

Questions to ask Residential Service Providers

Staffing-Related Questions:

- ▶ What initial training does the staff receive prior to working with individuals? What ongoing training does staff receive and how often?
- ▶ How does the agency determine the amount of staffing needed for a person?
- ▶ How does the agency determine if more or less staffing is needed, due to a change in the person's life?

House / Apartment Questions:

- ▶ Who is responsible for maintenance (i.e. carpets, roofing, plumbing, etc.)
- ▶ How are roommates chosen?
- ▶ What happens if roommates don't want to live together anymore?
- ▶ What am I responsible for providing? (bed, phone, dishes, linens, furniture)
- ▶ Ask for a tour of the various living arrangements (group homes, apartments)
- ▶ Does housing cost include other potential costs? (i.e. utilities, food, telephone, cable, lawn care)

Transportation:

- ▶ What means, if any, of transportation are available and how is it paid for? What qualifications do you require of drivers?

Agency Related Questions:

- ▶ How will agency notify me of medication, or lifestyle changes? or Suspected Abuse, neglect, or exploitation?
- ▶ How will bills be paid? And who will pay for them?
- ▶ How will personal money & receipts for expenditures be managed? What safeguards are in place to prevent mismanagement?
- ▶ How does the agency determine the quality of the services provided?
- ▶ What is the agency's emergency management plan?
- ▶ How will the agency accommodate involvement in the community and how often? Who pays for these activities?
- ▶ If your organization becomes my payee, do you charge a fee?

Behavioral / Medical Concerns:

- ▶ What is the policy regarding management of behaviors and use of psychotropic medications?
- ▶ What does the behavior management committee do and who is on it?
- ▶ How are medical issues, including medications managed? Who schedules Doctor's appointments?
- ▶ Does provider have access to proper adaptive equipment needed? (i.e. lift, or accessible van with lift)

Final Step: Making Your Choice

In order to make your initial service provider choice, (Targeted Case Management, Day Services, or Residential Services), contact the CDDO Liaison, at the Cottonwood CDDO.

Changing Service Providers

It is your right to change service providers at any time, should you desire to do so. In order to begin this process contact the CDDO Liaison at:

Call: (785) 842-0550



Cottonwood CDDO

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Your Single Point of Entry

With one phone call to the Cottonwood CDDO, you can obtain information about services for people with developmental disabilities available in Douglas and Jefferson Counties. You can also request eligibility information, application forms, and descriptive brochures on any affiliated organization from this centralized information source. By establishing this single point of contact for service inquiries we hope to make it easier for individuals to get the information they need - promptly and accurately!

CDDO Liaison
Cottonwood CDDO
2801 W. 23rd street
Lawrence, KS 66047

Phone: (785) 842-0550
Fax: (785) 842-6102
Web: www.cddo.cwood.org



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How to Choose Service Providers



How to Choose Services

Finding the right service provider can be difficult; you want a provider that will help you and your family members with a genuine, person-centered attitude. You and your family have the ultimate power to choose your services. This guide provides some pointers on how to help gauge which provider will work best for you.

When shopping for services, there are some things that may help you move through the process:

- Know what to ask before you go. If you take time to prepare questions, you can direct the session in order to get them answered.
- Take notes. This will allow you to refer back and compare between service providers
- Take a trusted friend or family member with you. A second set of ears can provide perspective when making a decision.

Scheduling an appointment

Sometimes a simple call with questions will give you a sense if a provider will meet your needs. In a preliminary chat you may ask:

- What services do you offer?
- Will there be bilingual staff or sign language interpreters if I need them?
- Will my services be covered by insurance, government funding (such as Medicare or Medicaid), or other resources?

How do I feel when I walk in?

- Was I greeted in a friendly manner?
- Did they see me in a reasonable timeframe?
- Are the facilities well maintained, clean & safe?

What are your services?

- What is the mission of the organization? And how long have they been in business?
- How long does it take to begin services? Is there a waiting list?
- How will I or my family participate in planning services?
- What are my rights & responsibilities? What will this cost me?
- If I need other assistance, is it available? Who can I contact if I have more questions?
- Is the organization accredited? If yes, by what accrediting organization, and for how long?
- How many people do they support?
- How many Direct Support Professionals are employed there? What is the rate of turnover?
- What type of supervisory support is provided for direct support professionals?
- How are complaints / concerns / grievances handled?
- How do they assess the satisfaction of the people receiving services? Or the guardians?
- What are their policies regarding reporting of possible abuse, neglect, or exploitation?

Reflections, Now what?

Now you get to make decisions about what service you would like. This is a personal choice that involves you and your family members. As you look back on your notes and consider the opinions of friends or family members who accompanied you, there are some final questions that are relevant as you decide to participate in services:

- Overall, was the provider courteous, helpful, and respectful?
- Did they answer my questions?
- If they couldn't answer my questions, did they refer me to somebody who could, or offer to follow up with answers?
- If they didn't provide all the services I need, did they refer me to an organization that could, or offer to coordinate with another organization?
- Are hours and location convenient for me?
- Would I be comfortable receiving services here?
- Did staff members seem interested in me and the services I need?

Visit the CDDO Website

There you will find more information on choosing services as well as the most up-to-date listing of affiliated service Providers in Douglas and Jefferson Counties.