**Focused on Guiding Principles:**

- Started by developing a PBS Leadership Team with the assistance of Bob Putnam and Christine Downs, PBS Consultants provided guidance.
- Began in planning FY15.

**The Arc of the South Shore**

Including Individuals and Family Members in Positive Behavior Interventions and Supports

Presented by: Jennifer Comeau, M.Ed., BCBA, LABA & Kerin McGue, M.Ed., BCBA

**Mission:** The Arc of the South Shore is committed to serving families and individuals of all ages and abilities in a safe, respectful, and meaningful environment. We strive to provide individualized services and supports that foster independence, community inclusion, and advocacy.

**Core Values:** People First, Community, Self-Determination, Choice, Respect, and Transparency.

**Our PBS Leadership Team**

- Initial Team Composition (FY15):
  - Executive Director
  - Director of Day Services
  - Director of Residential Services
  - Director of Clinical Services
  - PBS Consultant/Advisor (FY15-FY17)
  - Parent: Residential Day Habilitation (FY15-FY17)
  - Parent: Residential Support Program (FY15-FY17)
  - PBS Consultant/Advisor (FY15-FY17 = see checklist)

- Current Team Composition:
  - Executive Director
  - Director of Day Services
  - Director of Residential Services
  - Director of Clinical Services
  - Director of Autism Resource Center (FY17)
  - Manager of Day Habilitation Program (FY17)
  - Manager of Community Based Day Habilitation Program (FY17)
  - Director of Adult Foster Care (FY17)
  - PT/OT: Physical Therapy/ Occupational Therapy (FY18)
  - PT/OT: Occupational Therapy (FY18)
  - PT/OT: Physical Therapy (FY18)
  - Assistant Residential Director (FY18)
  - Family Support Director (FY18)
  - Family Member – Mother of Individual in Residential and Day Habilitation Programs (FY18)
  - Family Member – Sister of Individual in Residential and Day Habilitation Programs (FY18)

**PBS at The Arc of the South Shore**

An Overview

- We first decided on expectations by program and location and identified which problem behaviors to target and take data on.
- Then, we defined each behavior.
- Next, we made a universal data collection sheet (focused on ease of use for staff) to capture data.
- Finally, a data collection system was developed for the entire agency’s use.
- With these systems in place, we hit the ground running training staff and began collecting data.

**What is The Arc of the South Shore?**

- Mission: The Arc of the South Shore is committed to serving families and individuals of all ages and abilities in a safe, respectful, and meaningful environment. We strive to provide individualized services and supports that foster independence, community inclusion, and advocacy.
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- With these systems in place, we hit the ground running training staff and began collecting data.
Universal Supports were developed for individuals, by program, with feedback from executive leadership, program management, staff and our PBS Consultant. Every program developed expectation matrices by location. Increased visual supports were put in place. Each program started with a token collection system – group based reinforcement system. Management and staff were trained in PBS, expectations and data collection.

We encountered some criticism along the way about our Universal Reward Systems. We decided that since these supports are in place for the individuals, that the best people to get feedback from was them! We developed and distributed a survey in written and picture form, utilizing icons from BoardMaker. 122 surveys were distributed (Residential, Day Habilitation, Community Based Day Services). Individuals who needed assistance reading or filling out the survey were helped by staff. 96 of 122 surveys were returned (some refused to fill it out, gave no response or did not understand what was being asked). 95 of the 96 surveys returned approved of and enjoyed the Universal PBS System in place.

We continue to survey individuals annually about their satisfaction with PBS and its implementation in the various programs. Results from more recent results have helped to guide us to make decisions to make changes in our Universal PBS approach. With the help of individual involvement and these surveys, we saw 7 of our 10 residential homes on a “SUPER STAR STATUS” board for recognition, rather than the token collection system. Our Day Habilitation program has also adopted a “SUPER STAR STATUS” recognition board. Our Community Based Day Service Program has started “End of Day Acknowledgements” to bring positive staff and peer attention to individuals who did something new or great, mastered a skill, gained employment, etc.

CBDS continues to utilize a token (marble) collection system because of its popularity. Survey results continue to show individual satisfaction with the implementation of PBS at The Arc of the South Shore.

In 2018 the PBS Leadership Team at The Arc of the South Shore began brainstorming how to incorporate individuals. The next question was who should be involved. We decided to take the “biggest bang for our buck” and to put invitations out to individuals and families that accessed services in residential and day programs. Those who responded to the invitation were added to the team.
PBS at The Arc of the South Shore
Challenges of Individual and Family Involvement

- Regular attendance
- Confidentiality
- Maintaining professionalism
- Keeping individuals and family members included and engaged in conversation
- Avoiding jargon

PBS at The Arc of the South Shore
Plan Moving Forward

- Continue to survey client satisfaction
- Continue to include information about PBS in the monthly and quarterly newsletter
- Continue to include individuals and family members in PBS Leadership
- Grow PBS Leadership team to include more individuals and family members