

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)