

Provider Questions



Question	Provider	
1. Do your employees AND volunteers receive local AND federal background screenings?		YES
2. Do your employees receive pre-employment and random drug screenings?		YES
3. Are your employees certified in crisis management and prevention?		YES
4. In center based services, what is your individual to staff ratio?		6 to 1 or less
5. With your community based in-home services, will I meet staff to choose from and will that staff person I choose be assigned to my case vs. having random people showing up on different days?		YES
6. Do you have a system in place to monitor service areas in your center settings?		YES
7. How long has your organization been in business?		12+ Years
8. How many years experience does your leadership have in this field?		30+ Years
9. Do you have a policy preventing cell phone usage by staff while providing services to ensure their attention is on me?		YES
10. Is there a system in place in order to assist me in getting help in an emergency situation?		YES
11 Will you have a plan in order to help ensure progress toward a goal(s) to help me reach my full potential and MY life choices vs. just sending someone to babysit?		YES

Question Explanations on Back

Questions Explained

1. Many providers have backgrounds run on their paid staff. In fact, the state requires it for waiver paid services. Henderson Haven also runs Federal level background screenings on our volunteers as well. The only exception to this is for those under the age of 18. There are no backgrounds allowed for minors.
2. All employees hired by Henderson Haven must pass a pre-employment drug screening. We also conduct quarterly random screenings on 10 percent of current staff. We feel this is important not only because we don't want staff with a substance abuse problem, but we also feel it says a lot about the character of an individual when they are willing to knowingly break the law.
3. Henderson Haven staff are certified in Crisis Management and Prevention. This can make a huge difference when an individual served has a bad day and needs assistance in calming down and gaining control. It also helps to make sure no one is hurt should a situation become physical.
4. We run a 6 to 1 or less service ratio in our center based settings. This low ratio helps to warrant success and improvement in the goals our individuals have set. It also means a safer environment for individuals as well as staff. This ratio is not guaranteed in evening social events or Saturday special events.
5. Our in-home community based services give our families the opportunity to meet up to three employees they are able to choose from. Once selected, they are assigned to this family and, barring any unforeseen issues, are the staff person they will be working with each day. There is a backup staff person assigned as well so vacations, sick days and other issues are covered.
6. All service areas are under constant recorded video surveillance. This doesn't just give us a way to investigate situations, it also gives parents a way to see how their child works with others when they are not in the room to distract. This can be quite a learning experience.
7. Henderson Haven, Inc. was incorporated in 2002 and Sherri Henderson was providing services privately for 2 years prior to that.
8. Lee and Sherri Henderson have been working in this field since the late 1980s. They were each working in this field in Texas when they met. They also have a 25 year old son of their own with Down Syndrome.
9. Staff are required to leave their cell phones in their lockers in our center based programs and are not allowed to use their phones other than in work related issues in homes. First time offenses in this matter result in a three day suspension without pay and further issues can result in termination. This is something we take very seriously. We all know how quickly something can happen when we're not paying attention to those in our care.
10. Hitting "0" on our phone system prompts all management, supported living coaches, and executive staff lines to ring simultaneously 24/7. In the unlikely event you are asked to leave a message, all these people are notified by text message and calls are normally returned in less than 10 minutes.
11. We want to work ourselves out of a job. We don't want you to need the same level of supports forever. We want you to reach the goals you've set in order to ensure your success in living a true life of choice and inclusion - AND we have a proven track record to back it up!