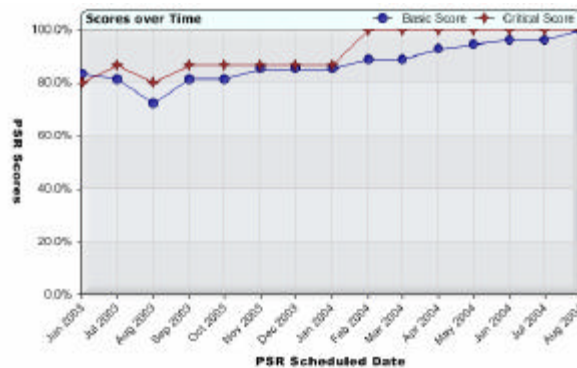


The Periodic Service Review

The Periodic Service Review (PSR) is a quality improvement system based on the principles of Organizational Behavior Management and Total Quality Management. It is designed and developed to enhance the managerial abilities of those who operate human service and educational agencies. The Institute for Applied Behavior Analysis (IABA) created such a system because many human service managers have not received significant formal training in management practices. Furthermore, poor management practices are the primary reason for lack of quality in the provision of human services. The PSR is both an instrument, to help management assess the level of quality in the services they provide, and a system, to help improve that quality.

The PSR system provides service agencies a direct and precise view into the efficacy of their service. This systematic, or periodic, visual feedback is based on regular assessments of every aspect of the service that the provider considers important. What's more this assessment can be directed to individual consumers, groups of consumers, or even the provider's entire consumer-base.



The primary vehicle for the Periodic Service Review is a set of provider-specific Quality (process and outcome) Standards each of which describes a particular dimension of the service and its measurement criteria. Comparisons between the desired process and outcomes form the basis for individual data points. These individual data points are then combined for a given review period and for a given consumer (or group of consumers) resulting in a percent (%) score which is then graphed over time (as shown by the example image to the left).

Service providers can not only visually see improvements in their service over time but can actually pin-point what they are doing well and where they have opportunities for improvement.

"The ePSR system offered by Sophia Enterprises has demonstrably improved the efficiency of our staff, the data accuracy of our PSR programs and the level of quality we provide our consumers. Rather than spending too much time on data management and data charting, our management and staff have more time to devote to analyzing the PSR results and adjusting our services accordingly."

*-- Dr. Gary LaVigna,
Clinical Director, IABA and
Co-Creator of the PSR
System.*

Features and Benefits of ePSR

Through an exclusive world-wide license with IABA, Sophia Enterprises is proud to offer the Electronic PSR (ePSR) system (<http://www.ePSR.com>), a full-feature, online manifestation of the PSR principles and practices. Through its interactive web interface, managers and staff of service agencies now have a powerful quality assessment and analysis tool.

Authorized users of the ePSR system can define new Teams of consumers and employees, define PSR Surveys comprised of specific Quality Standards, and periodically enter assessments of these Quality Standards. Once these data are entered, managers and direct service providers have robust analysis tools which can be instrumental to managers when determining their agency's areas of strengths and weaknesses thus identifying where and how to efficiently apply additional resources in order to improve the quality of the service they provide.

Summary of ePSR features and benefits:

- Dynamic quality assessment methodology allows for adaptations dictated by your changing environment and evolving requirements.
- Real-time ability to create a variety of sophisticated analytic charts based on the collected data to-date which depict various aspects of your company's service to your consumers including process and outcome evaluation. Analytic charts can be further sliced across various parameters for more detailed analysis - such as Time to show trends, across groups of Teams for intra-company comparisons, or across select Quality Standards for specific service assessment.
- Multi-level security authorization mechanisms insure that only authorized individuals have access to sensitive information or sensitive analytics.
- Fully hosted online environment means your internal IT department has no added burden such as application server maintenance or data management.
- Data entry can be accomplished via any internet-enabled desktop, laptop and even many hand-held devices such as the Handspring Treo. This can be enormously beneficial for staff members that provide community-based services.
- Context-specific online help increases staff self-sufficiency and productivity.
- Low cost insures a rapid Return-On-Investment.

Visit <http://www.ePSR.com> to experience a self-guided demonstration of the ePSR system, e-mail us today at info@ePSR.com to receive additional information, or call us at +1-310-562-4171 to ask us questions.



ePSR Implementation

Implementation of your ePSR involves the configuring of Teams of individuals (comprised of unique groupings of consumers and employees) and the assigning of these Teams to PSR Surveys which are a unique list of PSR Quality Standards of your own definition (or you can choose from our large library of already defined Quality Standards). Once the system is configured to your liking, your authorized users will be able to complete a monthly PSR Survey associated with a Team through any Internet-enabled desktop/laptop or most handheld devices.

Configuration of your Teams and PSR Surveys is done primarily during the "Implementation Phase" for which you are provided an Account Manager. Your Account Manager will be responsible for assisting with your initial configuration setup and for training key members of your staff on the recommended use of the system. Implementation is complete only when all necessary individuals have been added to the system, all the necessary Teams have been defined, all Quality Standards and PSR Surveys have been entered into the system, and key designated staff members are trained on the system. Authorized users will then have the ability to add/edit new instances of these Individuals/Teams/Quality Standards/etc. whenever they wish (i.e., when new employees are hired, when team members change, when new programs or PSR Surveys are launched, or when Quality Standards change).

ePSR Pricing

Sophia Enterprises' mission is to improve the quality of service provided by those who operate human service and educational agencies. The most effective way to achieve this is through a pricing model so inexpensive that when compared to the value provided the decision to leverage ePSR is an easy one.

The table below illustrates our general pricing models which depend heavily on the expected usage levels your organization anticipates. It is important to note that these figures are merely guidelines. If you believe your organization does not fit within one of these categories we are more than willing to consider alternate pricing models.

ePSR PRICING MODEL GUIDELINES

	1-10 Teams / 1-5 PSR Surveys (*)	11-50 Teams / 6-10 PSR Surveys	51-200 Teams / 11-15 PSR Surveys (**)
Implementation Fee	US \$750	US \$1200	US \$2500
Annual Fee	US \$2500	US \$6000	US \$12,000

(*) The above pricing models assume an average of approximately 50 Quality Standards per PSR Survey.

(**) If your organization's anticipated usage level exceeds the highest category in the table above, please contact us to explore what pricing model will work best for you.

What's more, at no additional cost, you have access to our Consumer Support via your assigned Account Manager as well as semi-annual sessions with your Account Manager for follow-on training and group Q&A. These regular sessions are intended to ensure that your staff is utilizing the system to its full advantage and to introduce new services and analytic charts that we expect to add periodically.

How to Get Started

If you have any questions or you would like a full demonstration of the ePSR system, please contact us today at info@sophiaenterprises.com. We are always happy to provide an assessment of the steps to implement your ePSR solution. You'll be surprised at how quickly your organization can be up and running. If you have your Teams and Quality Standards already defined (or you choose to leverage the ePSR Library of Quality Standards), it is not uncommon to be up and running in a matter of days!

"We at IABA have been working with a manual PSR system for over 20 years currently servicing nearly 250 Teams with over 400 staff and over a dozen individual PSR Surveys, but thanks to the dedicated professionals at Sophia Enterprises we were fully implemented on the ePSR system in little over a week and their on-going support and training has been exceptional! Thanks to Sophia Enterprises our transition to an all-electronic PSR program has resulted in higher quality PSR analysis and hundreds of hours of work saved each month. The return on our investment has been immediate."

*-- Susan Caraway,
Executive Assistant, IABA*

Visit <http://www.ePSR.com> to experience a self-guided demonstration of the ePSR system, e-mail us today at info@ePSR.com to receive additional information, or call us at +1-310-562-4171 to ask us questions.