

*Region IV
Family Outreach, Inc.
Fiscal Year 2015
Annual Report
8/11/15*



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Mission Statement

Empower individuals with disabilities and their families by providing supports for integration into the community.



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Director's Page

Mike Mahoney

Program Accomplishments and Projects

- We consolidated two Mission Statements into one that defines Family Outreach.
- We are working on our Vision Statement.
- We are in the process of Developing guiding principles.
- We are Updating Program Goals & Objectives to reflect our priorities in the new fiscal year.
- All billing functions will operate under the Business Office chain of command.
- We no longer offer Payee Services for Adult Consumers.
- Re-organized Adult Services Program with a focus on developing consistency in our programming and improving communication among and between staff, management and the DPHHS.
- Provided training for Individualized Living Specialist (ILS) staff that enabled us to stream line our billing process for Adult Services to improve utilization of staff time and to capture all billable activities conducted by staff.
 - A special Thank You to Jackie Mohler, Program Manager, and the Adult Services staff for their dedication and hard work.
- Expanded the Supported Employment Program to accommodate referrals from Vocational Rehabilitation in the Helena and Bozeman offices. A special thanks to Randy in the Butte office for leading the way with Vocational Rehabilitation referrals.
- We committed to expand the Supported Employment Program in the Bozeman office utilizing existing staff to initiate these services in the Bozeman area.
- Conducted a new fund raising/public awareness venture in the Helena area by partnering with a local restaurant, *On Broadway*. This event promoted both the restaurant and Family Outreach. KXLH, a local TV station, developed a sound bite that promoted the event and Family Outreach received a significant portion of the *On Broadway* proceeds that night. Our Board of Directors organized three baskets of items that were raffled off that evening. All items contained in the baskets were donated by local merchants and members of our Board. A special thanks goes out to Rhonda Schaffer, Paula Black, Patrick Flaherty, Annette Baird (Board Chairman) and Clint Ohman(Board Member) for making the evening a huge success.

Recommendations for Fiscal Year 2016

- The 64th Legislative Session made significant changes to the Developmental Disabilities Program that will impact both Children's and Adult Services. The most significant changes were the closure of MDC (SB411) and the approval of State Plan Autism Services with the termination of Children's Autism Waiver. These



changes will have a significant impact on the delivery of services to consumers and providers like Family Outreach.

- We have exhausted our programming options with the HCTV program. Family Outreach chose not to renew this contract and will be exploring other options to promote and educate the public about services we provide.
- We continue to work on improving the services we provide to our clients, explore program design and development options and strive to capture all billable hours for services we provide.
- Conduct self-audits of operations that will enable us to develop action plans designed to initiate a process to bring us into compliance with HIPAA standards throughout the corporation.
- Continue work on moving office based staff into our automated time keeping system.
- Follow up and implement write ups from last year's audit report.
- The staff in both the Bozeman and Butte offices are to be commended for the way they systematically and professionally responded to critical incidents in their offices.
- Develop and implement action plans that will enable us to effectively manage and control costs associated with our Work Compensation cases.

Program Operations

Paula Black

Consumers Served By Program

In Fiscal Year 2015 (FY15), Family Outreach provided Family Education Support (FES) and Adult Services (AS) to 1016 consumers throughout the year through nine funding sources.

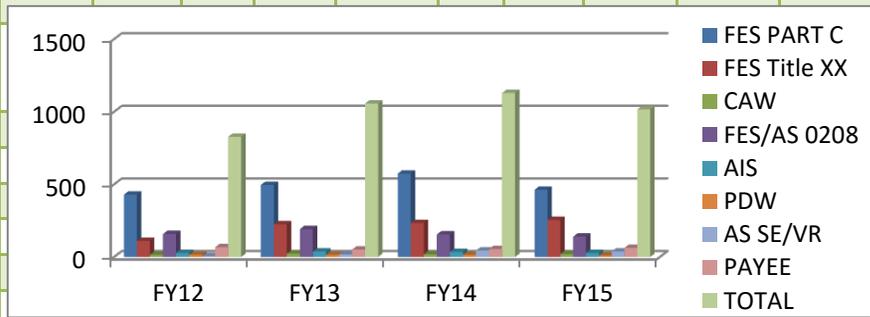
There are 6 children's programs, listed below, in Family Education and Support (FES):

Family Education and Support Part C	FES Part C
Family Education and Support Title XX	FES Title XX
Children's Autism Waiver	CAW
Family Education and Support 0208 Waiver	FES 0208
Autism Insurance Services	AIS
Home and Community Based Physical Disability Waiver	PDW

There were 4 programs in Adult Services:

Adult Services 0208 Waiver	AS 0208
Adult services Supported Employment	AS SE
Adult Services Vocational Rehabilitation	AS VR
Adult Services Payee	Payee

	FES PART C	FES Title XX	CAW	FES/AS 0208	AIS	PDW	AS SE/VR	PAYEE	TOTAL
FY12	429	111	15	158	28	14	6	67	828
FY13	496	225	23	192	37	15	18	51	1057
FY14	574	234	18	155	35	14	45	54	1129
FY15	463	255	20	140	28	9	38	63	1016



Family Education and Support Services have steadily grown throughout the past four years with the exception of FES 0208. In comparison to FY12 to FY15, FES Part C has increased by 7% while FES Title XX grew by 56%. FES Part C spiked in FY14, but remains steady now. FES 0208 decreased by 19% due to the changes in the Waitlist Screening process becoming statewide vs. regional, and the impact of no longer having the

ability to backfill 0208 waiver slots to children after a teen graduated from high school. Due to the challenges of the waiver, children who qualified for Developmental Disability services were placed on FES Title XX. This is a contrast to FY12 where the largest funding source was Medicaid Waiver. CAW, AIS, and PDW vary year to year, but are relatively stable. However, there will be significant changes to FES due to the approval of the State Plan Autism Services that will greatly impact CAW and AIS.

Adult Services had a decline in AS 0208 consumers in FY14 due to porting services and transition of consumers into Montana Developmental Center. It has maintained its numbers for AS Supported Employment and Vocational Rehabilitation. Payee services were discontinued as of June 30th, 2015.

In November 2014, the Deer Lodge area was successfully transitioned from the Helena FES office to Butte FES. This allowed the agency to grow the Butte consumer population which in turn Helena could also expand. The adults are being transitioned early FY 2016.

“Celayix” Project

In Fiscal Year 2015, Family Outreach implemented a new electronic time recording and scheduling system, “Celayix”, to eliminate inefficient paper timesheets and schedules. On the average we employ approximately 71 full and part time office based staff and



approximately 132 field based staff. We serve an average of 600 active consumers monthly with thousands of staff documented contact entries across the agency. The primary goal was to ensure that all consumer scheduling needs were met with skilled staff to provide quality services. We needed to record staff time to consumer specific schedules to accurately process payroll and invoice for services.

A team of 10 individuals was assembled across job disciplines with representation from all offices. It took approximately five months to develop the “Celayix” system from ground level with roll out implementation beginning in May 2014. By June 2015, Family Outreach had been utilizing the system for a full year. There were multiple steps in order to implement the project from developing and evaluating measurable outcomes, creating to implementing the project plan, data analysis and conversion, testing and training, and maintenance of the system.

Since conception, Direct Service Provider’s worked time and payroll have been entered in the system. Individual Living Specialists (ILS) began recording billable time and contacts in September 2014. Currently, an administrative staff member is piloting their timesheet into the system with the last phase being the Family Support Specialists who are the largest pool of office based staff. Due to the complexities of entering their worked time, contacts, and caseloads of multiple funding sources their data entry will be the most challenging to figure out. The complicating factor is the multitude of documented contacts per consumer within several funding sources. There are 17 Entitlement services for Part C alone where contacts have to be scheduled and entered for each consumer for each provided entitlement service creating multiple steps and contact recording for each consumer entry. This is tedious, non-billable, somewhat complex, and time consuming for staff. We have to figure out the most effective and efficient way to record the information while providing service to individuals and their families while still providing support to staff.

There have been challenges with the transition from a paper pencil process to a web based system. Training is ongoing and computer knowledge and skill sets across staff vary. Problematic program issues continue to impact the process. Staff are more familiar with the system now, however are still concerned about the time associated to entering and approving DSP schedules and entering their contacts. Staff are still required to maneuver within 5 systems/data bases to enter and record information which is compounded by the fact the systems do not communicate with each other.

Fortunately the benefits have outweighed the challenges. The new system has reduced paperwork, increased staff productivity, improved consistency and quality of services provided, reduced the cost of doing business, improved communications and accuracy with our field-based staff regarding their schedules; assists us in managing our consumer state funded budgets, accurately records worked and billable time, and meets HIPAA, insurance and State of Montana requirements.

Financial Report

Rhonda Schaffer

Resources and Financial Management

Family Outreach is a nonprofit organization providing services in family education and client support. The work force is comprised of approximately 90 fulltime and 125 part-time or intermittent employees.

The total revenue projection for fiscal year 2015 was estimated by using a three year average. The revenue recorded at fiscal yearend was within 1% of the original projection. At the time of this report not all of the financial expenditure entries had been completed, however as of 6/30/15, business expenses were down approximately \$95,000 and direct client expenses were also down by more than \$200,000.

While revenue in Autism Insurance, Title XX and Part C continue to grow, the Adult Services Program has experienced a reduction in client numbers. The declining census numbers forced the agency to complete a reduction of direct staff expenses. This included the reduction in force of one Independent Living Specialist and the decision to hold open approximately five additional office staff positions to obtain vacancy savings. The Adult Services Program is currently undergoing structural changes to provide sustainable services. This new fiscal year is going to be a critical time for our Adult Services Program as we strive to develop consistency in the provision of quality programming and strive to capture all billable hours for the services we provide. The growth, development, and fiscal viability of the Supported Employment Program will be another point of emphasis in the adult program this fiscal year.

A financial compliance audit was completed for fiscal year 2014 and Family Outreach received an unqualified opinion. Over the next fiscal year the Business Office will be implementing a new accounting system upgrade along with the addition of an accounts receivable module. These changes will enhance the accuracy of the financial reporting and our ability to plan and forecast future growth.

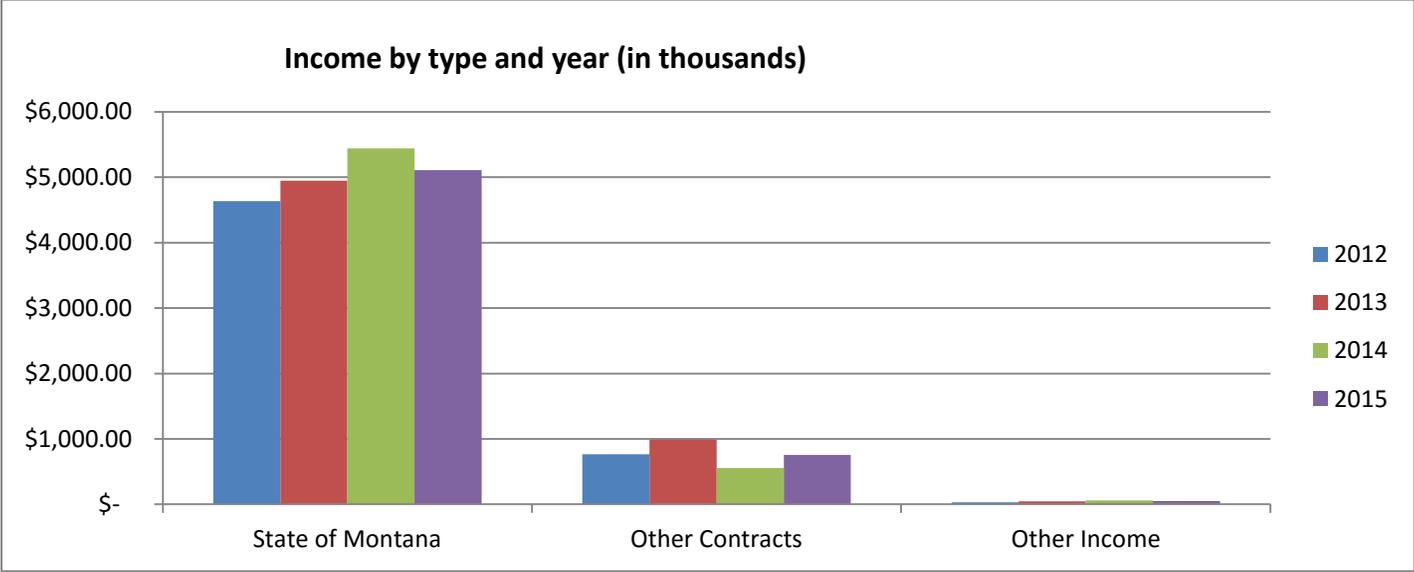
Family Outreach participated in numerous fundraising events to fill the gaps left from expenditures not covered by state funding. In the last year Family Outreach raised over \$6000 to assist with summer programs and unanticipated client medical travel expenses. We are very excited to keep building on the energy of these events and explore other funding sources (i.e. Grants).

The financial stability of Family Outreach is increasing slowly. The line of credit which was needed 16 months ago has not been used. The analysis of program numbers and the sustainability of a programs return on investment are being reviewed for efficiencies.

Strategy Information

There are many changes on the horizon regarding autism insurance, the discontinuation of the Children's Autism Waiver (CAW) program and the implementation of the Medicaid expansion for autism services. Family Outreach will be taking a very active role in obtaining health insurance contracts for autism services and working very closely with the Department of Public Health and Human Services regarding the expansion to ensure the service payments correlate with the current funding provided in the CAW program.

Our goal for this transition from CAW to the Medicaid expansion program is to provide a seamless transition that ensures that there is no interruption in services and that more services are made available thereby reducing waiting lists.



<i>FY</i>	<i>State of Montana</i>	<i>Other Contracts</i>	<i>Other Income</i>
2012	\$ 4,632,119.00	\$ 767,488.00	\$ 32,393.00
2013	\$ 4,944,580.00	\$ 991,790.00	\$ 45,376.00
2014	\$ 5,441,328.00	\$ 552,584.00	\$ 61,615.00
2015	\$ 5,107,153.00	\$ 753,632.00	\$ 53,289.00



Staff Information Summary for Fiscal Year 2015

Fran Woolman

Information for this report comes from appraisal process surveys, staff surveys and statistics from the assistant business manager.

The turnover rate for office based staff is 9.7%. The rate for each office is as follows:

- Butte = 9.4%
- Helena FES = 5.9%
- Helena AS/SL = 22.2%
- Bozeman = 5.3%
- Administration = 12.5%

The DSP rate of turnover will be addressed by Phyllis Astheimer on the next page.

Staffing patterns and restructuring continues to occur as we experience changes in our programs and the populations we serve and the technology needed to document these services. Some changes that happened are:

- There was a major focus on the Adult 0208 services and how we billed for those services Individualized Living Specialists (ILSs) provided. This in turn caused a change in staff, as some staff were downsized or chose to leave.
- The Training Coordinator position was developed into an Information Technology and Processes position.
- The Business Manager job description was changed to a Chief Financial Officer position.
- The Payee Program was discontinued.
- More staff became certified as Family Support Specialists and Routine Based Early Intervention. We also had one staff member obtain her Board Certified Behavioral Analyst (BCBA), and two others are working on BCBA certifications.

Direct Service Provider and Supported Employment Information Summary

Phyllis Astheimer

In FY 2015, additional changes were made in the Direct Service Provider (DSP) system. In an effort to enhance the quality of the Children's Autism Services, a new Children's Autism Trainer (CAT) training curriculum was implemented. This replaced the previous online training through Autism Training Solutions. In addition, the Bozeman office offered a new Registered Behavior Technician Certification for full-time CATs. This training is offered through Relias Learning, which allowed qualified CATs to train further and for the HRSs to track this accordingly. This certification is offered through the Behavior Analyst Certification Board, and is an international Certification. We certified the first two Registered Behavior Technicians for the State of Montana.

At the end of 2014, the position title "Local Employment Coordinator" was changed to "Human Resource Specialist" (HRS). The position description was also revised to more accurately reflect the responsibilities of the position. As part of this revision, we also revised our file standards to remain in compliance with DDP policies. In concurrence, the HRS in Helena resigned his position and in September 2014, we hired a new HRS. An additional change for the HRS system involved the HRS position in the Butte office. We evaluated the need for a full-time HRS in Butte and made the decision that a half time position could meet the needs of the Butte office. We are currently engaged in the hiring process for an HRS in Butte. The two full-time HRS's are fully certified in teaching all levels of Mandt, First Aid and CPR, as well as DDP Critical Incident Investigation. This allows Family Outreach to offer, train and certify DSPs within our agency, rather than relying on outside sources. This is the third year that Family Outreach is in full compliance with DDP Policy, requiring all Direct Care Staff to be CPR certified. In addition to CPR certification, all DSPs are certified in First Aid.

All DSP applicants are fingerprinted and a national background check is run. This process continues to be an important step in ensuring the health and safety of our consumers and their families. DSP Annual Training is a training that is revised on a regular basis to include changes in DDP reporting requirements; DDP policy changes, safety information and data collection requirements. Celayix has been helpful in tracking the DSP training requirements and expiration dates of those requirements. We are going to be restricting scheduling DSPs that do not meet shift requirements. We currently have 185 DSPs working in the field. This number includes all DSPs, CATs, RBTs and Job Coaches.

In Supported Employment, we have experienced tremendous growth in two of our offices, Butte and Bozeman. In Bozeman, we started a new part-time Supported Employment Specialist (SES) in January 2015. At the end of this fiscal year, she has 10 consumers associated with Vocational Rehab (VR). In Butte the SES, has grown to 19 consumers associated with VR, with more potential growth in both offices. Helena experienced some setbacks with the structure of our program and we are modifying this structure to better meet the needs of Vocational Rehab (VR). We are exploring options to strengthen our relationship with Helena VR.



Objectives for Fiscal Year 2015:

- Revise HRS position description to reflect changes in job title, responsibilities and the system change, which occurred as a result of Celayix. **Completed**
- Revise DSP FY 2015 Annual Training to include new training topics and policy changes. **Completed**
- Condense DSP training time, to cut Admin training costs, while continuing to meet DDP requirements. **Completed**

Recommendations for Fiscal Year 2016:

- Implement the restriction on DSP Scheduling, when shift qualifications are not met.
- Hire a P/T HRS in the Butte office to cover recruitment, hiring and Orientation training.
- Revise DSP Annual Training to reflect changes in Workman's Comp, update HIPAA and Policy and Procedure changes.

Helena Fiscal Year 2015

Teri Lilletvedt

Twenty-six of 65 office based employees served more than 266 individuals across 8 funding sources from birth through the age of 65.

Providing the Best Services Available for Individuals and Families

- FES staff coordinated and ran a successful summer program for 20 kids ranging in age from 3 to 16 through a collaborative effort with Head Start/Rocky Mountain Development Council and other community partners.
- To increase capacity for services across the agency, service to the Deerlodge community was transitioned to the Butte Office. This increased capacity of service in FES Title XX by 25 individuals agency wide.
- During the holiday season, The Assembly of God Church donated Thanksgiving dinners for 22 families. Nine Agencies or Businesses and 6 families sponsored 23 families for Christmas gifts. Three Girl Scouts troops provided Christmas dinner to 3 of those families as well. We continue to have a very active role in our community.
- Fundraising activities – Approximately \$10,000 in donations were secured through the following community partners: Lowe's, Panda Express, Fry Bread Friday, United Way, Capital City Optimist Club and On Broadway. The Helena business community continues to be very supportive of Family Outreach.
- In collaboration with MILP, Helena Public Schools, and other community partners, the first Real Life Fair was hosted at Helena High School in March 2015. This collaborative event provided resources to those engaged in transition to services and supports into Adulthood. Family Outreach was honored to be invited to participate in this program.
- In collaboration with the Early Childhood Coalition and other community partners, over 20 children were screened in many developmental areas through a Community Wide Screening event during the week of the young child. Again we are focusing on early identification and intervention.

Design, develop and implement a strategic planning process that will allow us to implement changes necessary to meet the needs of the people we serve and comply with state standards.

- Being proactive in identification of DD eligibility and increasing capacity in the FES Title XX service has opened the door for smoother transitions into the 0208 waiver as expansion slots have come available through the State. The four individuals drawn this year for 0208 services chose to continue to receive services with Family Outreach. We are very proud of our staff and the quality care that is provided to the clients we serve.

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- To increase early identification of Autism, all FES staff began screening every child in Part C service with the MCHAT. Twenty eight percent of the children on the waitlist for the Children's Autism Waiver Waitlist are in Region IV.
 - A review of the overall structure of the Helena Office resulted in the change of structure to increase efficiencies and reduce overhead. Due to the commitment and dedication of our staff and leadership of our Managers, we were able to design and implement a more efficient funding model and functional management structure.
 - We were able to facilitate a successful community integration of an individual that was discharged from MDC. This client has maintained his own apartment for the past six months, obtained employment and has become an active participant in his treatment plan.

Design, develop, and implement a plan that creates a work environment that enables staff to attain the knowledge, skills and abilities along with the proper certifications required for career growth and seamless delivery of services to our consumers.

- All ILS staff received PSP training.
- Two Helena FES Staff successfully completed Master Coaching Training and have mentored other staff in the Coaching model of home visiting.
- Access to Part C funding allowed staff to attend many training opportunities. The Division of Early Childhood Conference in St. Louis, PECS training, Fetal Alcohol, Circle of Security Training, Applied Behavior Analysis International Conference in San Antonio, Transition Conference, Summer Institute regarding the Coaching model of Home Visiting, and staff attended the RBI Boot camp in Miles City.
- FES employees participated in mediation sessions and developed goals specific to the Helena office.

Recommendations for Fiscal Year 2016

- Continue to strive to further develop and maintain high quality services for our consumers, sustain a steady revenue stream for the services we provide and provide quality training, wages and meaningful benefits for our staff.
- Explore the feasibility of expanded infrastructure to address the need for potential expansion of services.
- Continue to make it a point of emphasis to educate referral sources about early identification of Intellectual Disabilities.
- Complete the restructuring of the Helena Office.
- Develop an assessment of services and needs for individuals and families.
- Implement Relias Training as the platform for all staff to receive training.
- Implement Professional Education Groups for all Office Based staff.



Bozeman Office Update Fiscal Year 2015

Fran Woolman

Accomplishments for Fiscal Year 2015

- Participated in Give Big Gallatin Valley.
- Received Piano Recital donations.
- Implemented the program for Supported Employment in the Bozeman area (we currently serve 10 clients).
- Graduated three Children's Autism Waiver (CAW) clients.
- A member of our staff completed all required course work and passed Board Certified Behavior Analyst (BCBA) certification test.
- Another member of the Bozeman office staff received their Family Support Specialist (FSS) certification.
- All Bozeman office staff were trained in new e-Time program and use of it.
- Participated in Hope for the Holidays program. We continue to be a very visible member of the Bozeman community.

Special Assignments for Fiscal Year 2015

- Completed restructuring of Individualized Living Specialists (ILS) program and provided training for staff on proper billing for these services.
- Wrote and received Autism Speaks grant (\$5000.00).
- Wrote and received Town Pump grant (\$500.00).
- Increased client numbers in Title XX funding source by 26 clients.

Recommendations for Fiscal Year 2016

- Address office space issues (i.e. rooms for children's services).
- Increase community involvement (i.e. various staff attending community meetings and events).
- Expanding Supported Employment to include pilot of PETS project and involvement with Project Search.
- Explore Medicaid expansion and monitor the effects on office.

2015 Community Summary and Butte Update

Colleen McGee

Strive to provide the best services available to the individuals and families we serve.

COMMUNITY: Community Information is a broad category. Referrals are a portal to services and community relationships. Over the past year we have observed a steady increase in referral numbers. This is very evident in the Part C program. We are expanding our efforts to increase contacts, complete screenings, and provide Child Find in both schools and daycare settings. Partners know how and when to make a referral, who to contact, and they continue to make referrals to Family Outreach. The 2014 recommendation was “to collect information for satisfactory service provision with community partners.” The management team continues to monitor referrals and service provision numbers and aligns results with our mission, state contracts and federal standards. The Montana Milestones/Part C Early Intervention Program is proposing a Family Outcomes Survey-Revised (FOS-R) for providers. Within this survey there is an outcome measure on accessing the community. This information could provide data from our Part C families that would enable us to enter into agreements with our community partners on how to coordinate needs regarding: social/recreational/religious activities, medical/dental, child care, transportation, food/clothing and housing for the clients we serve.

We continue to work on a methodology that will enable us to gauge meaningful contact with community providers and apply systematic change that will enable all care providers to measure the effectiveness of wrap around services. The Management Team will continue monitor state requirements for family outcomes (Part C). With State survey information, we can look into success in accessing the community. Family Outreach needs to ensure partners receive information on the importance of Early Intervention.

Accomplishments for Fiscal Year 2015

Grants-United Way grants for Anaconda Deer Lodge and Butte Silver Bow (\$9700), Butte-toberfest-collaboration fundraiser with MILP/Silver Bow DD (\$600), Town Pump Adopt-a-Family Christmas grant (\$500). Recipients of Story Makers Grant from Hoppa Mountain.

Collaboration-St. James Hospital Medical Fair, Barrett Hospital Medical Fair, Real Life Fair for Teens, United Way Day of the Child, Headstart/Early Headstart Policy Councils, member of DPHHS grantee of Best Beginnings Councils-both Anaconda Deer Lodge and Butte Silver Bow (BSB), Montana Migrant Council, BSB Health Department, Community Health Center, Montana School for the Deaf/Blind, YMCA-reduced memberships, Big Brothers/Sisters, Butte Silver Bow library.

Service provision-covering Powell County in Adult Services/Family Education & Support/Supported Employment.

- Butte office has a staff member who completed BCaBA coursework.
- Butte office has a staff member who attended national training for certification as an RBI trainer and is in the process of becoming Nationally RBI Certified.
- Butte office has a staff member in the process of completing BCBA coursework.

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- Three Butte office staff are now Master Coaches for RBl.
 - Three Butte office staff completed PSP training.
 - Two new CAW individuals.
 - Two new AIS individuals.

The Butte Office is working with three adult consumers that are part of the Adult Autism pilot program under the direction of Ann Garfinkle from the University of Montana.

Recommendations for Fiscal Year 2016

- Create an ambassador program for Early Intervention and other referral sources.
- Collect information on families accessing the communities we serve.
- Ensure that all staff complete required annual training, through Relias.
- Encourage and support additional training programs for staff (as the budget permits).
- Strive to attain HIPAA compliance in all aspects of operations in the Butte office
- Attain 100% compliance on required Part C assessments and staff training requirements.
- Attain Part C certification for three staff.

Adult Service Program Review

Jackie Mohler

A review and restructuring of Adult Service Program was completed. During this review the title went through an update changing to Individualized Living Specialist. An efficient structure to identify individual needs and supports necessary were developed. As individuals' plans come due Managers will review necessary budget changes with treatment teams. AS a result of the hard work of staff and Program Managers the Adult Service program is achieving economic viability.

Recommendations for Fiscal Year 2016

- 50% of cost plans will be changed by the completion of FY 2016.
- All ILS's will have performance reviews completed.
- ILS and job coaching roles will be piloted for effectiveness of dual role.
- Roles of supervision and program support will be defined per office and across the agency.
 - Referral and exit process for adult services will be integrated with agency practice.
- PEG learning group meetings will be held 3-5 times during FY 16.
 - File reviews will be updated at least quarterly
 - Training on behavioral supports
 - Functional Behavior Assessment
 - Positive Behavior Support Plans
- Billing process will be reviewed monthly.

Applied Behavior Analysis Program

In 2014 four staff were selected for advanced graduate training in Applied Behavior Analysis. Three have completed their training and one has passed the Behavior Analysis exam becoming a Board Certified Behavior Analyst. With the support of the state and Learn the Sign's Act Early funds, four staff were also able to attend an international conference in San Antonio. Family Outreach, in conjunction with Ann Garfinkle, PHD, and the University of Montana presented data from research they had conducted on a program to increase cognitive flexibility for children with autism at the ABAI conference.

The Children's Autism Waiver is in its second cohort of participants. The second cohort will be the last participants in this experimental waiver as the state has decided not to review the waiver for FY 2016. Current participants will complete their three years of service. The waiver had results that were comparable in social validity to any established program. The training and program development that the CAW established will be essential as the agency moves forward providing ABA services funded through insurance.



Recommendations for Fiscal Year 2016

- Calculate fiscal impact of discontinuation of CAW.
- Review and update process for billing.
 - Decide on input (CRITRS or Celayix)
 - Define codes
 - Decide on codes to be used within agency
 - Coordinate with other provider agencies on codes
- Evaluate structure within each office for ABA programing
 - Keep mixing caseloads or move to more singular program
 - Assist with program planning and transition in preparation of Mike Edward's retirement
- Integrate use of behavioral services within 0208
 - Look at definition for Challenging behavior
 - Develop supports for onboarding adult consumers
 - Implement PEG training system
- Utilize Relias ABA training program slots.