



**Daybreak Community Services, Inc.**  
**Corporate Office Address:**  
**P.O. Box 1775**  
**2505 S. I- 35 W.**  
**Burleson, Texas 76097**  
**Phone Number: 800-299-5161**

## **FREQUENTLY ASKED QUESTIONS**

### 1. What is your organization's mission statement or philosophy?

**Our Cause:**

*Make Life Better*

**Our Mission:**

*Daybreak: Empowered People united to enhance quality of life physically, emotionally and spiritually.*

**Our Guiding Values:**

◆ Quality

We implement and sustain innovative supports to enhance individual strengths and meet each person's unique needs.

◆ Inclusion

We facilitate strong community connections.

◆ Choice

We respect, listen and respond to each person's decisions and desires.

**Our Guiding Principles**

We take pride in all we do.

We honor our commitments.

We empower.

We operate as a team.

We drive out fear.

We are responsible for our environment.

We will be Thoughtful, Honest, Intelligent, Necessary, and Kind – T.H.I.N.K.

We provide growth opportunities.

We will master efficiency.

We make sound financial decisions.

We will be **THE** leader in our chosen fields.

### 2. Why did you or your organization decide to serve persons with mental retardation or developmental disabilities?

Daybreak's founders chose to serve people with mental retardation many decades ago. The founding Chief Executive Officer chose to enter this field while in her teens. This decision was based on a desire to work with people with mental retardation in the movement toward expanding community-based service options. Each member of Daybreak's management team serves in the field based on

their commitment to provide innovative supports and services for people with disabilities in a safe and healthy environment--- where every individual can experience a *Dawn of New Opportunities*.

3. How long have you and/or your organization been serving persons with mental retardation or developmental disabilities?

The Daybreak Group of companies began in 1978 in Dallas County with the development of an ICF-MR program. Daybreak Community Services Inc. was incorporated in 1997 to provide Home and Community Services. Daybreak's Chief Executive Officer has 30 years experience in the field of mental retardation. The Daybreak management team has an average of over 20 years experience each developing and managing programs for people with disabilities.

4. How many persons does your program serve presently? What is the maximum number that can be served?

Currently over 500 individuals receive services and supports from Daybreak. We do not have a cap for the number we may serve.

5. Do you have a reference list of families that I could talk to regarding the services your organization has provided to their family member?

Yes, please contact the corporate office for a list for your area.

6. What type of experience does your staff have serving persons with mental retardation and special problems such as mental illness or autism? Could you provide records of training your staff has received, specific to various disabilities and/or conditions?

Daybreak's Team Members (staff) have broad expertise in addressing a wide range of issues experienced by people with developmental disabilities. Daybreak has extensive experience serving dually diagnosed individuals including those who experience autism-spectrum disorders, multiple-disabilities, mental illness, deaf/blindness, and medical fragility. One of the advantages of Home Community Services is the small number of persons served in any one location. This enables Daybreak to provide very specific training to staff regarding each consumer's unique condition/needs. Specific Training requirements are available upon request.

7. Tell me about the level of training, experience, and required credentialing for staff providing services to individuals.

Each Direct Contact Team Member must have a High School diploma or equivalent. Each receives extensive pre-service training, annual training and training specific to the individual served. Training includes, but is not limited to, CPR and First Aid, Signs and Symptoms of Illness, Medication Management and Administration, Verbal and Physical Intervention, Confidentiality, Abuse and Neglect, Rights, Documentation and Reporting, Ethics, Fire and Safety, HCS Program review, Infection Control, Nutrition, Oral Hygiene, Lifting and Positioning, Personnel Policies and Procedures, Injury prevention, and Daybreak Program Philosophy.

8. Describe ways in which you involve the individuals, guardians, and family members in the development of the individual's program. How do you incorporate a family's preferences when they are different from what the agency wants?

Individualized services are developed using a Person-Centered planning approach. This approach places the person served and family in the drivers seat in the development of services and supports.

9. Does your agency have experienced and professional staff who train new staff or provide mentoring?

Yes, most Team Member Coordinators (*staff supervisors*) have at least 5 years experience in the field of developmental disabilities, with a minimum of three years required.

10. Does your agency train staff in any type of crisis intervention?

Each staff member receives Crisis Intervention training. Additionally, supervisors and nurses are on call 24 hours a day seven days a week.

11. How does your agency develop plans for persons with behavior problems? Are plans approved by a Behavior Therapy Committee, Human Rights Committee or by a psychiatrist? If plans are reviewed by a Human Rights Committee, is the Human Rights Committee made up of outside members, professionals, parents and individuals?

All behavior plans are developed jointly by the psychologists and necessary team members, including the individual and family members. All plans involving intrusive or restrictive procedures require review and approval by Daybreak's Human Rights Committee, the composition of which includes community and family representatives.

12. What are your policies regarding visitors?

We welcome and encourage visitors at all times.

13. What are your policies regarding privacy?

We honor and respect each individuals right to privacy

14. What type of leisure/recreational activities will be available? Does my family member choose their daily routine?

Individuals are offered and choose their daily routines and activities. These choices are from those generally available in the community in which that individual lives.

15. What type of transportation does your program provide?

Daybreak provides transportation to activities as specified in each Individual's Program Plan in vehicles owned by the agency.

16. How many vehicles do you have? Is there a vehicle for each home?

Every Daybreak residential home has it's own vehicle appropriate to the needs of the individuals residing in that home. For instance, where residents may have mobility needs, accessible vans equipped with lifts are provided. Daybreak also has vehicles available for transporting individuals who live in their own home to activities as authorized on their service plan.

17. How do you accommodate persons who are non-ambulatory?

Each residence is modified to fit the needs of the individuals who live at that home. For example, homes serving people with mobility problems may be equipped with roll-in showers, whirlpool tubs, lifts, wide doors and passageways, accessible sinks, etc. dependent on the needs of the residents.

18. Do you have staff who speak other languages? If not, will you have an interpreter available?

Team Members (staff) are available who speak a number of languages. Interpreter services are used through contract in instances where no staff is available who are fluent in a given language.

19. How do you accommodate persons who are non-verbal? Is staff trained in sign language or augmentative communication devices?

Many individuals currently served by Daybreak do not communicate verbally and are assisted with communication through a variety of methods, including augmentative communication devices, and sign language. Daybreak Team Members who are fluent in the use of these techniques and also have expertise with tactual sign language for individuals who are deaf and/or blind.

20. What provision will your company make for my family member to attend the religious services of his or her choice?

We facilitate each individual in attending the religious service of their choice by coordinating transportation and attendant services where needed.

21. What is your staff-to-individual ratio?

Ratio in group home and day habilitation settings is dependent on individual level of need. Group home ratio's range from one-to-one support to one-to three or four.

22. What are your back-up procedures when there is an emergency?

An emergency 24-hour on-call system is used in all areas for all administrative and medical issues, with highly trained team members responsible for these duty rotations.

23. Is staff available to support my family member to participate in activities in the community? (e.g., Girl Scouts, religious activities, sports)

Daybreak team members in all areas are actively involved in supporting individuals in activities limited only by choices of each individual and community availability.

24. How and where will my family member be cared for when he or she is ill?

The individual and family makes their healthcare provider choices based on the available medical resources in the community which accept that individual's health coverage plan. Daybreak staff facilitate and coordinate these services.

25. Do you have medical staff on site or on call for medical or dental issues? Is medical staff willing to practice/rehearse with my family member what to expect when going to the doctor, hospital or dentist?

Nurses are on call 24 hours daily to assist with medical and dental issues. Daybreak nursing staff team members have extensive experience in preparing individual's for medical procedures and appointments.

26. What choices will my family member have concerning day programming, vocational training, supported employment, etc.?

In most areas where available, Daybreak has multiple options for each of these services. Daybreak actively promotes contracting with other community providers of these services in addition to services operated directly by Daybreak. This ensures Daybreak consumers have the broadest array of choices possible in that community.

27. Describe how staff trains individuals in daily living skills.

Each individual Person Directed Plan provides specific direction to team members on methods to employ to teach specific skills to that individual. The individual's case manager and the staff supervisor specifically train each person working with the individual in these techniques.

28. What geographical locations do you serve?

Daybreak services are available in most areas of Texas. Regional offices are located in Fort Worth, Irving, Burleson, Amarillo, Lubbock, Abilene, Wichita Falls, San Angelo, and Mexia. For additional local contact information, contact the Daybreak corporate office listed above.

29. Will the home serving my family member be located in close proximity to school / day program / place of employment?

All Daybreak homes are located in communities easily accessible to shopping, entertainment, dining, and employment and day opportunities.

30. How does your agency build community awareness about persons with disabilities moving into their neighborhood? How does your agency resolve concerns from neighborhood families?

We have found minimal concern when moving into any neighborhood. Our experience has been neighborhood concerns are minimal because we actively promote "being good neighbors" by ensuring each home is well maintained, and team members are courteous and respectful toward neighbors. Concerns brought to our attention are addressed immediately by a director at the regional or corporate office.

31. Describe your complaint process.

Complaints regarding Daybreak's practices or policies may be directed to any Daybreak Team Member or TDMHMR without fear of reprisal or retaliation from Daybreak or its Team Members. Daybreak will make every effort to resolve complaints by conducting thorough investigations of the situations and being open to suggestions and ideas of others. All complaints are reviewed each quarter by the Quality Advisory Committee to ensure each has been adequately resolved. Individuals served and their families are provided with this information upon enrollment.

32. Do you lease or own your residential homes? Do you have short-term or long-term leases?

Daybreak has both leased and purchased homes, with the majority of leased homes currently under long-term lease.

33. What screenings do you require when staff are hired (drug screen, criminal background check, abuse/neglect)?

All team members undergo extensive screenings including criminal history, employee misconduct and nurses aid registry, random drug screenings and background reference checks.

***Texas Department of Aging and Disabilities website: [www.dads.state.tx.us](http://www.dads.state.tx.us)***