 years ago. More than ever, we are mindful of our critical role as a leading provider of Applied Behavioral Analysis (ABA) and behavioral health services in Allegheny county. The ongoing uncertainties of economic and societal concerns have resulted in a strong demand for our services. For those already struggling with mental health and developmental issues combined with the added fear, isolation, and lack of services caused by the pandemic, we strive to be a source of hope and partnership.



As always, our primary mission is to support our clients and the communities we serve. We are fortunate to have an experienced team and a solid financial position that supports our ability to meet this critical demand to execute our strategy in an ever-changing environment. We are extremely grateful to all of Alliance’s dedicated employees and clinicians for their continued support and heroic work over the past 2 years in providing the highest quality care to our clients and their families in a safe and accessible manner throughout the COVID-19 pandemic.

At the onset of the COVID pandemic, we took immediate steps to respond to the crisis and implemented recommended precautionary measures and safety protocols throughout our operations. Our top priority has always been and continues to be the health and safety of our staff, clients, and families we serve. As restrictions were put in place that limited physical contact with providers, we quickly expanded our telehealth capabilities to better reach and support our clients. Additionally, we remained in person when able to offer urgent assistance to anyone in need of supportive intensive behavioral health services.

Besides the pandemic, Alliance was able to make a change from the Behavioral Health Rehabilitation Services (BHRS) program to that of the new Intensive Behavioral Health Services (IBHS) model which occurred in January 2021. With it came completely new regulations, training and supervision expectations. The staff at Alliance stepped up and was able to successfully take us into this new program with no lapses in services, reduction in clients, or quality of care for our clients. Alliance responded to these changes by creating a Quality Improvement department, enhancing our technological capabilities, and recruiting staff trained at a higher level than recommended in order to meet the increasing demands.

Without question, 2021 was a challenging and difficult year, and even more pronounced for those already struggling with mental health and developmental issues. While there are reasons to be optimistic about the diminishing impact of COVID-19 on our lives with the increased availability of effective vaccines and treatments and a gradual return to more normal societal routines, we anticipate the demand for intensive behavioral health services will



continue to increase post-pandemic. Studies have shown the prolonged isolation, economic uncertainties, higher unemployment, and grief related to the loss of lives over the past year have led to increased anxiety and depression and a corresponding rise in the need for supportive mental and behavioral health services. Above all, we are focused on fostering high levels of quality and safety for all our clients and their families. With our focus on client success and a team of highly trained, dedicated, and evidenced based driven clinicians, who support Alliance's mission we are well positioned to meet the expected demand for increased behavioral health treatment. We also benefit from the outstanding leadership of our supervisors and administrative staff who are committed to operational excellence and growth.

The State of Pennsylvania has, after many years, placed a greater value on mental health by increasing the reimbursement rates for many services provided. And, with the increase in reimbursement rates Alliance is able to create a solid financial basis from which we can sustain the quality our clients and their families deserve. This ensures we can provide up-to-date trainings, relevant therapeutic interventions, and strategic growth in order to benefit more people in our community.

Together, we look forward to the opportunities before us 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.

Sincerely,

A handwritten signature in black ink that reads "Susan Stewart-Bayne".

Susan Stewart-Bayne, Med, LBS, BCBA

A handwritten signature in black ink that reads "Melissa Rayman-Keilbach".

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 Services

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### Individual Services and 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.

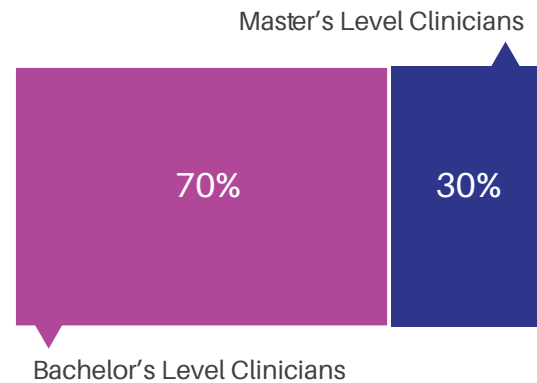
# Staffing and Training

We pride ourselves on being a small but dedicated team of professionals who have a commitment to the individuals and families we serve. Our team is comprised of individuals from a variety of background (Social Work, School Counseling, ABA, Clinical MH, etc.).

We are diverse, educated, and passionate about what we do.

- Licensed Psychologist (1)
- BCBA (2)
- BC-ABA: Master Level (10)
- BHT-ABA: Bachelors (26) and HS Diploma (4)
- Administrative (6)

**Total Staff: 49**



## 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

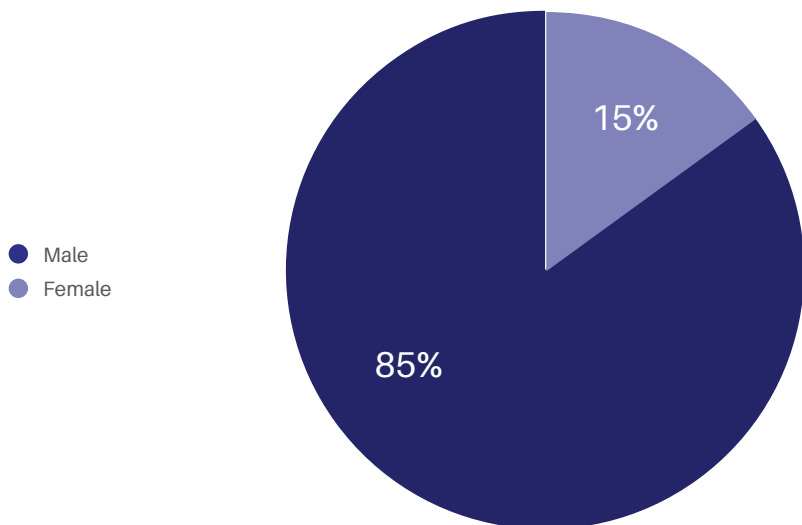
## Supervision Requirements

	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

## Client Gender as of 2021

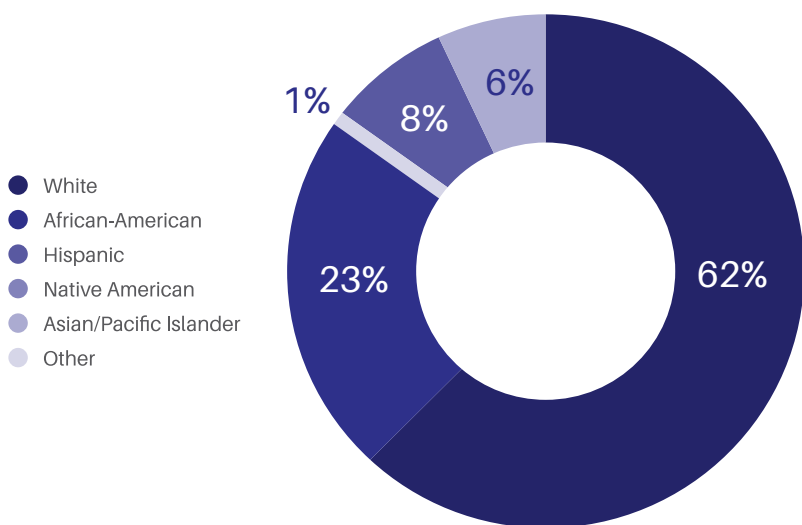


### Did you know?

White children are 1.1 times more likely to have ASD than African American Children, and 1.2 times more likely than Hispanic Children.

African American children are also 1.1 times more likely to have ASD than Hispanic children.

## Client Race as of 2021



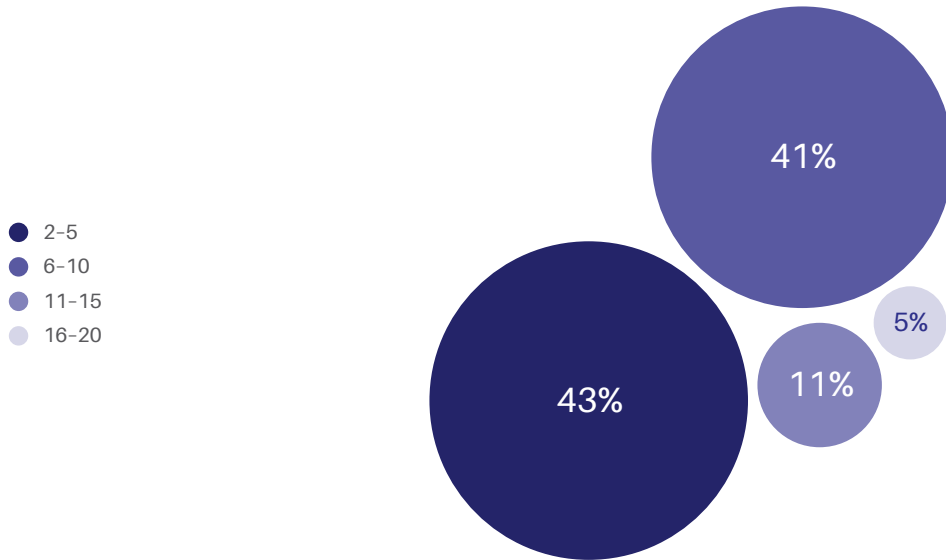
### Did you know?

In the U.S. approximately 4 males to every 1 female are diagnosed with Autism. That's 1 in every 27 males and 1 in every 116 females.

1 in every 44 children are diagnosed with ASD

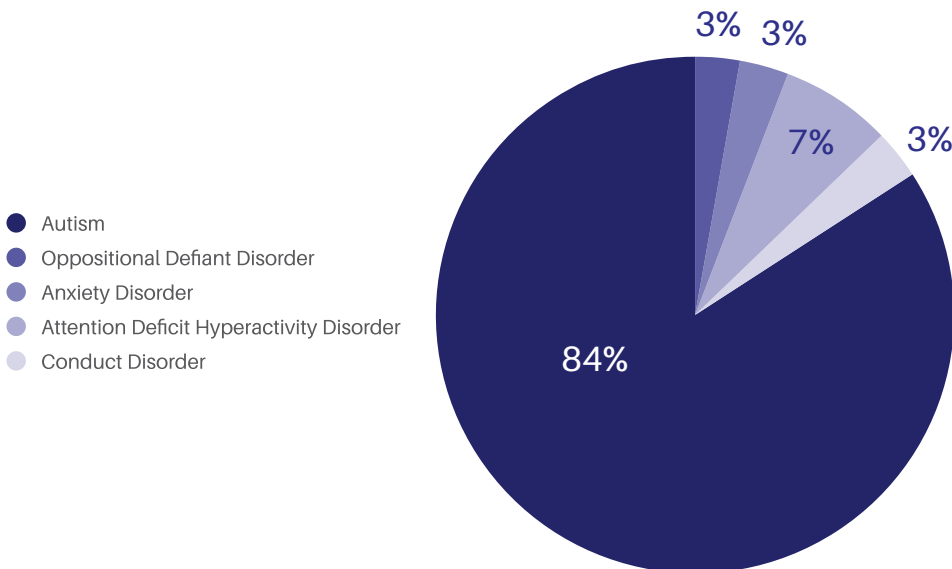


## Client Age as of 2021



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.

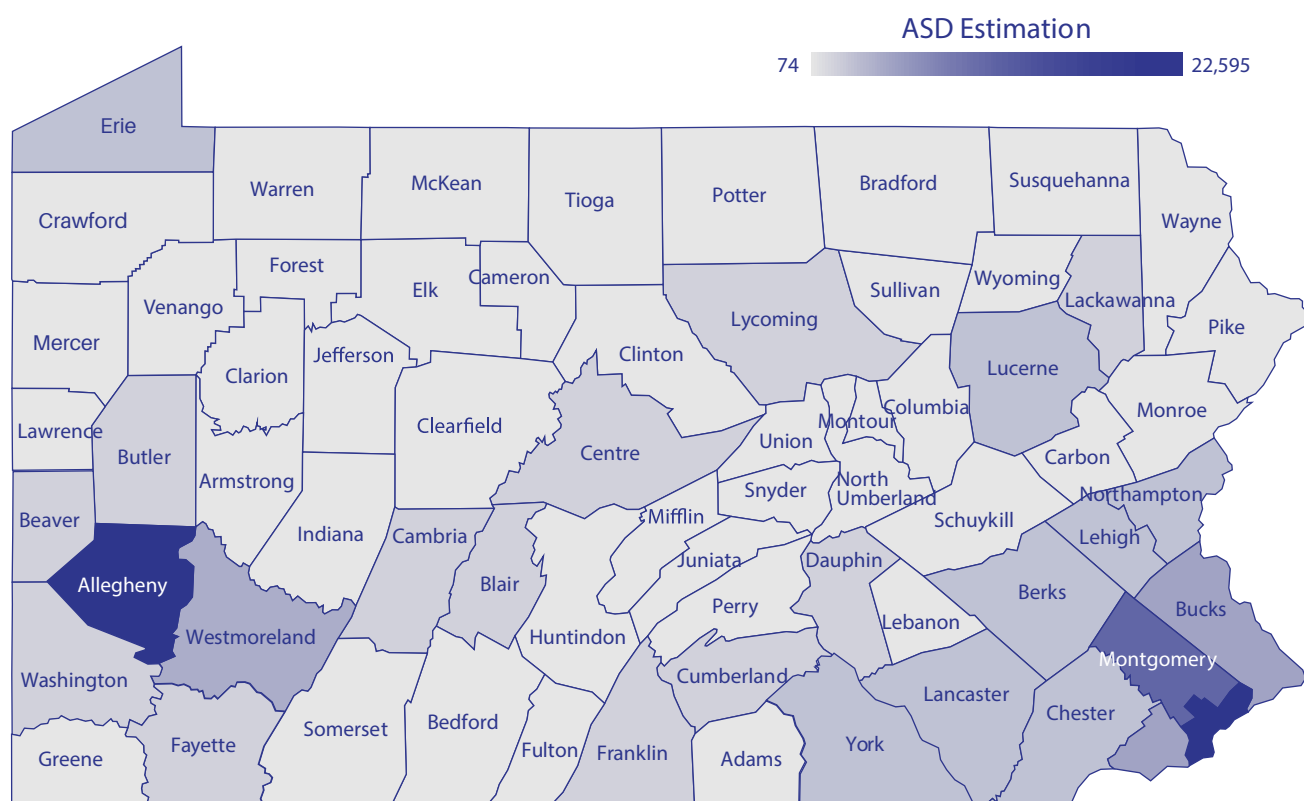
## Client Diagnosis as of 2021



Alliance Health Inc. serves a variety of diagnosis. 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.

## 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. It was projected from 2011 to 2020 need for Autism services would increase by 32.1% according to Autism Services, Education and Training (ASERT).



\* Based on CDC data

### Allegheny County

2011 CDC Estimation = **18,045** individuals with ASD

### Top Service Needs in Allegheny County:

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

# Client Outcomes

## Client Objectives

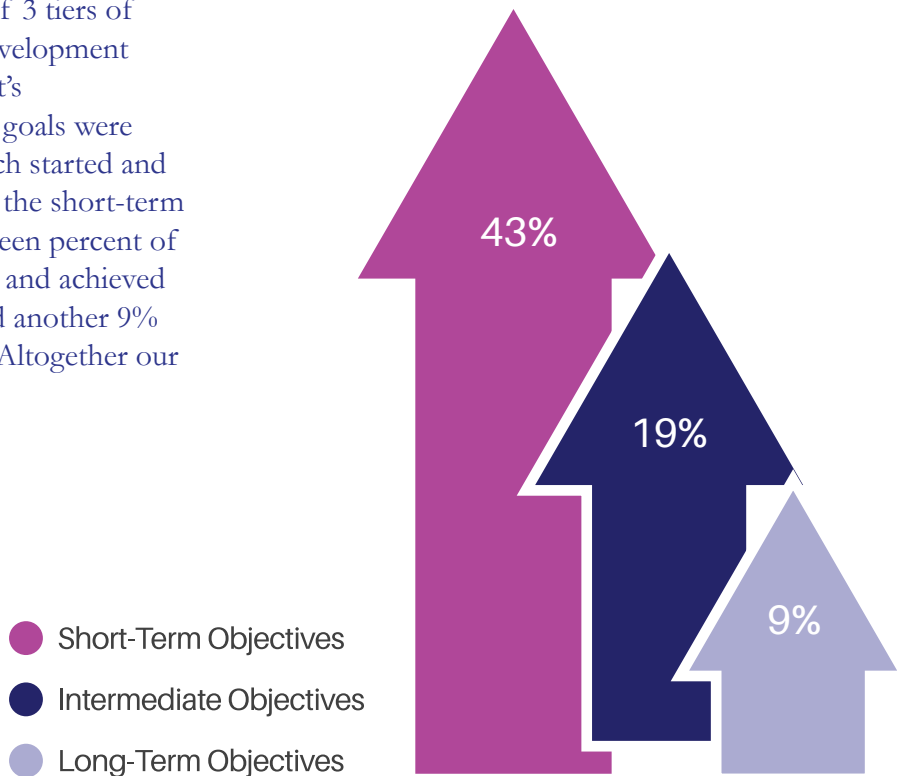
Alliance Health Inc. BC-ABA's meet with the client and families prior to each Plan of Care (POC) in order to tailor treatment to their specific needs. A thorough assessment including both standardized and ABA specific assessments are completed. Once the family and treatment team agree upon identified 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:

- Short Term Objectives
- Intermediate Objectives
- 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 2021 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 goals long term goals were completed. Altogether our clients achieved 378 goals in 2021.

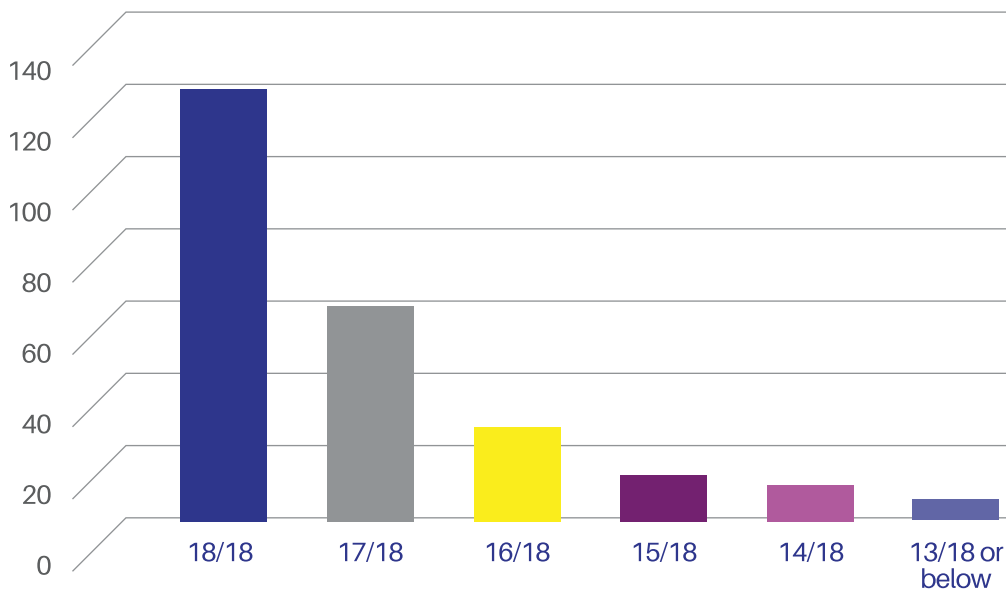




# Quality Review

As part of the transition from BHRS to IBHS, all agencies were required to develop a Quality Improvement Plan to ensure standards are being met across the board and services are being delivered to fidelity. Alliance Health created a Quality Improvement (QIP) department in 2021 tasked with completing comprehensive reviews of files related to each client. This includes treatment plans, assessments, evaluations, BC/BA/BC-ABA notes, and BHT-ABA notes. Also, the team is tasked with managing and reviewing supervision files of all staff members in order to increase quality of staff development. For every area, a metric to gauge quality was developed. Based on the findings of each quality review, an Action Plan was developed to correct any areas of concern.

Quality Review Scores (Out of 18 Points)



## Our Quality Plan

At Alliance Health Inc, quality is in every standard of practice. Because we are a small organization a high emphasis and lots of attention can be directed towards quality. One way that we ensure our clients receive the best standard of quality possible is through frequent Quality Review Checks. Every month 25% of notes (Both BC and BHT) are pulled and put through a review process to make sure every industry standard is met. As the graph above illustrates, each file needs to meet 18 points of quality. Any note that has a score of 13 points or below (or 75%) is considered poor quality and an action plan is developed with that specific clinician to improve their standard of quality. The above graph illustrates the total breakdown of notes reviewed in the last year. Ninety-Nine percent of our files are above 75% quality and meet all industry standards. Our average Quality score is 98% with regards to clinical reporting and charting.

## Quality Continued: Consumer Action Response Team (C.A.R.T.)

Community Care requires all network providers to use the CART process as an opportunity to make quality improvements within their programs. From 6/9/2021 to 7/8/2021 the C.A.R.T. team interviewed Alliance Health Inc.'s clients at random in order to determine overall, independent satisfactory and quality reports. These interviews are conducted as a means to allow Health Choices members to express their satisfaction with the behavioral health services they receive. Below are the results of this independent report.

Satisfaction Indicator	Your Results N=15 (% satisfied/neutral/NA)	Network Average N=188 (% satisfied/neutral/NA)
1. Satisfaction with Access	100%	96%
2. Satisfaction with Information Provided	95%	98%
3. Satisfaction with Acceptance	100%	98%
4. Satisfaction with Perceived Choice	100%	91%
5. Overall Satisfaction	100%	97%

Alliance Health Inc. received exemplary reports from consumers and clients. These scores are congruent with the internal quality report in which the quality standard was at or above 95% in all areas. As the graph above illustrates, Alliance Health Inc. remains **2% to 9% above** all other network providers.





# Our Goals Moving Forward (2022) .....

Alliance Health Inc. administrative and clinical teams strive to provide the best quality possible. Our focus is to always be aware of industry related improvements including technology, psychological, and technical aspects so that we can remain one of Pennsylvania’s leading mental health providers. We consistently examine our processes, refine and re-develop processes, and remain humble when we know we need to make improvements. In 2022, Alliance Health Inc. will continually make internal and client-based improvements in the areas of Client Satisfaction with Information Provided, and Quality of Clinical Notes. Our goal for 2022 will be to improve each standard by 2% (Client Satisfaction with Information Provided = 97%, and Quality of Clinical Notes 100%). Client Outcomes offer a great gauge into quality as well. However, each client we serve receives personalized treatment. This can at times offer barriers to predicting outcomes, especially with today’s environmental factors and unpredictable social and academic climates. Our main gauge for determining outcomes in the completion of goals identified in the treatment plan (as outlined on page 11). Short-Term Objectives are goals that we outline in our treatment plans as the first benchmark for skill development. Typically, the first benchmark is set for approximately six months from the start of the treatment plan cycle. The second benchmark, or Intermediate Objective is set at approximately one year, with the third benchmark, or Long-Term Objective set at a year and a half after the start of the treatment cycle. Our team attempts to accurately assess for their client’s needs, skill repertoire, and probability of goal attainment as well as appropriate interventions to facilitate in order to acquire those skills. We are proud of our client’s and the team that wraps around them to achieve these goals, yet we always hope to do better. In 2022 our team is aiming to improve all Objective Outcomes by 5%. The team will all engage in clinical supervision to assess and seek collaboration, attend required trainings, and commit to regular evaluations of current client success monthly to ensure they are moving in the right direction. This way any intervention or service changes that need to occur can happen quickly enabling the team to be action focused and development focused instead of responding focused.

Short-Term Objectives	
From 2021	Goal 2022
43%	48%

Intermediate Objectives	
From 2021	Goal 2022
19%	24%

Long-Term Objectives	
From 2021	Goal 2022
9%	14%

## Contact Information .....

### In Person:

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### Online At:

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



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