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What we'll ask of you — and what you can count on from us

You don't need to be an expert, and you don't need to do it all at once. ABA works best as a partnership, so here's what we'll ask — openly, up front — and what you can expect from us in return.

The short version

- ✓ An adult at home for in-home sessions, and at least two hours a month of family guidance with your Board Certified Behavior Analyst.
- ✓ A steady schedule — and a heads-up when plans change.
- ✓ Keep your insurance current, and talk to us when something isn't working.

That's really all you need. The rest is here whenever you want more.

What we ask

Six things that make the biggest difference



1

Be home for in-home sessions

A parent or another trusted adult needs to be in the home during in-home sessions. You can go about your day — just stay nearby and available.



2

Family guidance: at least two hours a month

Time with your Board Certified Behavior Analyst, practicing strategies in your real routines — bath time, car seats, the grocery store. It's required by insurers, and it's where a lot of the lasting change comes from. Other caregivers are welcome to join.



3

Keep the schedule steady

Consistency is how skills stick. Frequent cancellations can quietly undo months of progress — and insurers look at attendance when they review continued hours.



4

Give us a heads-up

As much notice as you can. **Two weeks** for planned vacations. **Same-day cancellations by 6:00 a.m.**, by call or text. If your child is sick — fever, vomiting, anything contagious — please cancel; we'll do the same if our staff is sick.



5

Keep your insurance current

Tell us the day your insurance changes. Watch your mail for Medicaid renewal paperwork and send it back quickly — a lapse in coverage is the most common reason therapy pauses, and it's completely preventable.



6

Talk to us

Tell us about changes at home — sleep, medicine, a move, a new baby. And tell us when something isn't working: a goal that doesn't matter to you, a time slot that's become impossible, a technician who isn't the right fit.

In between sessions

Practice, without the homework feeling

Your Board Certified Behavior Analyst will give you one or two things to try at a time — not a binder. Things like:

- ✓ Waiting a beat before handing over the snack, so your child has a chance to ask.
- ✓ Using the same few words for a routine every time (“shoes, coat, car”).
- ✓ Noticing and cheering the moments that go right — they’re easy to miss on a busy day.

Small, consistent moments across the day add up to more than any single session.

What you can count on

Our side of the partnership

- ✓ **The same friendly face whenever we can.** We match technicians for continuity and keep them with your family.
- ✓ **A heads-up if we need to cancel** — and a real effort to send someone else to cover.
- ✓ **A Board Certified Behavior Analyst who answers your questions** and explains things in plain language.
- ✓ **Goals you agreed to**, and progress data you can see any time.
- ✓ **Respect for your home, your culture and your language.** Caregiver paperwork is available in Spanish — just ask.
- ✓ **Honesty** — about cost, timelines, and what ABA can and can’t do.

If it feels like a lot

Most families find their rhythm in a few weeks

New schedules, new people in your home, new words — it’s a lot at the start. That’s normal. If the schedule isn’t sustainable for your family, tell us early. We’d much rather rework it together than have you burn out.

You’re not doing this alone. Any question, any time — call your local office or email info@actaba.com.