

**Agency-Wide Benchmarks of Quality  
Team Member Rating Form/Self-Assessment  
Follow-up Interview**

**PBS Team**

- Who does your agency use to do most—if not all—of the behavioral program planning and implementation in response to the needs of your consumers (clients, patients, students) with behavior problems?
- Who in your agency is responsible for making final decisions regarding the disposition of consumers who engage in problem behaviors or who pose disciplinary problems?
- Would you briefly describe the role and responsibilities of this individual/these individuals? Also, briefly, what are his/her/their qualifications and experiences?
- If your agency uses a team approach to responding to needs of consumers with behavior problems, please describe the mission/purpose of the team.
- If your agency uses a team approach to responding to needs of consumers with behavior problems, please identify members of the team and their roles (including administrators, as appropriate).
- If your agency uses a team approach to responding to needs of consumers with behavior problems, how often does the team meet?

**Staff Commitment**

- In your agency, how are staff members involved in establishing and reviewing goals to support the social-emotional needs of consumers?
- What percent of staff would you estimate “buy-in” to the agency’s approach to meeting consumers’ needs for behavioral supports?
- How is feedback on the agency’s behavioral program solicited from staff members throughout the year?
- Describe the level of administrative support for promoting positive social and emotional behavior in settings that include your consumers. For example, does your agency have a set of defined “core values” that describe how consumers and staff members should interact with each other, solve problems, and resolve conflicts? If your organization supports young children, what types of social skills are taught and modeled? Are any agency funds allocated to address the behavioral support needs of the individuals whom you serve?

**Consistent Response to Problem Behaviors**

- How do consumers get referred (number of incidents, staff requests) to your agency or program for behavioral services? What do they do (or what are they NOT doing) that results in a referral for behavioral interventions, among other supports they may need?
- Is there a written plan (or policies and procedures) in place to guide staff in responding to consumers with problem behaviors? Is the process for responding to problem behaviors described in narrative format or depicted in a graphic format?

- How do you decide what interventions/supports each consumer with behavior problems will receive? Are major/minor behaviors clearly defined and understood by all staff and consumers?
- What is your agency's official position regarding the use of punishment, as a consequence following inappropriate behavior? How does your agency define "punishment" (even if you limit or even specifically prohibit its use)?
- Many agencies offer different approaches to intervention with individuals who have differing behavior support needs. Is there a process or set of procedures in place for determining and selecting evidence-based behavioral interventions and support practices? Please describe the array of interventions that you offer by answering the three questions below. Provide examples for each level of intervention, such as "we teach and reward new social and emotional skills," or "we use negative consequences after an incident of inappropriate behavior."
  1. Describe individual or systemic interventions your agency implements with ALL of your consumers that are designed to recognize and promote appropriate behavior that is consistent with your agencies "core values" and/or agency expectations regarding appropriate social and emotional skills, as well as to prevent, discourage and immediately correct minor, inappropriate behaviors that are not consistent with agency values and expectations.
  2. Describe individual or systemic interventions your agency implements that are designed to reduce the frequency or intensity of behavior problems in SOME (groups or clusters) of your consumers who repeatedly engage in problem behavior.
  3. Describe individual or systemic interventions your agency implements with only those FEW individuals who continue to engage in major problem behaviors that are extremely difficult and challenging to address (either more intense, more severe or dangerous, or more frequent across settings).

***Crisis Plan***

- How often are crisis plans and procedures reviewed with staff and consumers?
- How and when do staff practice using crisis plans in simulated crisis situations? Do they do so with consumers?
- How are incidents of restraint reviewed?

**Data-based Decision Making**

- How often and by whom are data gathered, summarized and reviewed on the patterns and trends of behavior problems within your agency?
- How often and by whom are data gathered, summarized, and reviewed to evaluate
  - (a) prevention strategies for all consumers?
  - (b) Meetings related to preventing the escalation of minor problem behavior, transition plans for consumers, or to interventions intended to prevent problem behavior entirely (some situations or settings are associated with problem

behaviors or crises for consumers and intervening before a known event prevents the occurrence of problem behavior. Examples of common setting events include: medication changes, allergies, physical problems)?

- (c) The effectiveness of current behavior support plans across all consumers receiving intensive behavioral support plans?

### **Positive Social and Communication Skills are Identified and Taught**

- Does your agency identify social and communication skills in order to systematically teach consumers strategies for social independence and initiating positive interactions?
- Please provide specific examples of agency rules/expectations for consumers.
- How are staff members involved in establishing, teaching and reviewing expectations and rules for appropriate behaviors for the individuals whom you serve?

### ***Lesson Plans for Teaching Expectations/Rules***

If your agency has a set of defined rules/expectations:

- Are agency-wide social skills actively taught and reviewed in all agency settings by all staff?
- If YES, please describe how and when, and provide examples.
- If YES, are training materials, lesson plans, or other tools available for staff
- If YES, are strategies used to reinforce lessons with family members at home and in the community?

### **Reinforcement/Recognition Programs**

If your agency has identified important social and communication skills,

- Are there programs in place that are designed to systematically reinforce, reward, or acknowledge positive social behaviors?
- If YES, are reinforcers (incentives) linked directly to the social skills your organization has identified?
- If YES, is there an array of short-term and long-term reinforcers (incentives) from which consumers may choose?
- If YES, please describe how consumers are reinforced, how frequently, and provide examples.
- If YES, who is involved in selecting incentives/rewards for consumers? Does the agency's reward/recognition program also include staff reinforcers?

### **Inservice and Preservice Planning**

- How are staff members introduced to the positive behavior support programs that are in place within your organization?
- Briefly describe the general content of initial orientation training, ongoing periodic inservice training, how often/when training is provided, and by whom.

- Which staff members participate in training related to the agency's approach to addressing the behavior needs of consumers? Are there staff members who should receive training but do not?
- How are new, incoming staff and consumers oriented to the agency's behavioral program?
- How are plans for involving families and community members developed and implemented?

### **Evaluation**

- How are consumers involved in evaluating the effectiveness of the agency's positive behavior support program?
- How do you know if the staff members are consistently reinforcing and responding to problem behavior?
- How does your agency evaluate outcomes for consumers who are participating in individual behavior support plans?
- How often does your agency meet to review evaluation data?