



2023 Year in Review - by the numbers

As part of PA's Intensive Behavioral Health Services ("IBHS") state regulations, Stepping Stones Therapeutics, LLC ("SST") measured a handful of items to target to determine the quality of services being provided.

 97%

Satisfaction Surveys

- Satisfaction surveys were sent to all clients (clients' parents/caregivers), in November 2023, to determine how well services are being provided, including but not limited to the following items:
 - timeliness and appropriateness of service
 - how well SST operates/communicates
 - how satisfied clients/caregivers are.
- These surveys measured 14 different questions pertaining to satisfaction of services provided, on a Likert-type scale from excellent to poor and strongly agree to strongly disagree.
 - Among all completed client surveys, SST scored 97% for items scored as "excellent," "very good," "strongly agree" and/or "agree."

 79%

Client Progress

- At the start of 2023, SST strived to have all clients make progress towards goals in their individualized treatment plan (ITP) for 70% of the plan or better.
 - Over 2 review periods (March and December), SST clients made progress towards their treatment plan, on average, for 79% of all client goals targeted.

 89%

Staff Performance

- Formal staff performance evaluations were conducted, starting in March 2023 and again in December 2023. SST measured staff following all clinical programs, treatment modalities, ABA techniques, and administrative procedures being scored on a Likert-type scale: (s) satisfactory, (e) emerging, (n) needs improvement, (u) unsatisfactory, (NR) not reviewed, (N/A) not applicable. SST's goal was for staff to score 80% or better on these evaluations.
 - Across both bi-annual evaluations, staff scored a "satisfactory," on average, 89%.

PA's Department of Human Services, conducted SST's IBHS annual audit/survey in August 2023, over 2 days. This review approved SST's compliance to IBHS state regulations and licensure renewal for period November 10, 2023 to November 10, 2024.

