



FEATURED CUSTOMER CASE STUDY

# How Keene Perspectives improved company culture, technician competency, and client outcomes with BSTperform

*“You don’t have to be super-nerds like us to be able to get tremendous value from BSTperform.”*

– Cortney Keene, MEd, CAS, BCBA, LBA-VT  
Owner/Clinical Director

*"We believe in a compassionate approach to assist our learners in finding and expanding their voices and building the skills they will need to shape their relationships and the world around them."*

- Cortney Keene, MEd, CAS, BCBA, LBA-VT  
Owner/Clinical Director

## **ABOUT**

Keene Perspectives (KP) provides high-quality, evidence-based behavior analytic services for learners, their families, and school teams. The Keene team takes a family-focused and child-centered approach to create and shape individualized learning environments full of fun, play, and positive social interactions. They provide center-based after-school ABA, center-based early intervention, and school consultations.

## **OVERVIEW**

In rural Vermont, the Keene team receives almost no job applicants from individuals trained in behavior analysis. As a result, they do a lot of training to ensure the quality of both the services delivered but also the care and investment they make in their staff. It's important to provide quality therapy and maintain a thriving company culture so technicians stay for a long time. With increased prevalence of autism diagnoses, workforce shortages, and the cost of training, no treatment provider can afford to let good people slip away.

## **THE PROBLEM**

Often, newer technicians aren't always confident in their competence to deliver the program as designed. So co-owners Chris and Cortney Keene wanted an objective and performance-based way to both monitor their efficacy...but also improve it over time. To do that, they needed a new way to objectively measure employees' performance and document staff skill development -- something (they admit) they were not doing well at the time.

Other Challenges:

- Newer technicians couldn't see their growth plan and weren't accountable for it
- Accountability for supervisors to provide necessary feedback
- Difficulty in identifying where issues really were
- Treatment drift
- Relationships were stressed between techs and supervisors
- Poor communication
- Traditional employee reviews were no longer enough





Time



Technician Competence  
and Confidence



Client Outcomes



*"We wanted a way to not only monitor the performance of our newer technicians, but to help them develop competence and confidence. Every learner they work with is now better off because of that intervention."*

- Cortney Keene,  
Owner/Clinical Director

### THE SOLUTION

Keene Perspectives leveraged BSTperform to accomplish the following:


- Redesign their performance management process around BSTperform
- Create better relationships between supervisors and technicians through improved training/feedback loops and communication
- Create concrete, objective roadmaps for professional growth and performance
- Better pinpoint who needs help and when...before it becomes an issue

"We heard about BSTperform, and -- even though it was a fairly new product at the time -- we knew it was just what we needed." - Cortney Keene, Clinical Director

### THE RESULTS

With BSTperform, Keene Perspectives was able to:

- Focus on the growth and development of the team in an open and transparent way
- Ensure there are no surprises for anyone AND be able to pinpoint areas for the team to grow
- More closely correlate client outcomes to staff efforts and skill
- Ensure newer technicians understand the feedback being provided to them (and appreciate the value of it)
- Identify if a new hire is going to be a good long-term fit earlier
  - Saving time, money, and company culture
- Provide better service to their patients/learners



**“I absolutely love BST. I love to know what to expect, and it helped me be mindful of what I am doing. I love when a supervisor notes something great and mentions it in the session and then in our 1-on-1 meeting. It reinforces it and it would just stay in my mind more. It’s not just for something wrong, but it’s also just for growth and something constructive.”**

**ALEX T., RBT**

KEENE PERSPECTIVES





# Ready to explore BSTperform?

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