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# Services Overview

## LEAF At A Glance

LEAF provides person-centered solutions to communication barriers disguised as behavior challenges between the focus person and their support team (parents, guardians, educators, group homes, direct care staff, counselors, etc.) utilizing the principles of applied behavior analysis and various other methodologies within our scope of practice.
LEAF uses a team approach, whereas many other organizations are strictly clinical, making all of the decisions and then telling parents what is best for their loved one. LEAF collaborates with team members to develop a behavior support plan, provide training to all team members on the behavior support plan by using behavior skills training, and teach skill acquisition for any identified skill deficits that may contribute to the identified target behavior.

### Services

Services available at LEAF Behavior Support include:

- Therapeutic Consultation (Behavior)
- Parent & Caregiver Training
- Parent & Caregiver Workshops
- Intensive In-Home (Coming 2023)

## Referral

Referrals for services can come from anyone who knows the focus person best. However, depending on the funding source, we often recommend that the referral come from the focus person's Support Coordinator/Case Manager. The reason for this is to ensure that all funding requirements are in place prior to a family completing paperwork only to find out services will not be authorized. The referral taking place with the Support Coordinator/Case Manager is somewhat of a "pre-authorization" step.

## Funding Sources

Funding sources for each service varies. We are contracted with the Department of Medical Assistance Services (DMAS) in Virginia and do accept the Medicaid Waivers (CL & FIS). There are some services offered that are private pay and funded by other organizations. Please inquire within regarding specific funding sources.

## Service Area

LEAF Behavior Support currently provides support to various people across the world. The service being requested & funding source also play a major role in where the service is available. Please inquire within regarding a specific service to find out if it is available in your area.

## How Services are Provided

Services are provided via face to face or telehealth. Please inquire within to determine if the service you are requesting is available via face to face or via telehealth.



# Tips for Telehealth Services

Facetime, Skype, Google Hangouts…these are all ways we communicate electronically with our loved ones. We love the convenience of seeing family & friends' face-to-face from our own home. We love the access of being able to see loved ones that may be far away in another country. So why would we not enjoy interacting with other people in our lives this way, such as our medical & healthcare professionals?

Telehealth offers convenience and access for appointments with specialists to many people who may have had difficulties otherwise. Telehealth services have been around for quite some time. However, after the world experienced COVID-19 as a whole, everyone was forced to adapt to it together.

## What is Telehealth

Telehealth uses video or telephone communication to connect people with specialists and professionals for exchange of information electronically. As a participant, you can see the team members with LEAF in this manner instead of an in-person visit. During a telehealth visit, the specialist or professional can evaluate, observe, provide recommendations, or other orders deemed necessary in the person's best interest. This can all occur over an electronic device such as a smartphone, computer or tablet.The telehealth visit occurs with the same level of quality and care as it would in person.

## What Conditions Can Be Seen by Telehealth

There are many situations well suited to be seen via telehealth. Some of these include physical aggression, property destruction, emotional outburst, and verbal aggression to name a few. These are not all of the possible behavior challenges that can be observed via telehealth, but there are not many that cannot be observed via telehealth. The success of telehealth is based on the support team in place. How well the team communicates, follows appointments, and is willing to commit to the recommendations that the specialist and professionals put in place. This would be the same expectation for face to face services.

Not every service nor every participant will be eligible for telehealth service. If you are utilizing telehealth for a service with LEAF Behavior Support, it is important to remember that you will still need to utilize other supports for behavior crisis or emergency events such as elopements and situations that put anyone at risk of imminent harm.

# 8 Tips For a Successful Telehealth Appointment

1. Choose your technology

It is helpful to decide ahead of time what device you will be using for your telehealth appointment. Your team will need to decide is it best to use a computer, laptop, smartphone or tablet. It may also matter if it is Apple, Google, Windows, or Android based. Having a reliable internet connection is also important.

2. Set-up prior to your appointment

Be sure to check with the specialist and professional about any technology set up that may need to occur ahead of your visit. This may include downloading a new app or creating a new account for the program that is used to send & receive your private documentation in a HIPAA compliant way. You should also ensure that you have a contact telephone number in case there is a problem during the telehealth session or if you need to reschedule. Taking these steps will reduce the stress of managing new technology during the actual telehealth visit.

3. Choose the appropriate location

Find a space for the appointment that aligns with the intention of the appointment. Is this appointment meant to conduct an observation during a meal or leisure time? If so, this means that you probably wouldn't have the session set up in the office. It is important to know ahead of the time the intention of each session so that you are prepared. This also reduces distractions and interruptions, which makes the appointment more productive.

4. Prepare medical information

Just as you would for a face to face visit, it is important to have accurate medical history available for the specialist or professional. This could include any recent medical appointments, any changes to medications, any changes to physicians, etc. Having this information ahead of time will make the telehealth visit very efficient and provide the specialist and professional with important information in order to make better recommendations. It is also possible they may contact you in advance for this information.

5. Prepare your documentation beforehand

Your specialist or professional may provide you with documentation or paperwork to complete ahead of your telehealth visit. This could include a list of medications, behavior incidents, changes in routine, daily schedule, etc.

6. Write down your questions before the session

When you are in the middle of an appointment, you can forget important questions that you thought of during the week. Writing down important questions as you think of them will help you remember them so that all of your concerns are addressed during each appointment.

7. Review your plan of service

You should have a clear understanding of the services that you are receiving. During your telehealth session, don't be afraid to ask for a review of the plan of services. This will not only ensure that you understand the next steps, but will also let the specialist and professional know if you need support understanding the process. Any questions about the plan of service should be asked at any time you deem necessary.

8. Set a follow-up appointment

At the end of your telehealth session, set a follow-up appointment as necessary. This ensures that it is already on your calendar so that it is less likely you will overlook the appointment or double schedule yourself for other activities.

Following these 8 tips will help you make the most of your services with LEAF Behavior Support. For more information, call (757)937-0438 or email info@learnwithleaf.com