



FEATURED CUSTOMER CASE STUDY

# How Mississippi Behavior Services Found and Filled Training Gaps with New Data That Led to Zero Turnover

*“From first diagnosis to final discharge, we want to make sure our clients are getting the best care possible. We train to provide people those skills.”*

Vargas Clark, BCBA & Owner  
Mississippi Behavior Services

# CASE STUDY

## Mississippi Behavior Services

### WEBSITE

<https://www.msbehaviorsvcs.com>

### LOCATION:

Southaven, MS

### COMPANY SIZE:

40+ Clinicians

### ABOUT

Mississippi Behavior Services (MBS) is a growing agency that uses organizational management and interdisciplinary backgrounds to provide behavior support through the lens of ABA. They support individuals in-clinic, in the community, and in the classroom, from Pre-K through adulthood. The entire staff has a passionate commitment to helping their clients "Make Meaningful Changes."

### THE PROBLEM

As the agency grew, it became more difficult to maintain the quality of service MBS expected across all providers. It was clear that their level of growth would require a different level of training and support than they had in the past.

They needed the ability to identify skill deficits in technicians and staff, so the quality of skill and service was maintained across all providers.

In short, MBS needed the ability to look at objective data and make evidence-based decisions about how they could better support their staff and keep their commitment to providing quality service.

### Other Challenges:

- Streamlining communication between technician, supervisor, and senior management
- How to provide transparent, consistent feedback
- Existing software was more geared to just supervision, but didn't give metrics on performance reviews over time
- Significant need for real-time data collection on staff performance

***"We were considering other tools, but they didn't give us the accessibility we needed. BST allows us to solve problems and get things done."***

- DeTerrence Allen, M.Ed, BCBA, LBA  
Clinical Director  
Mississippi Behavior Services



Practice Efficiency



Feedback



Communication



Operational Procedural  
Integrity



*“With BSTPerform, we have concrete data to show where things were breaking down, so we knew exactly what to focus on to improve it. We’ve never had that level of clarity before.”*

- DeTerrence Allen, Clinical Director  
Mississippi Behavior Services

## Treatment Integrity Errors were Reduced by 90%.

### THE SOLUTION


MBS launched BSTperform to accomplish the following:

- Provide management objective data about which providers needed more training
- Pinpoint the specific skills providers needed more training in
- Identify opportunities for where they could provide more value to clients
- Create a “new hire” list, for who could best fill those new roles

### THE RESULTS

With BSTperform, MBS was able to:

- Achieve ZERO turnover in one quarter
- See the opportunity for additional training of lower-level technicians
- Open more mid-level positions to support technicians and increase training
- Provide their clinic-based staff real-time scores of their performance – no more waiting, wondering, and worrying

A photograph of three women laughing together, overlaid with a semi-transparent blue shape containing text. The woman in the center has curly hair and is wearing a light-colored shirt. The woman on the left has straight hair and is wearing a light-colored top. The woman on the right has curly hair and is wearing a light-colored top and jeans. The background is a plain, light color.

**“I’ve been with other tech companies, and sometimes it can take a long time to get the help you need. But as I have new ideas, BST is able to give us what WE need. The turnaround time is really phenomenal.”**

**DETERRENCE ALLEN, M.ED, BCBA, LBA**  
CLINICAL DIRECTOR  
MISSISSIPPI BEHAVIOR SERVICES



# Ready to explore BSTperform?

[behaviorsciencetech.com](http://behaviorsciencetech.com)