



**What to Look for When Choosing
a Therapy Services Staffing Partner**

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Schools and hospitals in the Greater Delaware Valley face a growing demand for therapy services.

At the same time, regulatory and compliance burdens have never been greater.

As a school or hospital administrator, your priority must always be the critical therapy needs of your students or patients.

How do you maintain that focus in the face of budget constraints and a bewildering maze of regulations?

How do you hire, vet and manage world-class therapy professionals when you barely have time to answer emails?

How do you respond to ever-changing and diverse therapy needs, each requiring specific credentials, with limited staff?

For many, the answer is partnering with a professional staffing agency.

An experienced therapy and related services staffing company can lift the burden of qualifying independent contractors or full-time staff while ensuring compliance, reducing turnover, simplifying billing and reducing your exposure to budget uncertainty.

You shouldn't leave a function this critical to chance. You want a long-term partnership with a company you can trust.

Here are 17 critical factors to consider when choosing your therapy staffing partner.

1 | How long have they been in business?

Experience counts in the therapy industry. A small mistake in vetting staff or billing can result in serious compliance problems. Predicting and rapidly responding to your students' or patients' needs comes only with long experience serving clients like you.

Nyman Associates has served schools and hospitals in the Greater Delaware Valley for over forty years. We have a deep bench of highly qualified, experienced professionals of both therapy service providers and administrative and billing staff.

Our 40 plus years of experience ensures we understand your staffing challenges, and we already have flexible solutions that meet your needs.





2 | Do they have a local office?

You may have seen national therapy staffing companies offering “traveling” therapy services.

What does a staffing company based in California know about the therapy needs of students or patients here in Pennsylvania or Delaware?

Do they understand the nuances of state regulatory guidelines in New Jersey or Maryland? Do they have pre-vetted staff with the specific credentialing required in your community?

Our local office ensures we are here when you need us with solutions that fit your regulatory environment and feet on the ground to respond to your staffing needs rapidly.

3 | Do they have local reference clients?

You have a professional network. You participate in forums and special interest groups in your area, and you know whose opinion you can trust.

You have greater confidence in a local positive review when you know the reference personally, know they share your values and will give you an honest opinion.

Ask for local references you can contact directly.





4 | Will they provide a dedicated local point of contact?

When you call your staffing partner, you don't just need a voice on the phone. You want someone who understands your situation in detail, someone with whom you've built trust and rapport.

A dedicated local point of contact will understand your budget and requirements without repeated explanation. They will know what's worked and hasn't worked for you in the past.

5 | Do they have local candidates for the positions you need to be filled?

Few things are more frustrating than interviewing and vetting staff to discover they don't have the local credentials you need.

Local candidates can respond quickly and hit the ground running. They also will have no downtime due to relocation challenges. They'll fit in more quickly with your existing staff and, because they are already near their friends and family, you'll have less turnover.





6 | Do they screen candidates in person?

Therapy is a caring occupation. There is no substitute for the in-person interview for understanding the character and people skills of a candidate.

At Nyman Associates, we believe it's essential to have multiple interviewers of candidates to ensure diversity of opinion.



7 | Can they respond quickly to your needs?

Therapy-related staffing issues may arise quickly and need staff on-site within a matter of days.

Look for a staffing partner who can step in with pre-vetted staff on an instance notice.

8 | What selection criteria are they using?

You want people that will fit your organizational culture and values. You want people with highly relevant experience and community involvement.

Look carefully at the selection criteria your staffing partner uses.

- Are they transparent about how they select and hire staff?
- Are their criteria aligned with your internal standards?
- Are they willing to modify their selection criteria to meet your specific needs?



9 | Do they provide local clinical leadership?

There are three key benefits to a staffing partner who is an active leader of the local clinical community.

As active leaders in the clinical setting, you are assured that your staffing partner is up to date on emerging clinical methodologies and best practices.

Second, as active participants in clinical leadership, they know who are the best and brightest in their field. They can recruit experienced team members and emerging talent.

Finally, when staff members have a difficult case, they have experts in their field to turn to for guidance and coaching.

For example, several members of **our leadership team** at Nyman Associates are local leaders of the American Speech-Language-Hearing Association (ASHA).





10 | What are their retention rates?

According to a Gallup poll, millennials change jobs at 3X the rate of previous generations. 21% of millennials report changing jobs in the last 12 months.

Staff turnover disrupts therapy for your students or patients and makes your job that much more difficult.

One of the advantages of a great staffing partner is they are responsible for providing employee growth programs, benefits and ongoing education.

A commitment to team growth and satisfaction results in excellent retention rates and happy staff.

11 | Do they maintain and continuously upgrade their material library?

Most therapists rely on the therapy materials provided by their employers. Does your staffing partner maintain a thorough and up to date materials library for their team?

The quality of the services you receive is, in part, dependent on it.

At Nyman Associates we maintain and continuously upgrade a vast library of digital and physical media subject matter on treatment and testing.





12 | Does your staffing partner have a Clinical Center of Excellence?

In the world of therapy and related services, a therapist is only as good as the people surrounding him or her.

A therapist grows by sharing experiences and case studies with team members and access to methods and materials that have worked for others.

At Nyman Associates we've consolidated our 40 plus years of experience in a Clinical Center of Excellence where our senior team member's leverage their years of clinical experience to support our staff, our media library provides reference material and our administrative processes support best practices.

13 | Does your staffing partner have an Employee Growth Program?

According to a LinkedIn Report on workplace learning, 94% of employees would stay at a company longer if it invested in their career development.

Employee growth is a vital part of retention and critical to ensuring that your staff is up to date with their education, certifications and best practices.



14 | Does your staffing partner have value added programs?

A staffing partner doesn't just provide staff. A staffing partner brings value-added programs to relieve your administrative burden and ensure the safety and quality of therapeutic services provided to students or patients.

At Nyman Associates, we offer the following value-added programs,

- Assessment and/or establishment of special education infrastructure
- FERPA compliance
- Establishing screening and/or ESY programs
- Utilization of Least Restrictive Environment (LRE) models
- Creating IEPs, Evaluations, and Plans, and document objectives and goals
- Functional Behavioral Assessments (FBAs)
- Student case management and evaluation
- Staff development and training
- Networking opportunities
- Community-based support



15 | Are your bills accurate and straightforward?

As an administrator, you have enough on your plate. The last thing you need is to spend time with accounting, trying to reconcile bills.

Look for a staffing partner with transparent, accurate billing.

16 | Is your staffing partner active in your community?

Schools and hospitals are vital parts of the community.

A staffing partner who is also active in the community can help advance your community initiatives, help connect you to key political and charitable contacts and participate in events that are important to you and your team.





17 | Does your staffing partner have competitive all-inclusive rates?

Finally, make sure your strategic staffing partner brings all the above to the table at a competitive rate and takes all the guesswork out.

At Nyman Associates, you won't get any last-minute billing surprises. Our rates are all-inclusive.

Nyman Associates - local, dependable, and ready to help you solve your most pressing or challenging staffing needs.

If the 17 criteria listed above sounds demanding to you, you're right!

Choosing a strategic staffing partner to deliver therapy services to your students or patients is an important decision. You have an obligation to the people you serve to demand the best.

We're proud to report that Nyman Associates meets or exceeds every one of the 17 criteria we just presented.

If you are a school administrator or hospital administrator looking for therapy staffing solutions in the Delaware Valley, we'd love to **schedule a no-obligation consultation** to discuss how we can support you.

Nyman Associates is a Philadelphia-based therapeutic staffing firm serving the Greater Delaware Valley for over 40 years.

Our mission is to provide students and patients in our communities with,

- Speech-Language Pathologists
- Occupational Therapists
- Physical Therapists
- School Counselors
- School Psychologists





Clients who come to us stay with us because they appreciate our unique combination of holistic patient services, investment in technology, stringent vetting and thoughtful placement of staff, and optimized business processes that relieve their administrative burden.

We're confident we can help you too.

Contact us today!

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