

PRIVATE PROVIDERS ASSOCIATION OF TEXAS (PPAT)

PPAT'S PHILOSOPHY OF SERVICES

Consumers have a right to receive services of the highest quality in a manner that accords dignity.

Remember- - - this is just a guide and is not inclusive of all information which might be important in your consideration and selection of services and a provider.

Information You Should Want To Know About ICF/MR and HCS Services:

Services & Program Planning

- ◆ What services are offered?

HCS is a fee-for-service program. Only those services needed by the individual are provided. The array of services available through the HCS program include Day Habilitation, Supervised Living, Residential Support, Foster/Companion Care, Supported Home Living, Dental, Psychological, OT, PT, Speech, Adaptive Aids, Minor Home Modifications, Social Work, Respite, Audiology, Case Management, Nursing, Dietary, Audiology, and Supported Employment.

ICF/MR offers a comprehensive set of services in residential settings.

- ◆ Have the facility describe ways in which it involves the consumer/guardian/family in the development of the person's program. *The organization should follow the person directed planning process when developing a consumer's program.*
- ◆ What types of leisure/recreational activities will be available? *Ask what activities consumers participate in and the frequency of the activities.*

- ◆ What type transportation does the company provide? *They should be able to tell you how consumers get from home to day activities and to recreational activities.*
- ◆ How does the facility accommodate non-ambulatory individuals? *There should be motor vehicles which can transfer consumers in wheelchairs. If you want residential services, the provider must have homes which minimally have ramps and wheelchair accessible bathrooms.*
- ◆ Can my family member attend the church of his/her choice? *Ask to view the activity schedule to see where the residents attend church. The Agency may or may not be able to transport to your church of choice.*
- ◆ How and where will my family member be cared for when he/she is ill? *Request information about the facility's health records and how staff can access them in case of illness. Ask about the number of nurses and/or nurse consultants. Ask if the nurse delegates some nursing procedures to direct care staff and how that is monitored.*
- ◆ What is staff/consumer ratio? *Depending on the consumer level of need there could be one staff for two, three, or four consumers. If approved by the state, it is possible to have one staff to one consumer.*

Policies & Procedures

- ◆ How does the company communicate with families? *Ask if the company has a parent group, regular meetings with families, and/or a newsletter.*
- ◆ Have the facility describe its complaint process. *Ask for the formal complaint handling procedures.*

- ◆ Inquire about the organization's policy on drugs and alcohol, background checks, and abuse & neglect.
- ◆ What are the facility's policies regarding visitors? *You should be able to visit at any time unless the visits infringe upon the rights and privacy of others living in the home.*
- ◆ What are the facility's policies regarding privacy? *The privacy of all consumers, unless a consumer's actions are a danger to him/herself or others and require constant observation, should be respected.*
- ◆ What procedures do staff implement in a crisis situation? *Review the disaster plan. Ask how staff can be contacted - - phone, pager?*

Staff/Owner Experience & Training

- ◆ What training do staff receive as part of employment? *It is extremely important staff are knowledgeable of and competent in CPR, First Aid, behavior management, medication administration, and issues related to rights, confidentiality and safety and health.*
- ◆ What are the qualifications of the staff? *What level of education and experience is required of direct-care and professional staff by both the state and the company.*
- ◆ What is the operator's experience in working with persons with disabilities? *Ask the operator how long he/she or the person responsible for the operation has been working with individuals with developmental disabilities. Ask about previous employment with other organizations serving persons with disabilities. Length of time is an indicator of experience.*

- ◆ Why did the organization decide to serve persons with mental retardation? *The organization should have an interest in serving this population.*
- ◆ How long has the company been an HCS and/or ICF/MR operator? *Again, this information should indicate amount of experience providing services in a variety of settings.*
- ◆ Does the facility have a reference list of families willing to talk about the services the company has provided to their family member? *You should be able to check with families who have received services from this provider.*
- ◆ Inquire about the organization's hiring and staff training process. *Ask to view training schedules and information about hiring processes.*

Certification, Monitoring & Funding

- ◆ Is the program certified by state authorities? *Ask for a copy of the facility's license and/or certification. Ask if the program meets the life safety requirements for 4 or more individuals living in a residence.*
- ◆ How is the organization funded? *Depending on its proprietorship, the business might operate on single or multiple sources of income. Ask the owner about the program's funding and if transition plans have been developed in the event the income ceases to be available.*
- ◆ How is the program funded? *Is there more than one funding source? Is it general funds, private funding, Medicaid grants, or community supports?*
- ◆ Who monitors the program? *Ask how often the program is monitored by the state and ask to see the program's last survey report.*

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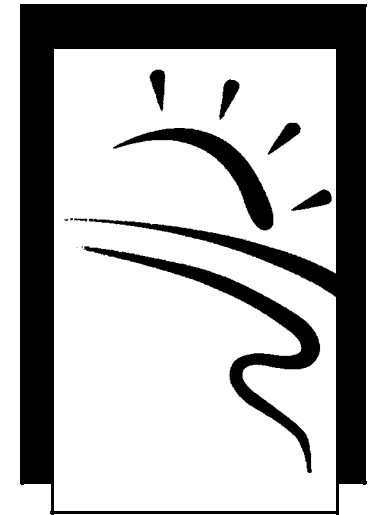
Texas Department of Aging & Disability Services
 Consumer Rights & Services
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The ARC of Texas
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Making Good Choices

A guide for families, consumers
 and guardians in selecting
 appropriate services