

NM LEND COMMUNITY AGENCY PROJECT

Purpose:

The purpose of the LEND Community Agency Project is to gain knowledge of programs that serve persons with disabilities and their families and gain experience in interviewing and evaluating services.

Component Objectives:

Upon the completion of this assignment, trainee will be able to do the following:

1. Select the most pertinent information available concerning a program and synthesize for others to use
2. Determine the most valuable information to share in a poster format
3. Develop a power point slide in poster format that provides adequate information.
4. Present the information in a concise and clear manner to colleagues.

ASSIGNMENT: Contact agency and schedule an appointment. At the start of the conversation, describe the LEND program and your role. Conduct interview (not all questions are appropriate to every agency/program). *Be sure to write a thank you note to the person who you had the conversation with.* Develop and present findings via Poster Power Point Slide

Directions: A community agency that serves children and/or adults with disabilities will be selected. Using your Interviewing Skills, find the answers to the questions listed below. After gathering all of your information, develop a professional poster using a power point slide and present on **December 6, 2019**. You will have 5 minutes to present the pertinent points about the agency/program. This is followed by 2-3 minutes of questions to address from the audience. Your slide will be posted in Moodle so that others can access the information.

Answer the following questions:

1. Who did you interview? What is his/her position within the agency?
2. What are the agency's mission and goals?
3. What services/programs does the agency provide?
4. Who do they provide services for? (ages, disabilities, etc.)
5. What are the eligibility requirements? Is there a waiting list?
6. What disciplines provide services for this agency?
7. What do services cost? Is health insurance and/or Medicaid billed for services?
8. How do the clients or consumers interact with the agency staff?

9. How is the agency funded? Is funding stable?
10. How does funding affect the way services are provided?
11. Does the agency interact with other agencies on a regular basis? If yes, what is the purpose of the collaborations?
12. What if any interactions does the agency have with the State Title V Program (Children's Medical Services) or other state health and education programs?
13. How often does the agency engage in program evaluation activities? What areas within the agency program are evaluated and what types of methods are used?

Please collect enough brochures to share with your fellow LEND trainees.

LEND Agency Observation Assignment

In addition to the interview, consider yourself as a potential consumer by answering key questions. Not all questions are appropriate every agency:

- Can the client find needed services easily, without many phone calls, and without going to several offices?
- Is there adequate parking and/or easy access to bus routes?
- Is the facility ADA accessible? (Entrance ramps, restrooms, doorways etc.)
- Is the application process efficient, accessible and sensitive to different cultures?
- Are services and supports provided privately and in ways that respect the confidentiality associated?
- Are signs and bulletin boards written in a language and reading level understandable to those being served? Are they worded positively and respectfully to welcome persons?
- Are materials written in multiple languages?
- Is the space conducive to meeting the program goals?
- Does the waiting area have comfortable seating? Are there toys and places reserved for children visiting?
- How long are people asked to wait before being seen?
- Are the restrooms easy to locate and accessible to someone with a disability?
- Does the agency provide a brochure or other descriptive information on their services? Is it written in a language and reading level understandable to those being served?