



**ABA SUPPORT SERVICES, LLC**

MAKING CONNECTIONS TODAY FOR A BETTER TOMORROW

**Annual Review**

**2024**

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# Letter From the President

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Dear Community Members, Clients, Shareholders, and Staff,

As we reflect on this past year, we are filled with immense pride and gratitude for the progress and impact ABA Support Services has made in the field of Applied Behavior Analysis. 2024 marked a year of meaningful growth, cross-border expansion, and unwavering commitment to our mission of delivering high-quality, compassionate care to the individuals and families we serve.

One of our most significant milestones was our successful move into international recruitment, culminating in the approval of three H-1B visas for highly qualified supervisors.

This achievement not only strengthens our clinical team but also reflects our dedication to bringing in global talent to support our expanding services.

Internally, we have experienced exciting organizational growth. Our staff expanded to as many as 140 employees, and we established two new leadership roles- Director of Training and Director of Supervision-to support professional development and ensure the highest standards of care and oversight across our programs. We are proud to share that six of our team members successfully passed their board certification exams in 2024 under our supervision, and five more began their journeys toward BCBA certification this year. These milestones are a testament to our commitment to mentorship and workforce development within the field.



# Letter From the President

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In addition, we secured two new district contracts, allowing us to reach more individuals and strengthen our partnerships with educational institutions. Our client base continues to grow steadily, and we remain committed to providing timely, effective, and individualized ABA services.

None of these achievements would have been possible without the tireless efforts of our staff, the trust of our clients and their families, and the continued support of our community and partners. Together, we are building a future that champions inclusion, learning, and measurable outcomes for all.

As we look ahead, we remain focused on innovation, ethical practice, and expanding our reach to serve more communities with the highest standards of care.

With deep appreciation,  
Amy Gable, M.Ed., BCBA, LBS  
*Founder and President*  
*ABA Support Services LLC*



# Mission/Core Values

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## MISSION

ABA Support Services is a team of specialists providing research based interventions and resources for individuals and professionals who require support and training with behavioral management and skill development. We improve the quality of life for our clients, families, and professional communities.



## Integrity

We are transparent, honest and ethical in all our interactions with employees, clients, customers and public.



## Quality

We pursue the highest standards of excellence and quality



# The Leadership Team

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**Amy Gable**  
*BCBA-President  
Owner*



**Jessica Williamson**  
*BCBA-Executive  
Director*



**Katie Humen**  
*BCBA-Director of  
Training and QA*



**Nick Eckman**  
*BCBA  
Clinical Director*



# The Leadership Team

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**Ann Adams**  
*Administrative Director*



**Raenee Mantoni**  
*Director of Human Resources*



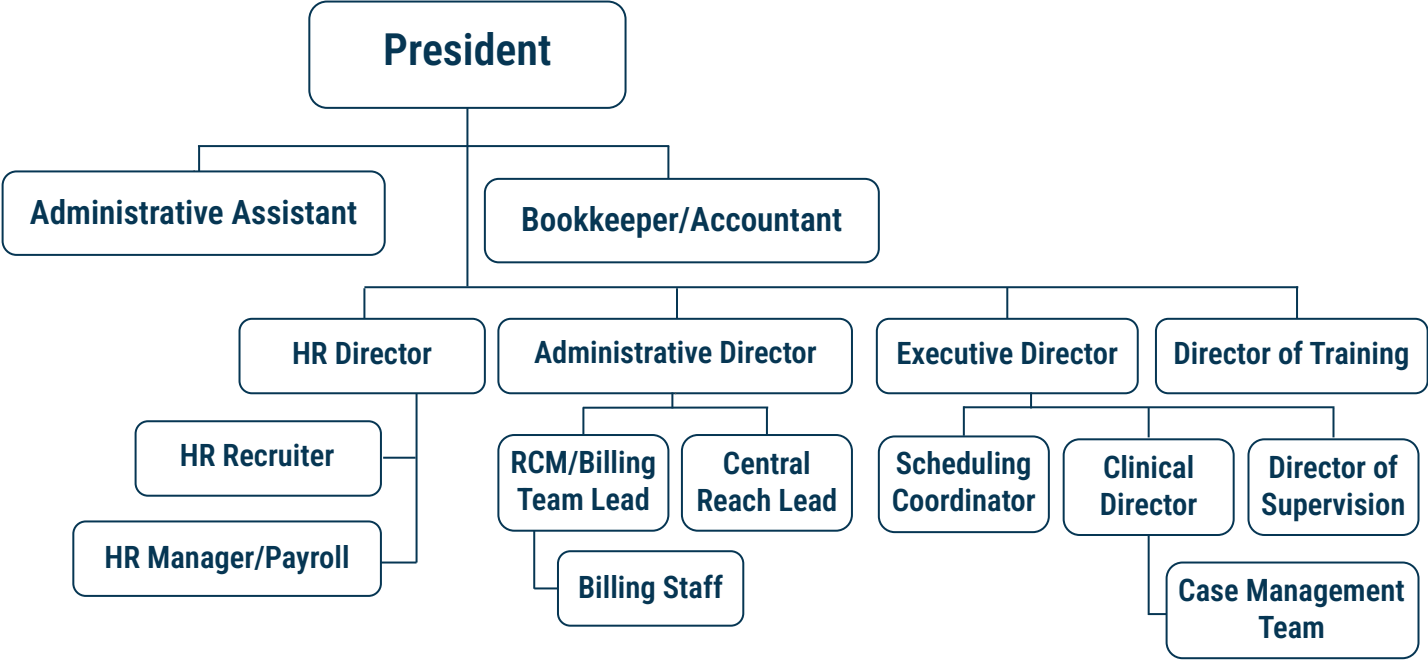
**Ashleigh Daniell**  
*BCBA,  
Assistant Clinical Director*



**Kathryn Higgins**  
*BCBA,  
Director of Supervision*



# Organizational Chart



# Overview

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## WHAT WE DO

Applied Behavior Analysis is the development, implementation, and evaluation of natural environment modifications to promote improvement in social behavior. ABA includes the use of observation, data collection and functional analysis of the relationship between the environment and behavior.

Our BCBA's utilize effective data recording methods and will utilize and make instruction decisions based on the Client's performance data.



The services are developed by the BCBA and implemented by the BCBA with the use of direct therapists, usually BAC Registered Behavioral Technicians, RBT. The BCBA supervises the direct therapist at least once per week with the client on an individual basis unless otherwise prescribed.



# Staff Overview



Behavioral health technicians (BHTs): 42

Registered Behavior Technician's (RBT's): 33

Board Certified Behavior Analysts (BCBA's): 21

Licensed Behavior Specialists (LBS's): 11

Office Staff: 20

**Total Staff**  
**127**



# Clinical Outcomes

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## Berks County

Average Age of Member: 8yrs

Average number of days to complete assessment and initiate treatment: 8

ABAS-3 General Adaptive Composite Score: **Low**

Average Percentage of Goals Mastered During Review Period **16.8%**

## Cambria County

Average Age of Member:

Average number of days to complete assessment and initiate treatment: 7

ABAS-3 General Adaptive Composite Score: **Low**

Average Percentage of Goals Mastered During Review Period **16.8%**



# Clinical Outcomes

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## Clinton County

Average Age of Member: 6yrs

Average number of days to complete assessment and initiate treatment: 15.5

ABAS-3 General Adaptive Composite Score: **Low**

Average Percentage of Goals Mastered During Review Period **25.9%**

## Lackwanna County

Average Age of Member: 6yrs

Average number of days to complete assessment and initiate treatment: 11

ABAS-3 General Adaptive Composite Score: **Extremely Low**

Average Percentage of Goals Mastered During Review Period **33.5%**



# Clinical Outcomes

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## Cumberland County

Average Age of Member: 7.67yrs

Average number of days to complete assessment and initiate treatment: 24

ABAS-3 General Adaptive Composite Score: **Extremely Low**

CANS Strength: 8

CANS Needs: 5

Average Percentage of Goals Mastered During Review Period **18.89%**



# Clinical Outcomes

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## Dauphin County

Average Age of Member: 7.62yrs

Average number of days to complete assessment and initiate treatment: 28

ABAS-3 General Adaptive Composite Score: **Low**

CANS Strength: 8

CANS Needs: 4

Average Percentage of Goals Mastered During Review Period **23.9%**



# Clinical Outcomes

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## Lehigh County

Average Age of Member: 7.78yrs

Average number of days to complete assessment and initiate treatment: 18

ABAS-3 General Adaptive Composite Score: **Low**

CANS Strength: 16

CANS Needs: 13

Average Percentage of Goals Mastered During Review Period **37.5%**



# Clinical Outcomes

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## Lycoming County

Average Age of Member: 6.5yrs

Average number of days to complete assessment and initiate treatment: 16

ABAS-3 General Adaptive Composite Score: **Extremely Low**

Average Percentage of Goals Mastered During Review Period **20.2%**

## Monroe County

Average Age of Member: 7.15yrs

Average number of days to complete assessment and initiate treatment: 15

ABAS-3 General Adaptive Composite Score: **Low**

Average Percentage of Goals Mastered During Review Period **27.5%**



# Clinical Outcomes

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## Montour County

Average Age of Member: 8yrs

Average number of days to complete assessment and initiate treatment: 14

ABAS-3 General Adaptive Composite Score: **Average**

Average Percentage of Goals Mastered During Review Period **38.8%**

## Schuylkill County

Average Age of Member: 8yrs

Average number of days to complete assessment and initiate treatment: 15

ABAS-3 General Adaptive Composite Score: **Low**

Average Percentage of Goals Mastered During Review Period **21.4%**



# Clinical Outcomes

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## Northampton County

Average Age of Member: 6.56yrs

Average number of days to complete assessment and initiate treatment: 18

ABAS-3 General Adaptive Composite Score: **Low**

CANS Strength: 19

CANS Needs: 15

Average Percentage of Goals Mastered During Review Period **32.2%**



# Clinical Outcomes

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## York County

Average Age of Member: 7.4yrs

Average number of days to complete assessment and initiate treatment: 12

ABAS-3 General Adaptive Composite Score: **Low**

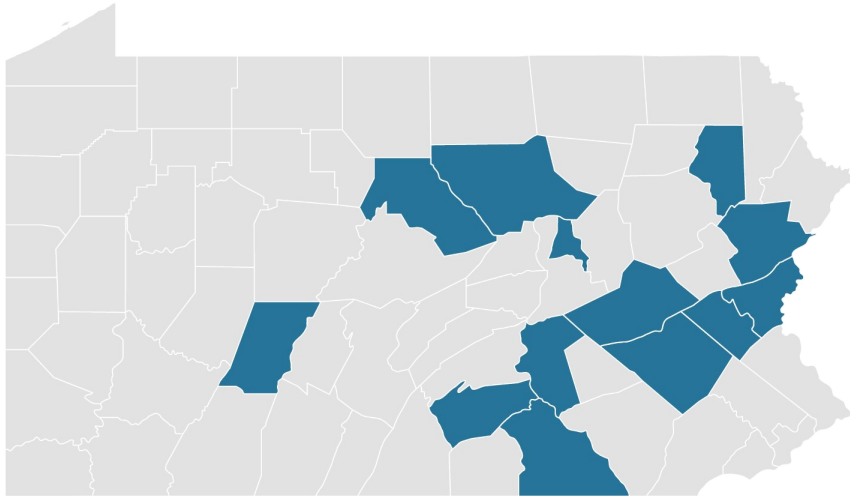
Average Percentage of Goals Mastered During Review Period **28.5%**



# Areas Served

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## 13 Counties in Pennsylvania



### Location by County of Members Reported (Clinical Data) On During Review Period-2024

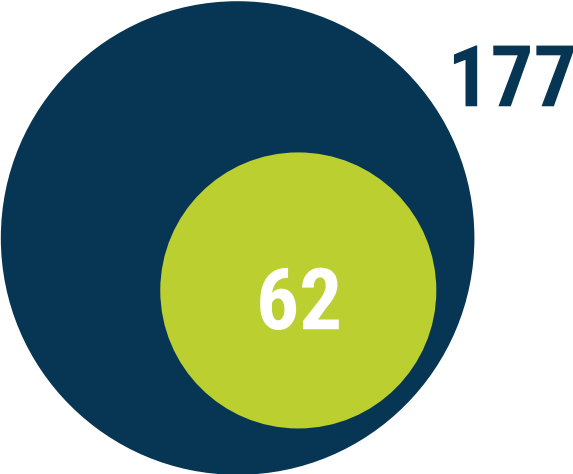
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Northampton - 47	Berks - 8
Lehigh - 39	York - 6
Dauphin - 23	Lackawanna - 3
Clinton - 14	Cambria - 1
Lycoming - 12	Montour - 1
Cumberland - 11	Schuylkill - 1
Monroe - 11	



# Satisfaction Results

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62/177 responses (46 unduplicated)

All were **electronic survey submissions** and 0 responses by phone survey.

A 35% response rate duplicated and 26% response rate unduplicated.



Overall average rate of 4.3/5.0

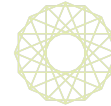


# Satisfaction Results

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Staff have consistently demonstrated exceptional dedication in ensuring my daughter's progress across all areas during school. Their commitment to her has shown amazing results, even on challenging days, you can see the difference. Their efforts go above and beyond to provide her with the best possible care. I thank them for their love, attention to detail, and the exceptional care they provide to my daughter every day.

BCBA and/or RBT give at least monthly updates on the progress of the goals, weekly services, and ways to help at home when ABA is in a school setting.



Our BCBA and RBT are really amazing with my son.



# Satisfaction Results

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Happy to have my daughter in this clinic.

I appreciate the support received from your program.  
Thank you for everything.

I really like how good they are with the communication.

We love ABA! BCBA was fantastic at Allentown when we first started the program, providing excellent support. RBT has been amazing with my son and we can't thank him and ABA enough for giving our son a great clinic/"school" experience.

Amazing staff!





**Never underestimate the power of dreams and the influence of the human spirit.**

**We are all the same in this notion:  
The potential for greatness lives  
within each of us.**

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*Wilma Rudolph*



Annual Review 2024

