



### **Welcome to Therapeutic Approach to Growth, Inc.**

Therapeutic Approach to Growth (TAG) is excited to welcome you and your family to participate in our Behavioral Health Programs. At TAG, we provide high quality behavioral programs for children, adolescents, and young adults that are naturalistic, relationship driven, collaborative, and compassionate. We have an unwavering belief in your child and practice a growth-mindset approach as we provide just the right level of challenge to support your child in experiencing feelings of success and competence.

### **What is the Philosophy used in TAG ABA Programs?**

TAG uses a naturalistic ABA (Applied Behavior Analysis) approach to our therapy programs. While we use an ABA approach, our programs emphasize the child/teen's development of intrinsic motivation, self-awareness, problem solving, personal goal setting, and personal empowerment.

### **What do TAG ABA Programs Look Like?**

Our programs use a naturalistic approach in which activities such as art, music, cooking, games, gardening, sports, crafts, nature, play and/or community outings are used as a framework to target a wide range of goal areas in the domains of Social-Relationship Skills, Communication, Behavior, Independence, and Self-Care.

### **Parent Involvement is Essential**

At TAG we believe a collaborative approach between clinicians and parents is essential. We value that each parent is the expert of their child and we seek to combine our clinical knowledge with the parent's knowledge of their child to develop a unique, one-of-a kind program that fosters their child's success. This is especially important when supporting behavior regulation as our team desires to be sensitive to the family's culture and beliefs when designing positive behavior support plans.

We request that parents participate in ongoing parent training sessions a minimum of one time per month and up to four times per month. Parent training takes place in the form of one-to-one parent training sessions where the supervisor teaches concepts and strategies, guides discussions, and problem solves current challenges and obstacles. Additionally, parent training may involve overlapping with the supervisor and tutor during a therapy session in which the parents receive hands on training while participating in engaging activities with their child.

### **Who will be Working with my Child?**

Each program has one Case Supervisor and typically one to two tutors (Registered Behavior Technicians). In addition, our Clinical Director's oversee each client's program.

Case Supervisors are clinicians with master's degrees and a specialized license such as a BCBA (Board Certified Behavior Analyst), LMFT (Licensed Marriage and Family Therapist), or LPCC (Licensed Professional Clinical Counselor). In addition, our Clinical Directors are trained and certified in the RDI® Philosophy (Relationship Development Intervention).

The role of the Case Supervisor is to assess the client strengths and challenges and to develop an individualized assessment, treatment plan, and positive behavior support plan that supports their growth. The Supervisor develops and leads the program, guides the tutors through weekly observations, and provides parent training and support.

Our tutors are bright, creative, and compassionate individuals who come to us with a wide range of backgrounds and experience levels. Upon joining our TAG team, they participate in an in depth fifteen-hour clinical training that covers the TAG philosophy for working with children and adolescents using a naturalistic relationship-driven ABA approach. In addition, our tutors complete a forty-hour clinical training that prepares them to take the Registered Behavior Technician (RBT) exam where they receive the nationally recognized RBT credential. TAG seeks individuals for this position who have backgrounds in early childhood education, special education, psychology, or experience supporting siblings or family members with special needs, as well as those seeking opportunities to work in the field as they pursue their education to become Board Certified Behavior Analysts (BCBA's), Speech Therapists, Occupational Therapists, Licensed Marriage and Family Therapists, Licensed Social Workers, Special Education Instructors, etc.

It is important to remember that the role of the tutor is to implement the program developed by their supervisor. TAG requests that families be open to working with each assigned tutor for at least one month prior to making a request for changes in staffing. This allows the supervisor to provide the ongoing support needed for their success in implementing the program.

Having more than one tutor on a program can be a helpful means of supporting generalization of learned skills across people and can provide a buffer should one staff need to take time off due to illness or other factors.

Please keep in mind that the role of the tutor is a clinical entry level position, and some of our staff eventually transition outside of the tutor role to pursue higher education or advanced clinical roles. We strive to create a positive work environment to prevent and reduce turnover, however, a certain amount of turnover is natural when working with staff who desire personal growth and advancement in the field. Should you experience changes in your child's clinician, please know that our TAG team will strive to provide a positive and supportive transition to a new tutor. Each clinician brings a fresh and positive contribution to your child's clinical journey.

### **Is TAG's Naturalistic ABA Program Covered by Insurance?**

TAG's Naturalistic ABA Program is covered by many insurance companies including Aetna, Anthem, Blue Cross/Blue Shield of Illinois/Massachusetts, Cigna, Magellan, MHN, and United/Optum. It is important to note that every family has their own individual insurance plan which includes a range of copay and deductible options. It is the responsibility of each client to ensure they understand their own insurance coverage.

TAG will bill all in-network insurance companies directly. Following, an invoice will be emailed to the family upon receiving direct communication from the family's individual insurance company regarding copays and deductibles. TAG will not estimate copays or deductibles. Invoices must be up to date to maintain ongoing services at TAG.

If you are interested in beginning ABA services, our Operations Manager will contact your insurance company to determine and confirm that coverage will be authorized including out of pocket expenses. This requires that you provide TAG a copy of your insurance card, and the subscriber's and your son or daughter's full name and date of birth.

ABA Programming funded by insurance involves the following treatments:

- Behavior Identification Assessment (Treatment Plan) administered by a Qualified Healthcare Provider (BCBA, LMFT, LPCC):
- Adaptive Behavior Treatment by Protocol administered by a technician (1:1 Tutor/Registered Behavior Technician) under the direction of a Qualified Healthcare Provider (BCBA, LMFT, LPCC).
- Adaptive Behavior Treatment with Protocol Modifications (Supervision) administered by a Qualified Healthcare Professional (BCBA, LMFT, LPCC).
- Family Adaptive Behavior Treatment Guidance (Parent/Caregiver Training) administered by a Qualified Healthcare Provider (BCBA, LMFT, LPCC).

### **What does the Initial Assessment Process Look Like?**

The BCBA provides an in-depth assessment in order to ensure that your child's program is individualized to meet their unique and specific needs. The assessment process takes approximately twelve hours to complete consisting of direct and indirect services and requires the following steps:

- Review of your child's intake information and historical documentation
- Parent Interview
- Observation of the child and parent together engaged in shared activities (provides information on child's development in behavior, communication, socialization, adaptive skills)
- Review of the Vineland-III Adaptive Parent Caregiver Assessment results
- Development of Treatment Plan including client behavior reduction goals and skill acquisition goals both with baselines and measurable mastery criteria
- Development of Parent/Caregiver Goals with baselines and measurable mastery criteria to support generalization and parental empowerment
- Development of Transition and Discharge Criteria
- Recommendation of hours for services
- Formal written report detailing the assessment results

### **Where do TAG ABA programs take place?**

Therapy sessions take place in the home, clinic, and/or community. Sessions in the home environment allow goals to be targeted in the natural setting and provide opportunities for family involvement when appropriate. Clinic sessions are recommended at least once per week, to support generalization across environments and to provide greater ease for the supervisor to observe sessions. Community sessions are a beneficial way to target goals in the real-world and can serve as framework for special events that create meaningful memories of your child's therapy journey. If community outings are used as part of the therapy program, TAG provides the option for parents to transport the tutor and child to the outing or parents can sign a liability waiver for the tutor to transport their child during the outing. It is our policy that parents pay for the mileage acquired during the session should the tutor provide transportation. We request that outings stay within a five-mile radius of the home or clinic setting.

### **The Importance of Consistency**

TAG requires that family's seeking ABA services participate in sessions consistently. Should frequent cancellations occur, TAG reserves the right to place a family on probation or to recommend discharge for the family. We believe that consistency ensures the child's success in meeting goal areas. Our funding sources require that our programs be provided in a consistent manner. Further, our staff rely on the consistent scheduling needed to maintain their livelihood. We reserve the right for a tutor to request to be taken off a program, should frequent cancellations occur. While we require consistency and commitment, we understand that occasionally situations arise such as illness or an annual planned vacation. When these situations occur, we ask the family to communicate with their supervisor and administrator with as much notice as possible. This allows TAG ample time to coordinate an alternate schedule for the tutor.

### **What if I am late to a Therapy Session?**

If a family is running late to a session due to unexpected circumstances (e.g., traffic due to an accident), we ask that they communicate immediately with our Admin team so we can problem solve together.

We require tutors to wait fifteen minutes for a family to arrive to a therapy session. If the family has not communicated that they are attending, it is our policy that the tutor leaves after the fifteen-minute waiting period.

### **How many Weekly Hours of Therapy will my Child Receive?**

The Case Supervisor will provide a recommendation for weekly ABA therapy services that align with the child's level of need, current schedule, and treatment plan. TAG requires that beginning families commit to a minimum of ten hours weekly in order to ensure that progress is made through consistency of therapy. Recommended hours range from a minimum of ten hours weekly to thirty hours weekly based on the client's treatment plan.

It is important to acknowledge that ABA therapy is not intended to be ongoing indefinitely. Typically, as the client makes progress and parents learn how to support their child's growth, therapy hours gradually fade over time. Each treatment plan outlines a client's discharge criteria.



# Therapeutic Approach TO GROWTH

Insurance funding sources require that fading plans be provided for every client to ensure that therapy hours eventually fade over time.

## **How will Scheduling Occur?**

TAG sessions are held between 8am to 6:30pm Monday through Saturday in order to ensure that we are able to maximize therapy hours for clients and staff. We will do our best to accommodate a family's preferred schedule, however, scheduling options may be limited at times due to our staffs' availability and peak hours (afternoons). We request that all families provide ample flexibility with regards to scheduling to ensure that we are able to fully staff their child's program. Flexibility with scheduling ensures that TAG is able to meet the needs of all of our families. Our Operations Specialist is there to support all families with their scheduling needs.

## **The Importance of a Welcoming Environment:**

At TAG we value the well-being of our clients, families, and staff. We are committed to providing a welcoming environment for each client and family that we serve. Similarly, we require that staff providing therapy in a home or school setting be provided with a healthy, safe, and welcoming environment. TAG reserves the right to discontinue services should our staff feel they are working in an unsafe, unhealthy, or unwelcoming environment.

## **What should I do if I experience a conflict at TAG?**

The TAG Culture is relationship driven and compassionate. When breakdowns or conflicts occur, we ask that our team and our families assume good intentions towards others and work together in a calm manner to solve the conflict. Your child's supervisor and Clinical Director are available to guide and support you in this process.

## **We Value an Authentic Therapeutic Relationship:**

At TAG we value each family that comes through our doors. It is our desire to develop an authentic and caring therapeutic relationship with each family. We celebrate each family's growth and are joyful when our past family's come back to share their child's successful journey with us and the impact that TAG had in their family's lives.