

## Monitoring the Implementation of the ISP Behavior Services

**What:** Measuring and observing the implementation of a behavior plan is one of the most important aspects of the behavior service. Two things are important to measure and help to decide whether a behavior service is effective:

- observe, measure, and report on the correct implementation of the plan.
- observe, measure, and report on the change in the person's behavior or the stability of the person's behavior.

The behavior analyst is responsible for measuring and observing the implementation of the plan and its effectiveness and report the results each month. The reporting form is the Clinical Service Monthly Review Form. A sample form is in the manual. As applicable, a behavior specialist may also assist in observing and collecting information about the implementation of the plan.

A behavior plan can only work effectively or be assessed for its effectiveness if staff or other persons carry out the plan. The service recipient will only learn to use an alternative, useful replacement plan, if staff is consistent in teaching the person how effective the replacement behavior is going to be. The correct implementation of a plan is reported on the Clinical Service Monthly Review under the Reliability of Implementation section. A behavior analyst or behavior specialist can observe for correct implementation, and if the staff person falls below 80% correct implementation, the staff person receives additional training.

The second important way to monitor effectiveness is to look at the behavior objectives for decreasing and increasing behavior. These are shown on graphs in the Clinical Service Monthly Review, and the behavior analyst makes an evaluation of progress each month, along with any recommendations.

**Who:** Behavior analyst completes on-site observations and reports progress and implementation information on the Clinical Service Monthly Review.

Behavior specialist, as applicable may complete on-site observations, and provide information to the behavior analyst.

Direct support staff or others carry out the plan. If a person carrying out the plan is observed carrying out the plan with less than 80% correct performance, retraining is provided to improve the implementation.

ISC/CM reviews the Clinical Service Monthly Review including the progress on behavior and any barriers to implementation and assists as applicable to minimize barriers to implementation.

**Process:**

After staff is trained on carrying out the plan, the behavior service provider will do one or more on-site observations in the different environments where the target behaviors are occurring each month. This is especially important because all of the behavior changes depend upon how staff carries out the plan. Direct observations of the individual and the staff persons carrying out the plan take place. The behavior service provider reviews any data sheets for correctness and discusses the plan with the staff person's present. The behavior service provider responds to any questions, and may clarify aspects of the behavior plan to promote correct implementation. A Clinical Contact Note should be completed, and include information about the purpose of the visit, any problems with implementation, any increased levels of risk or regression, and actions taken.

A Clinical Service Monthly review summarizes the findings from the on-site visits and is completed by the 20 calendar day of the following month. It is essential for the ISC to review the Clinical Service Monthly review because it is the clinical analysis of the delivery of the behavior intervention and an analysis of the progress being made. There should be at least one graph show the rate of progress for decreasing behaviors and one graph for increasing replacement behaviors. The behavior analyst should give his or her clinical interpretations to progress, or explain barriers to progress.

If behavior issues remain throughout the ISP cycle, it may be necessary for the behavior analysts to recommend to the team a continuation of the behavior services. The Clinical Service Monthly Review is used to present the summary of the progress on the behavior plan, overall effectiveness, and recommendations regarding behavior services for the next ISP year. In some cases, recommendations may include changes in the behavior plan to improve effectiveness.

**Resources**

Chapter 12: Behavioral Health  
Technical Assistance from the Regional Office.