

Positive Synergy 2018 Agency Review

Positive Synergy continues to evolve as an agency to ensure we are providing the most effective and innovative services to our clients. We take pride in our reputation and the services we provide. A part of the process to ensure our services continue to be cutting edge is to utilize surveys so that we can make adjustments to our services and delivery models. Every year we send surveys out to all of the clients we have serviced over the past year. The survey is anonymous and provides a platform for families to speak freely regarding what is working for them and what they would like to see change. The results also help us to identify the next steps in our growth plan as an agency, indicating which services we should add over the course of the year.

Our satisfaction survey was conducted throughout August. We had 57% of families respond and the feedback was overall very positive. The comments received were extremely informative and helpful in determining our next steps over the course of this upcoming year. The survey was broken down into four components:

RBT Performance
BCBA Performance
Speech (SLP) Performance
Overall Services

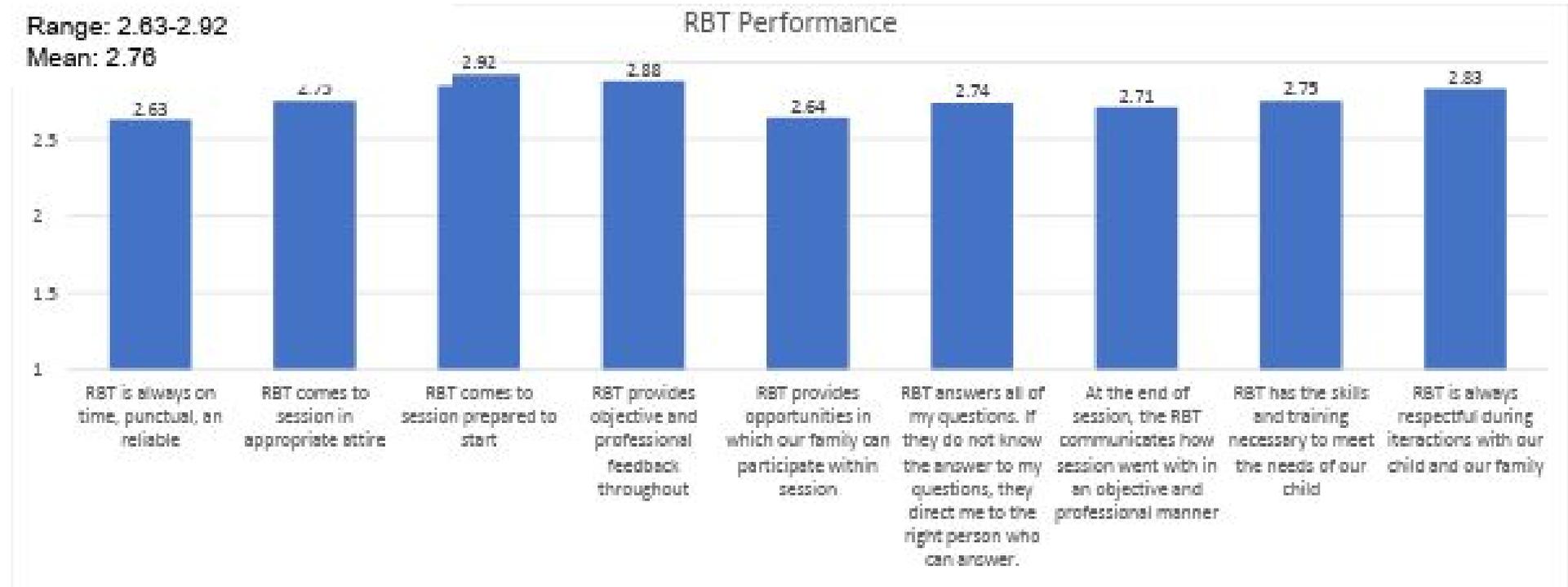
The following quantified scale was utilized:

1: Needs improvement
2: Meets expectations
3: Exceed expectations

Attached are the results of each section, including additional comments, as well as agency responses.

Registered Behavior Technician (RBT) Performance

The performance of the RBT was rated utilizing a quantified scale. 85% of the families that responded to the survey rated their RBT's performance. Below are the averages for each question that was asked:



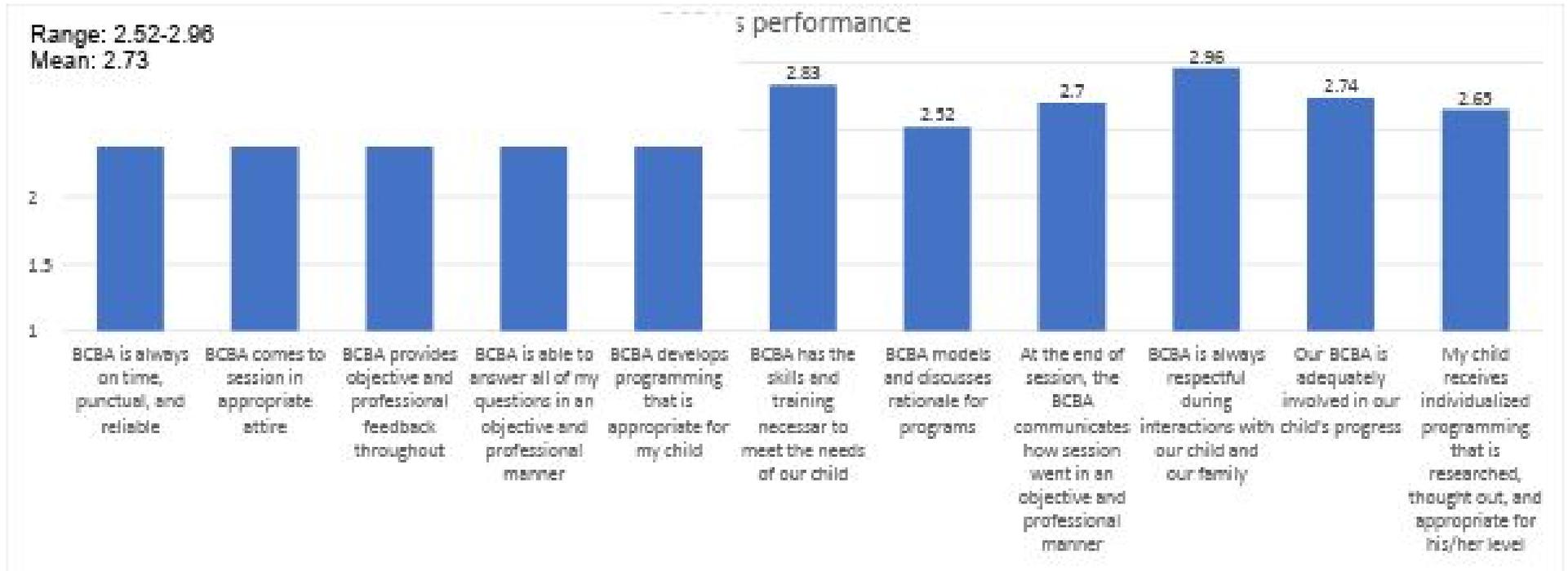
August 2018

Our Registered Behavior Technicians take pride in all of the work they do. They go above and beyond for our families with the services they provide, ensuring that their needs are met. Their compassion is what drives them and assists them in making decisions that are unique to each family's needs. We are incredibly proud of how well the RBT's scored. While all of the scores are above meeting expectations we have decided to address and comment on the lowest score listed above as a means to ensure we are addressing this in the future and over the course of the year.

"RBT is always on time, punctual, and reliable"- Since we love reinforcement so much, we plan to address this topic at our next meeting and discuss an incentive-based program to reduce any tardiness that might be occurring.

Board Certified Behavior Analyst (BCBA) Performance

The performance of the RBT was rated utilizing a quantified scale. 92% of the families that responded to the survey rated their BCBA's performance. Below are the averages for each question that was asked:

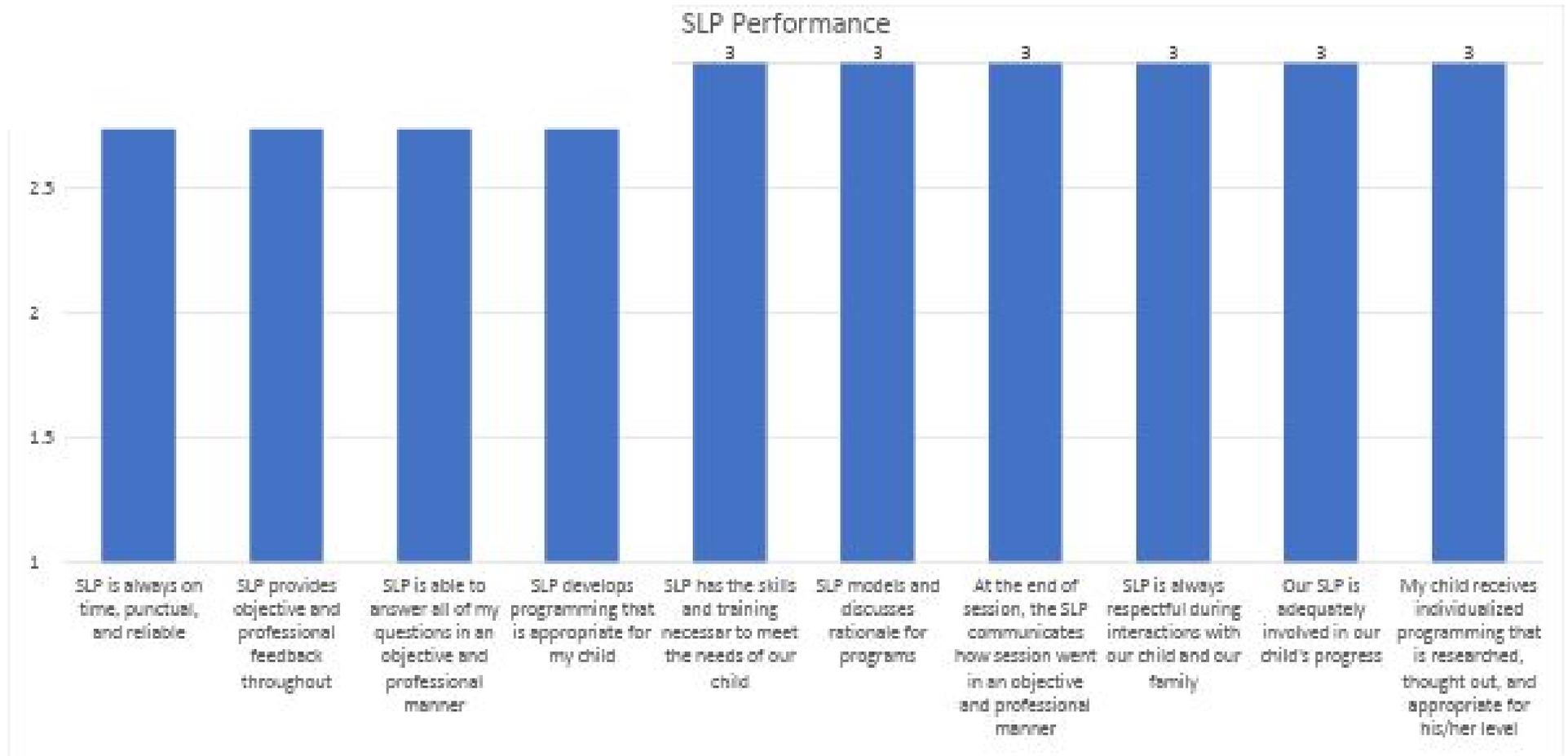


We could not be more impressed with our BCBA's. Both innovative and one-of-a-kind, their plans foster exactly what each child needs to flourish with ABA services. They practice empathy towards families on a daily basis, utilizing kindness and behavior analytic principles to address each and every one of their family's concerns. It goes without saying how thankful we are for what they do every day, which shows in the scores above. While all of the scores are above meeting expectations we have decided to address and comment on the lowest score listed above as a means to ensure we are addressing this in the future and over the course of the year.

"BCBA models and discusses rationale for programs"- This upcoming year, in 2019, we have a lot of exciting changes that will be occurring with our parent training model. This will be addressed, as well as many other things regarding parent training. Stay tuned for more details in December of 2018!

Speech-Language Pathologist (SLP) Performance

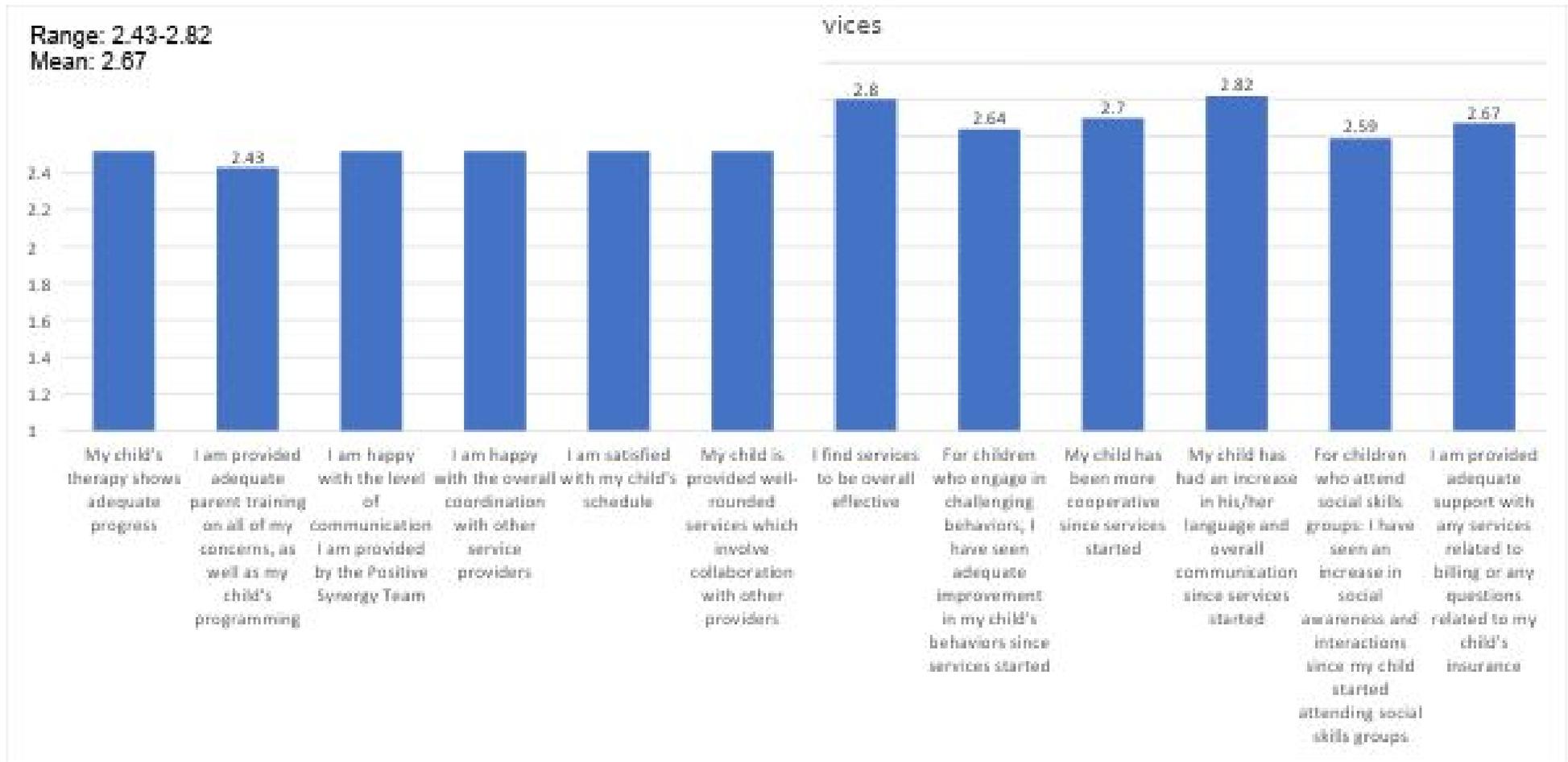
The performance of the SLP was rated utilizing a quantified scale. 31% of the families that responded to the survey rated their SLP's performance. Below are the averages for each question that was asked:



We are constantly impressed by the performance of both Lauren and Lauryn. They are outstanding PS team members who exceed our expectations every day. They are always willingly accept new cases and offer help, even to those families they don't directly work with. They are invaluable assets to the PS family. This is clearly shown in the ratings above!

Overall Services

The performance of our agency as a whole was evaluated as well. 100% of the families that responded to the survey rated the overall services and performance. Below are the averages for each question that was asked:



We strive to provide the most outstanding service that we can. Our methods are scientifically-based and proven to produce superior results. We take pride in our ability to utilize a multi-disciplinary approach that includes closely collaborating with a variety of other disciplines in a child's life. We are constantly monitoring and evaluating our programs to enhance the effectiveness of our services and to optimize the results for every family we support. While all of the scores are above meeting expectations we have decided to address and comment on the lowest score listed above as a means to ensure we are addressing this in the future and over the course of the year.

"I am provided adequate parent training on all of my concerns, as well as my child's programming" - We have so much in store for parent training! We can't wait to share all of plans with everyone. Please stay tuned until December of 2018 for more details.

Individual Suggestions or Additional Services you would like to see:

Sibling workshops- These will be coming in 2019, stay tuned for more details!

Music therapy- While we will not be able to provide music therapy, we do have a music program that will incorporate ABA techniques to. Appointments for this will be open in early 2019.

Parent trainings and updates on our child's daily progress- The changes with parent training will include access to our HIPAA compliant online database so you can access all of your child's files and see daily progress. We are excited to get that going in 2019!

Groups for more severe kids- We would love to have groups for individuals that require additional support. If families are interested in this, please let us know!

More groups or activities for families and parents to meet- for HIPAA reasons we cannot share family information, however our parent seminars and trainings that will be coming up in 2019 will be open for all families to attend! We also host periodic babysitting events and fun family activities.

A bigger summer program- We piloted a three-week camp this past summer and received really positive feedback! We hope to continue to build on this for the upcoming year.

Parent support groups, more training for parents, educational tools and supports- We see a trend here! We promise the changes for this are going to be amazing. As soon as the details are 100% ironed out we will share it with everyone!

As a result of the survey we are happy to have received an average rating of 2.79 out of 3 across all areas listed above. This indicates that a majority of the families that answered the survey, are beyond satisfied with our services. Truthfully, we are lucky to work alongside such supportive families that are eager to help us in providing what is best for their child's continued success. The strength of our scores reflects how important it is for us to continue to provide effective treatment to our client's families.

The ultimate compliment we could receive is the continued growth we have as an agency through word-of-mouth. And for that, we express our deepest gratitude.