

## An AutismPro Case Study: Private clinic uses AutismPro to boost capacity

Overwhelmed by demand and facing a human resources shortfall, Oklahoma's Calming Connections needed to make the most of a limited staff and maximize capacity. In these times of scarce resources, the clinic found a flexible solution in AutismPro.

### Background

Calming Connections is a privately funded child and family service agency in Sallisaw, Oklahoma. The clinic's five centers aim to provide innovative and accessible behavioral health services through counseling and education for children with autism and their families. Since opening in 2006 with just two staff members, the clinic has grown to employ 30 staff members, including therapists, behavioral specialists, a medical doctor, and several administrative positions.

### Challenge

With demand for services increasing daily, Calming Connections needed a solution to maximize efficiency while maintaining the first-rate programs expected by their clients. Trained staff were in short supply, pushing human resources to their limits and raising concern that staff would not be able to meet demand. It was felt that some staff members might benefit from additional guidance and support, but this would have required yet more resources and time that were unavailable. The clinic needed a cost-effective solution to help them overcome these hurdles.



## At A Glance: Case Study

### Background

- Privately funded clinic
- 5 sites, 30 staff members
- Quick growth
- Provides counseling & education

### Challenge

- Increasing demand
- Staffing shortages
- Needed to maximize capacity

### Solution

- Used AutismPro to set up and carry out intervention plans with minimal input from hired consultants

### Outcome

- Staff reported significant progress with their children
- AutismPro simplified many time-consuming tasks

*"Jonah is one of the happiest children we have worked with, but he is a screamer. He is not unhappy; he just screams. Finally, when we started using the activities in AutismPro, he stopped screaming. He is showing great improvement and we expect to see him moving forward."*

Calming Connections staff

AutismPro  
Toll Free: 1.866.462.0991  
Telephone: 1.506.462.0991  
Email: [info@autismpro.com](mailto:info@autismpro.com)  
[www.AutismPro.com](http://www.AutismPro.com)

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### Solution

The clinic began piloting AutismPro in 2007, with the goal of incorporating the software into their early intervention programs. Using 20 accounts, staff found the tools they needed to quickly set up and carry out intervention plans for children in collaboration with their parents. AutismPro could handle many time-consuming tasks, which allowed staff to focus on what mattered most: their clients.

Furthermore, AutismPro eased concerns about staff training. Those who found themselves in situations they were unprepared for could use AutismPro as their guide to deliver programs confidently and professionally. The software made it possible to develop effective individualized education plans with minimal input from consultants and provided all the activities and support resources needed to get optimal results for children coming to the clinic. With each child's progress stored online, intervention teams had easy access to updated reports, making manageable administration of ongoing cases a reality.

### Outcome

Since launching the pilot, Calming Connections has reported significant progress with their children thanks to the organizational benefits and resources of AutismPro. Even when staffing limitations persisted, AutismPro helped personnel make the most of their time and eased problems in administrative areas as well as in hands-on intervention troubleshooting.

The clinic's unprecedented success prompted talk of partnerships with other organizations in Oklahoma to deliver a state-wide solution. The clinic helped organize a meeting with representatives from the Oklahoma Health Care Authority, Department of Health, Department of Mental Health, and other independent clinics. The group was given a one-day orientation by AutismPro staff, which soon led to a five year contract with Sooner Start, Oklahoma's early intervention program for families of children with developmental delays, and Three Rivers Health, a health center in Muskogee operated by the Cherokee Nation.



*"Karen is a very bright child who has been nonverbal and showed a great deal of stress. She was unable to sit or focus on an activity for more than a few seconds. However, she loves the AutismPro activities and they have helped her become more social with her peers. She works on tasks until finished and seems generally calmer. This is a breakthrough for Karen."*

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