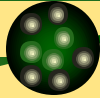




Institute for Applied Behavior Analysis

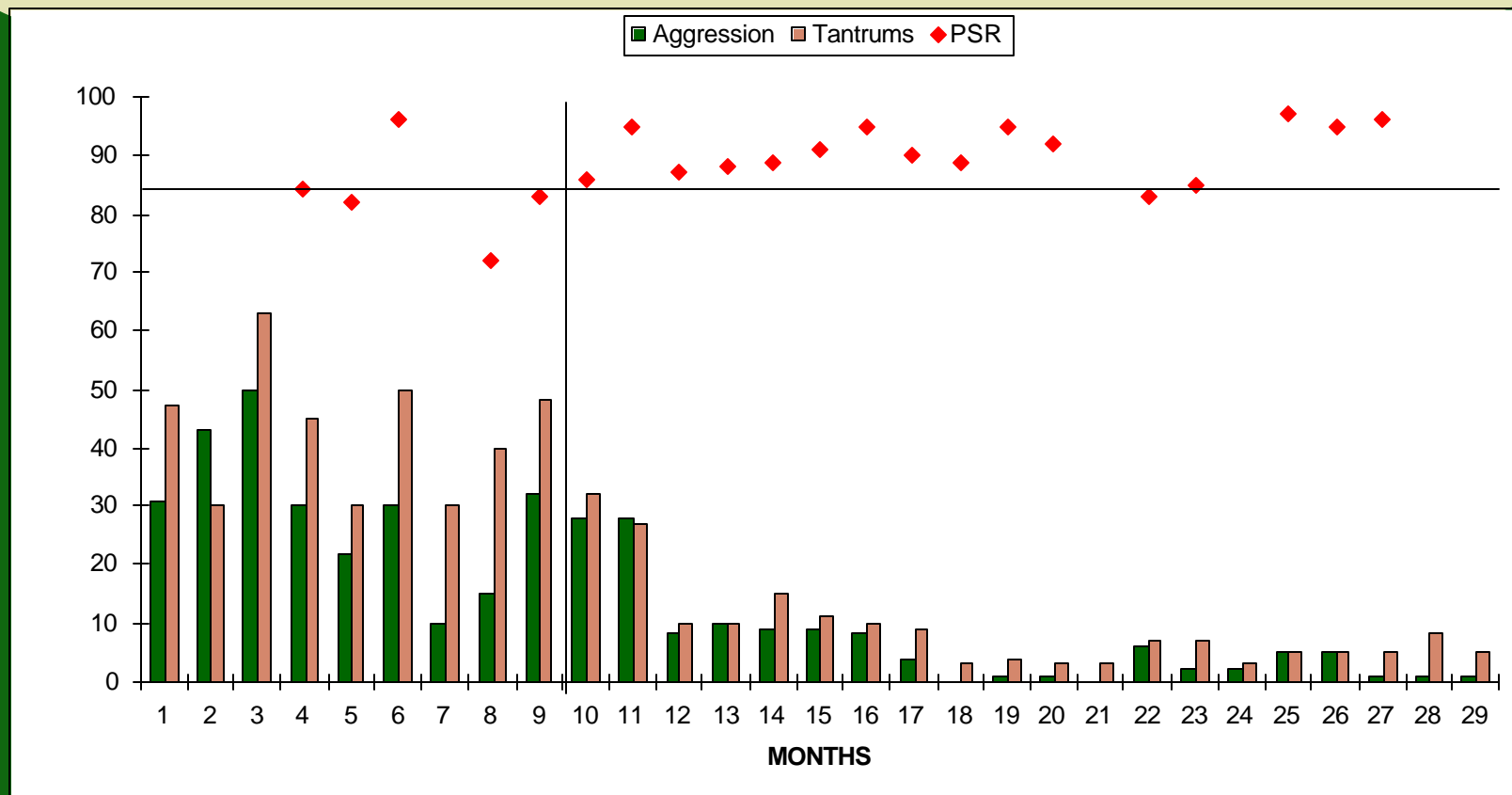
- Periodic Service Review (PSR) is IABA's Management System
- Designed to assess and improve performance and quality of services
- Used in all departments and at all levels of the organization



Background

- Group home consultation initial IABA service
- Lack of follow through and implementation of recommendations
- Task Force to address problems
- PSR was developed as a tool for consultants to use to improve implementation of their recommendations

PSR Impact on Client Behaviour





PSR development

- IABA services are rooted within framework of applied behavior analysis
- Necessary to integrate principles of both TQM and OBM



Four Components of PSR

1. Performance Standards
2. Performance Monitoring
3. Feedback
4. Training



Four Components of PSR

1. Performance Standards
 - Operationally defined to what we *aspire to*
 - Measurable and Observable
 - Process Standards
 - Outcome Standards
2. Performance Monitoring
3. Feedback
4. Training



Four Components of PSR

1. Performance Standards
2. Performance Monitoring
 - Increase acceptance
 - Essential principles
 - Verifiable
 - Sets stage for feedback
3. Feedback
4. Training



Four Components of PSR

1. Performance Standards
2. Performance Monitoring
3. Feedback
 - *Two-way feedback
 - *Focus on positive & opportunities for improvement
 - *Visual feedback
4. Training



Four Components of PSR

1. Performance Standards
2. Performance Monitoring
3. Feedback
4. Training
 - Necessary to ensure employees can carry out process designed to produce desired outcomes
 - Competency Based Training



ePSR

- Goal is to provide TRANSPARENCY of services
- Made available to referral and funding sources and families
- Can be a selling point for new funding
- Check it out at our exhibit!

ADD NEW PSR ENTRY

PSR INFORMATION (* = required field)

PSR Name (*) **PSR 1 - STEP - Management** ▼

Team (*) **13 - Management** ▼

Review Period (*) **13 February 2006** (click icon to select)

Saved Date **13 February 2006**

Location of PSR Collection

No Consumers are members of the selected Team.

Team Member(s) Present (up to 3 present)

- ▼
- ▼
- ▼

Other Member Names

QUALITY STANDARDS

1.A Team Communication

1.A.01 Contact Meetings

ACHIEVED OPPORTUNITY NOT APPLICABLE

1.A.02 Staff Meeting

ACHIEVED OPPORTUNITY NOT APPLICABLE

1.A.03 Management Meetings

ACHIEVED OPPORTUNITY NOT APPLICABLE

1.A.04 STEP Managers Meeting

ACHIEVED OPPORTUNITY NOT APPLICABLE

1.A.05 IABA Managers/Budget Meeting

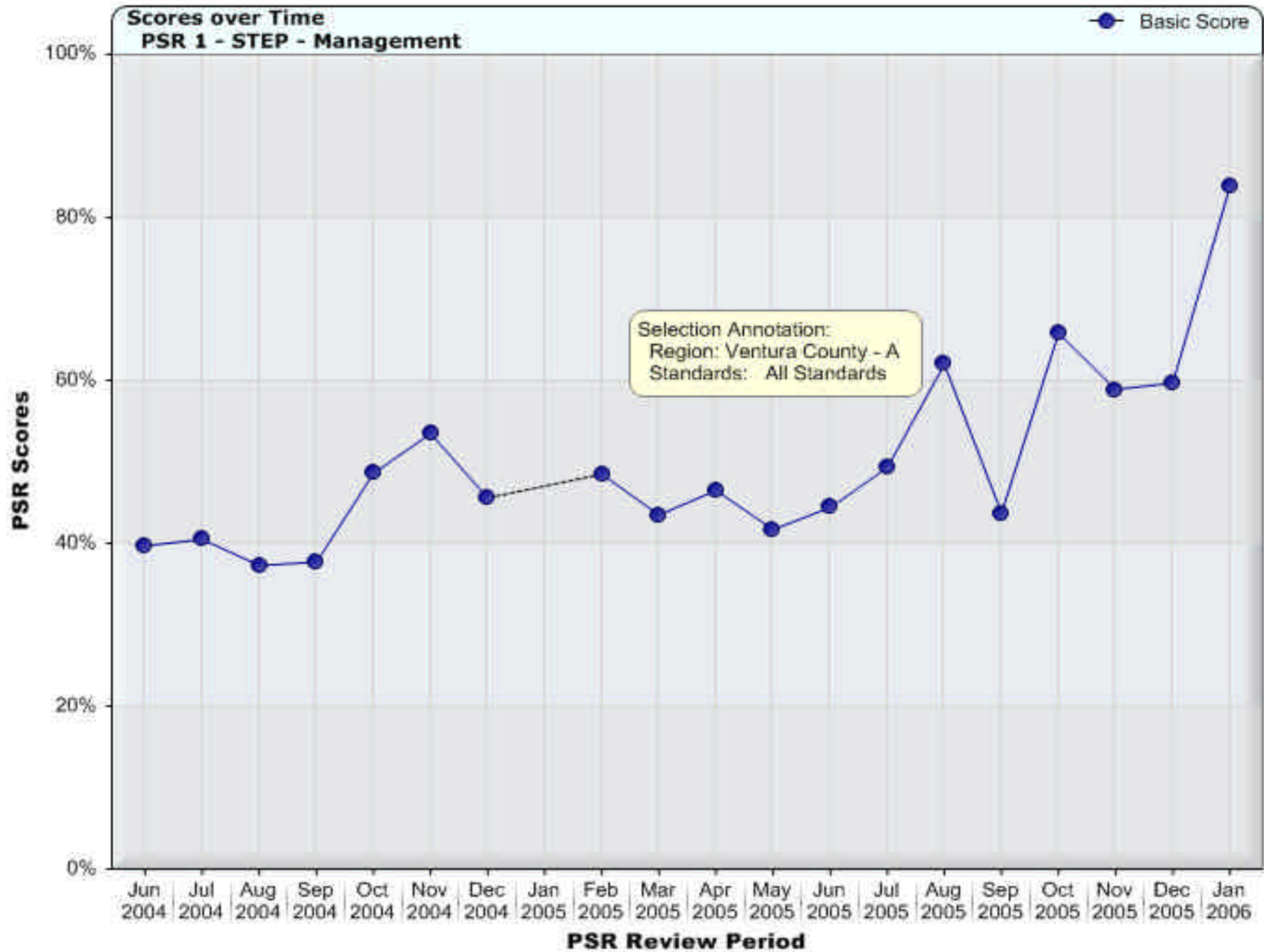
https://www.epsr.com - ePSR ...

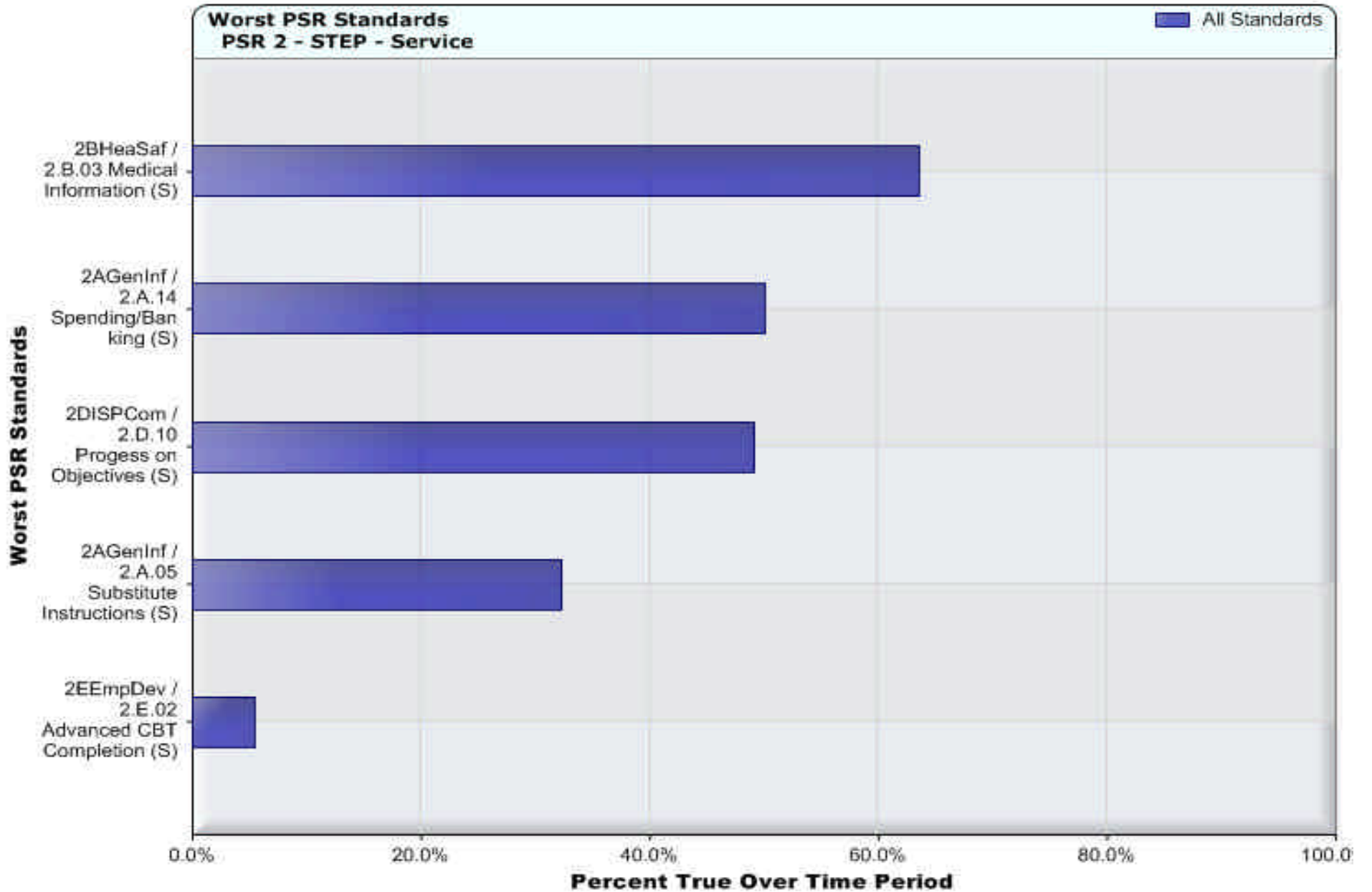
DEFINITION

1.A.07 Job Development Meeting

BOARO Job Development Mtg. Minutes, a job development mtg. was held no less than 1 time per week with attendance of at least the Manager & Job Developer. (Frequency to be adjusted to account.

Done www.epsr.com







Conclusion

- With a PSR you know where you are!
- PSR is a dynamic instrument
- All Four Components of the PSR are necessary!

- Contact Information

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