**FSBA Clinical Director Manual**

Dear Clinical Directors,

Salutations to you, our fellow FSBA leadership! You represent the heart and soul of our firm, and are irreplaceable and invaluable leaders of your teams. This document is meant to serve as a guide for instructions on aspects of being in leadership, as well as specific tasks required for completion.

We first would like to thank all of you for your diligence and excellence in performing your tasks. You’ve been chosen and promoted to this position because of your clinical abilities and managerial skills. This position is perhaps the most important among all the leadership positions in our company, as you are front-line lieutenants with the staff on a regular basis, and are more aware of many of the necessary cogs that make FSBA the well-oiled machine that it is, today. We count on your skills and awareness to keep us abreast of individual provider and agency needs, and those needs being conveyed to your Regional Directors and company Leadership quickly and succinctly.

This position is one that receives a significant pay boost, as well as bonus compensation on a quarterly basis. You’re part of the inner-circle of FSBA Leadership, and we are desirous of this being a stepping-stone to even greater leadership positions, earning potential, and professional development for you.

**CD Compensation Structure and Contract –**

As a Clinical Director, you are entitled to a raise to be a top-earner in the organization. There is no profit earned on your work, as every hour you bill results in a loss for the company after expenses are taken into account. Your hourly rate in FL with McD is $66/hr and your hourly rate with Tricare is $82/hr.

Additionally, you receive bonuses that are paid quarterly, one quarter behind, that ensure we are able to bill for all the RBT hours and receive compensation as an agency prior to paying you bonuses on the RBT hours. The bonuses are listed in your contract, and may be modified at the behest of the agency, although this is always communicated to CDs prior to any changes going into effect. Our reputation is always of the utmost import to us, as yours should be as well, and we stand by our history of paying bonuses even when adverse situations have occurred in the past. Our word is our bond and you should feel comfortable working with such ethical and forward thinking leadership.

We’re excited to have you as part of our agency’s Round Table of leaders, and enjoy seeing you prosper alongside us. We all got into this field for the kids and practice the science of ABA, and profit always comes second to people and relationships in our humble view. We hope to continue a long and prosperous relationship together with you, and want to see you succeed and grow financially, professionally, and personally.

**CD contractual obligations –**

As a clinical director, you are expected to maintain a few contractual obligations with us. There is always grace given to leadership for extenuating circumstances, so please reach out to leadership if there is any concern or issues with what is expected. Not all contractual obligations are outlined herein, but these are crucial to our agency ensuring we maintain our systems and foothold on FSBA’s IP (intellectual property).

1. Billing 28+hours weekly: We need our CDs in the field leading by example, and this is a requirement for setting the standard for our agency.
2. Absolute secrecy of systems to outsiders: No agency documents, templates, manuals, or structure should be shared, under any circumstances, with outsiders. Your contract contains confidentiality clauses to which one must adhere even should a parting occur with FSBA professionally. Please respect these clauses, as we have certain trade secrets and systems to which you are privy, that other agencies would love to get their hands on. We purposely did not include all our advanced structures in the book Behave Like A Boss because their value is too immense to share openly.
3. Statewide non-compete in a leadership or salaried position with another agency for 365 days if leaving FSBA – Working as a 1099 or contractor through your LLC is permitted anywhere, without geographical restrictions. : We understand that at times individuals may choose to leave the FSBA family for various reasons. Part of the requirement of being a CD and being privy to our systems is that we do not want other firms to get ahold of our structure for their own purposes. We compensate CDs and RDs substantially to take these leadership positions, and should anyone decide to leave us, they are required to abide by these clauses. One may work for another firm anywhere in the state, however, it must not be a leadership position for 365 days, and must not be a salaried position without written approval from FSBA upon departure

**CD Contact protocol –**

At FSBA we have a “Chain of command”, of which you are now an integral part of. This chain of command should be respected by your staff, and communicated as a means of of reaching corporate leadership barring an emergency. You have the privilage of reaching out to corporate leadership at any time, although you should contact your Regional Director to manage issues whenever possible. Creative ideas or approaches are always welcomed to be shared with corporate staff that are applicable company-wide, however anything that is relevant only to your own regiona should be first communicated to the RD you serve under. They are your respective captains, and have the full confidence of corporate leadership.

Should you ever have a medical or familial concern arise or appear to be on the horizon, please be sure that you inform us at the earliest time possible, so that we are able to be there for you during difficulties and determine if there is anything we can do to better the situation or alleviate the concerns in regards to work.

List of company emails of importance and corporate staff:

BD

CES

Marty

Lee / Shane

HR

Credentialing

ABAB

**CD Professional Development + Improvements of systems which CD is over**

As a clinical Director, we view you as the heart of our organization, a vital piece of our leadership as an agency. Your input is seen as crucial to continuing to develop and improve our systems and structure to further benefit providers, campuses, and clients alike. Please always feel free and encouraged to share your visions, ideas, and any creative ventures you have with leadership. We recognize the skillsets of all CDs are not universal in nature, and seek to magnify those areas you are already strong, as well as develop you in any area you may feel could be strengthened professionally. Dr. Sarah Dillon is the captain of our ship, and is currently well compensated for only serving as our Executive Vice President. She is available in office 4 days a week, and will travel, if needed, to your region to further develop your skillset. Always feel welcome to reach out to her and our VP of Marketing and Expansion, Collin Streetman, at any time. Both have unique areas of strength they’ve worked to develop over the past decade that can be tapped into as a support mechanism. Systems and leadership are their areas of expertise.

Below are some areas they can coach you in remotely or in-person.

Client /Parent Communication on scheduling and deferring undesired cases, as well as management of arents with problems or complaints.

Marketing / Communication to schools

Staffing of providers

Clinical acumen

Scheduling and supervision of RBTs (our FSBA Supervision manual is a great resource for systemizing supervision of both BACB supervisees, and direct oversight of technicians).

Encouragement and leadership of staff

Development of campus-specific systems

Modification of approval requests

Creation of assessments for varying insurances

Templates and implementation of quality standards across clients, campuses, and regions

Timely placement of new hires

**Promotion of CDs**

Only Clinical Directors are eligible to be promoted to regional director positions within the firm, which come with additional pay boosts and bonuses. Aspire to continue to grow with us, and see that any areas you feel could improve are supported and developed. We seek to develop mastery for our leadership in areas that are already strengths, as well, so feel free to advise how we can further improve your strengths, as well. RDs and Corporate are a resource for you to grow in your chosen profession. We are a family and are in this together as a cohesive unit, mutually seeking one another’s best interests, and the best interests of the FSBA brand and firm.

**CD Tasks**

Any tasks assigned below need to be completed as part of functioning as a cohesive and effective unit. If there are any areas of concern of certain behaviors you envision being problematic for completion, please ensure you notify your regional director promptly, so that arrangements can be made to have the tasks completed by those under you, or by the RD themselves. We have worked to provide systems for you to more easily complete these tasks, and therefore lower the response effort involved by all.

*Overarching Behavior*

- Demonstrate professional behavior in accordance with FSBA standards to include, reliability, punctuality, initiative, follow through on assignments, accountability, creativity, affability, effective communication, openness to feedback, positive attitude, and flexibility.

*Direct therapy and concurrent services tasks*

- Ensure billable supervision is conducted only as required or needed, and not for the benefit of individual providers who may have a client miss a session. Supervision costs FSBA substantially and always results in a loss for the organization, as we pay everyone for their time while being unable to bill for both parties, and therefore, we count on your loyalty and leadership to ensure this doesn’t happen. Please notify your RD’s if you recognize this is beginning to occur or has occurred by staff under your oversight. We will support you and stand by you at corporate, and your RD’s greatly appreciate you watching the various areas that are outside their direct vision.

*Oversight Tasks*

-Review FBA and Behavior Plans submitted/written by BCBA’s and BCaBA’s from assigned location / area as needed. Using a Red / Yellow / Green protocol for staff to ensure plans of those struggling are reviewed at greater frequency than those who are fluent in completing assessments.

-Review all site related clinical data and treatment programs each month to ensure progress and treatment efficacy as applicable, in our chosen mechanism for tracking data. This may not be needed for every provider, every month. As providers learn oversight is occurring, they frequently begin to self-police, and much like DPN checks we do at corporate, a “Red/Yellow/Green” code can be developed to ensure that those who regularly struggle in this area are checked more regularly than those who have a reputation for staying on top of their client’s data-sets.

-Ensure treatment plans are submitted in a timely manner, and contact RDs and at-fault providers when this is not occurring.

-Oversee clinical utilization for clients at assigned location by collaborating with Regional Director

*Supervision Related Tasks*

-Oversees Supervision of all individuals onsite seeking BCBA/BCaBA independent fieldwork to ensure appropriate and effective application of the principles of behavior analysis through the use of positive behavior intervention techniques and ensures staff adherence to the BCBA task list and Ethical Guidelines. The FSBA Supervision manual will serve as a great support in this endeavor. Reach out to your RD or Corporate leadership should you feel a need for greater professional guidance in this arena.

-Assists Regional Director to develop and lead Monthly Group Supervision Meetings and strongly promotes attendance to these meetings.

-Ensure timely submission of supervision logs for all staff on site. Notify RDs of any staff who are chronically late

-Coordinate with all clinicians and delegate non-billable indirect tasks to staff seeking certification each week.

-Ensures all on site supervisee’s have a quality supervision experience using quality assurance measures designed by Mark L. Sunberg’s Program Evaluation Form as a tool to problem solve and enhance the supervision experience.

-Oversee supervision questions and needs of individuals seeking BCBA/BCaBA independent fieldwork

*Staffing Tasks*

-Conduct orientation and ensure understanding of WEBABA and Catalyst usage by all new staff.

-Work with Regional Director on building and instituting operational process and procedures related to effective service delivery

-Take a lead role in managing/conducting/ scheduling RBT competency assessments

-Works with Regional Director, HR and Operations manager to ensure appropriate staffing levels for client service needs

-Monitors the intake process of potential new clients and manages referrals for assigned location

-Updates client schedule regularly to reflect changes in client availability and report changes to Regional Director.

-Oversee Parent satisfaction by encouraging frequent collaboration with parents, encourage parent observation and training opportunities.

-Comply with all organizational, state and federal regulations in regards to appropriate billing practices and oversee billing practices of all staff of site.

-For extenuating circumstances that cannot be managed by phone or remotely, and only as needed, travel to various locations (home and community) as part of oversight and support of providers.

-Conduct bi-annual (twice yearly) Performance Management evaluations for staff on site

-Develop schedule for your campus (if applicable) or RBT using scheduling template. Schedules for campuses should be systemized to ensure consistency and lower response effort of this task. All staff should be completing their schedules via WebABA to ensure compliance with EVV protocol required by AHCA.

*Communication Tasks*

-Responds to all communication within two business days, except for “pends” by McD in FL, which require 48 hours to reply

- Creates a positive and reinforcing work environment, and submit staff Accolades on time

-Performs other acute tasks as necessary.

-Ensure incident reports are filed when needed and sent to corporate leadership for storage, as required by AHCA.

**Documents contained herein:**

Red Yellow Green Data Checks (Must develop)

Supervision Logs Submission tracker (Must Develop)

FBA / BASP review Red/Yellow/Green (Must develop)

Incident report template (find and attach)

Scheduling template for campuses (must develop)

Scheduling template for RBTs / BCaBAs awaiting clearance with McD / Insurance (Use Duy Dang’s Template for this).

**Documents related to supervision in FSBA Supervision manual:**

Nicole Becker recommends this form

-Ensures all on site supervisee’s have a quality supervision experience using quality assurance measures designed by Mark L. Sunberg’s Program Evaluation Form as a tool to problem solve and enhance the supervision experience.

Indirect bank of tasks or suggestions for CD for supervisees (Must develop base task list and assignments – can have file of journal articles to read)

Template for monthly supervision log (must find and attach)

Monthly supervision meeting templates and assignments (Regionals helped develop this)