



BEHAVIORAL HEALTH WORKS

Treatment for Autism and Related Disorders ®

Congratulations!

We are delighted that you have chosen Behavioral Health Works (BHW) as your outpatient program. We recognize that receiving intensive behavioral health treatment can be a daunting process. But here at BHW, you don't have to go on this journey alone. We look forward to partnering with you and are ready to help you every step of the way. Within this document, your Client Lifecycle provides explanations, along with supplemental videos, on what you can expect in each phase.



Client Acquisition

The Client Acquisition phase involves either the Client or a Funding Source calling in with a potential referral. BHW will conduct an intake with the family, determine eligibility and begin the process of obtaining authorization for services.



After Intake Phone Call
Learn more about BHW through our Hope Introductory Video.



Circle of Care Video
BHW's Circle of Care demonstrates how it takes an entire team to go through this journey.

Client Onboarding

Submit Client Service Agreement (CSA). It is very important that the legal parent/guardian of the client submits the CSA within 48 hours of receipt so there is no delay in our service start date. Prior to the start of services, parents/guardians should view the following videos below to learn more about the treatment process.



Autism Stories
Documentary of a BHW client.



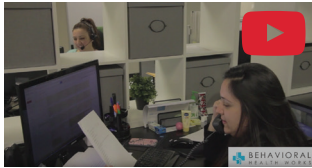
How We Care Video
Explains what BHW is all about and what we do in more detail.



ABA Home-Based Services: Therapy Process & FAQ's
Learn about the most commonly asked questions within our Applied Behavior Analysis (ABA) Services.

Client Development

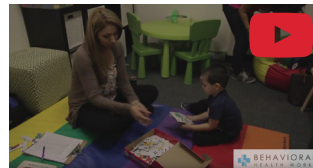
By this stage, BHW will have obtained a signed CSA along with a confirmed authorization for services. Our service team will now begin our process to identify a personalized clinical team match for the client and their family. In addition, the following activities will occur: Schedule coordination between the family and clinical team, customized treatment plan for your family, and a final notification established between the client and clinical team on the official start date.



ABA Home-Based Services: Assignment of Treatment Team
Learn BHW's process for assigning cases.



ABA: Home-Based Services: Evaluation
What to expect during your first evaluation.
Prior to your First Evaluation or Progress Report

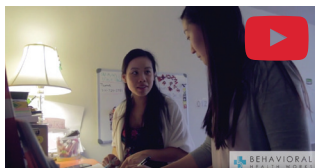


Early Intervention Services: Evaluation
For clients 3 years of age and under.

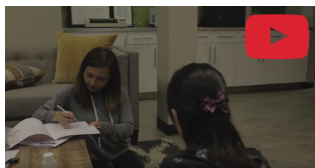
Client Management

The client management process involves many individuals: BHW, the Funding Source, the Client and their family. Daily data will be obtained during each session by therapists which will be analyzed weekly by clinical supervisors. Progress reports are generally produced every 6 months and then thereafter for each service renewal period.

For Clients Over the Age of 3

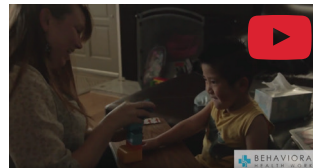


ABA: Home-Based Services: CARES Model
For clients above 3 years of age into adulthood.
Prior to your First Treatment (Non-Early Start Services)

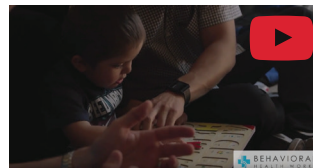


ABA: Home-Based Services: Progress Reporting
For clients above 3 years of age into adulthood.
Prior to your First Re-Evaluation or Progress Report

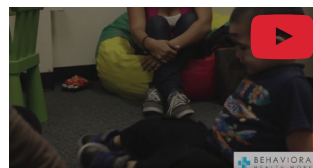
For Clients Under the Age of 3



Early Intervention Services: Intro to CARES Therapy Model
For clients 3 years of age and under.
Prior to your First Treatment (Early Start services only)



Early Intervention Services: Therapy Begins
For clients 3 years of age and under.
Prior to your First Treatment (Early Start services only)



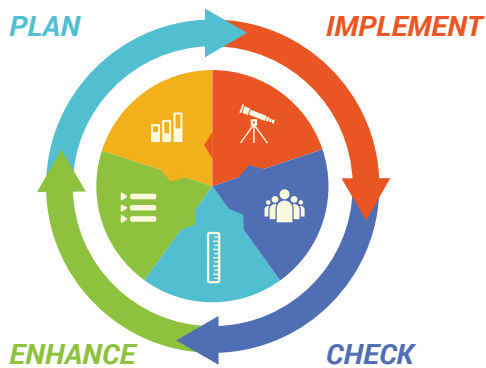
Early Intervention Services: Progress Report & Re-Evaluation
What to expect during your first early intervention evaluation.
Prior to your First Evaluation or Progress Report

Client Retention

BHW is proud to maintain very high rates of client retention. We accomplish this by striving to continuously improve through our Total Quality Management (TQM) system, Total CARES Platform, and our progressive use of Technology.

Total Quality Management: TQM

Total Quality Management (TQM) is a philosophy and set of guiding principles that BHW adopts to focus on continuously improving our organization, our procedures, and the services that we provide our clients. TQM focuses on the needs of the client, and on improving the quality of work and providing a finished product. TQM promotes continuous monitoring and improvement of company procedures in order to reduce inefficient or wasteful practices. TQM involves the entire organization in the improvement of quality and also empowers employees at all levels.



Problem Prevention Cycle

Part of BHW's keys to designing and implementing award-winning programs is our formal process toward monitoring treatment, implementation, utilization, and quality. We use a PROBLEM PREVENTION cycle which includes four steps: **PLAN**, **IMPLEMENT**, **CHECK**, and **ENHANCE**.



TQM's Five Premises

CLIENT FOCUS

The goal is meeting the needs of clients.



TOTAL INVOLVEMENT

Total involvement means that all members of the team are aware of what each member is doing as well as the overall goal of the team.



MEASUREMENT

Measurement requires the use of quantitative methods to measure progress.



SYSTEMATIC SUPPORT

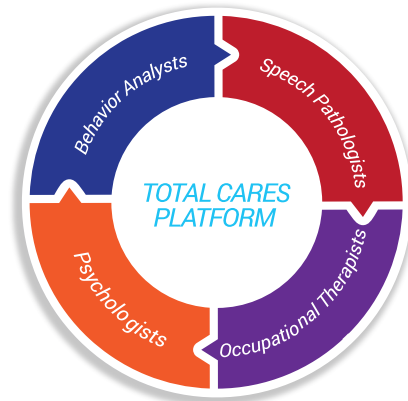
Systematic support involves using innovative problem solving.



CONTINUOUS IMPROVEMENT

Continuous improvement is based on the belief that there are always better ways for getting the job done.

Total CARES Platform: TCP



Key Advantages

We Tailor to Each Client's Unique Needs

Not a One-Size-Fits-All Approach

We Are at the Forefront of Technology

Progressively Utilizes Multiple Technologies to Enhance Clinical Services and Workflows

BHW Total CARES Platform

1. Behavior Analysts
2. Psychologists
3. Speech Pathologists
4. Occupational Therapists

Technology

BHW integrates technology throughout the entire lifecycle of a client.

Special Reports



Scheduling & Calendar



Clinic Profile



Client Management



Client Separation

BHW takes separation seriously with all Clients. Not only do we regularly graduate clients from our program but our programs are designed to leave each Client with skills they can sustain independently and for the long haul. Upon discharge from our program, each Client will be provided a graduation packet with resources within their communities and important numbers to keep within reach. The journey doesn't end there. We welcome all graduating Client alumni back for all Client appreciation events. So we encourage all alumni Clients to stay in touch!

