SCDDO Directory of Affiliated Service Providers

Sedgwick County
Department of Aging & Disabilities
271 W 3rd St. N, Suite 500
Wichita, KS 67202
Hours: Monday-Friday 8 a.m. - 5 p.m.

SEDGWICK COUNTY

DEPARTMENT OF AGING AND DISABILITIES

VISION

Disabilities Do Not Limit Us.

MISSION

Assisting people with developmental disabilities to receive quality services and achieve greater independence.

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Affiliate Provider Contact Information

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AbilityPoint, Inc.
2919 W. 2nd St. N.
Wichita, KS 67203-5319
Phone: (316) 943-1191
Fax: (316) 943-3292
Agency Directed
Children's Integrated Community Supports
Supportive Home Care
Supportive Home Care (limited to AbilityPoint program participants)
Targeted Case Management (Age 13+)

Advocate Care Services, Inc.
www.advocatecare.org
151 S. Whittier, Ste. 1500
Wichita, KS 67207-1063
Phone: (316) 260-9910
Fax: (888) 962-4321
Self Directed
Enhanced Care Services
Financial Management Services
Overnight Respite
Personal Care Services

AidCare Services
9235 E. Harry St, Bldg. 200 Suite 5
Wichita, KS 67207-5073
Phone: (316) 243-4090
Fax: (316) 351-7788
Agency Directed
Day Supports (Age 18+)
Residential Supports (Age 18+)

All Saints Home Care Inc.
3425 W Central Ave
Wichita, KS 67203
Phone: (316) 755-1076
Fax: (316) 945-9076
Self Directed
Enhanced Care Services (Age 5+)
Financial Management Services (Age 5+)
Overnight Respite (Age 5+)
Personal Care Services (Age 5+)

Alpha Services, Inc.
https://alphaservicesks.com/
542 N. Indiana
Wichita, KS 67214-4010
Phone: (316) 295-4498
Fax: (316) 530-8047
Agency Directed
Day Supports (Age 18+)
Residential Supports (Age 18+)

Arrowhead West, Inc.
613 N. Ridge, Suite 105
Wichita, KS 67212-3391
Phone: (316) 722-4554
Fax: (316) 722-8314
Agency Directed
Day Supports (Age 18+)
Residential Supports (Age 18+)
Targeted Case Management (Age 18+)
Wellness Monitoring (Age 18+)

Aveanna Healthcare
www.aveanna.com
534 N Ridge Road, Suite C
Wichita, KS 67212
Phone: (316) 522-0608
Fax: (316) 925-5027
Agency Directed
Specialized Medical Care (Age 5+)

Catholic Charities, Inc. Adult Day Services
www.catholiccharitieswichita.org
2235 W. 37th St. N.
Wichita, KS 67204
Phone: (316) 942-2008
Fax: (316) 201-0500
Agency Directed
Day Supports (Age 18+)
Wellness Monitoring (Age 18+)

Cerebral Palsy Research Foundation of Kansas, Inc.
www.cprf.org
5111 E. 21st St. N.
Wichita, KS 67208-1606
Phone: (316) 688-1888
Fax: (316) 688-5687
Agency Directed
Assistive Services (Wheelchair Modifications)
Day Supports (Age 18+)
Targeted Case Management (Age 14+)

COF Training Services, Inc.
cofts.org
1516 N. Davis Avenue
Ottawa, KS 66067
Phone: (785) 893-2111
Fax: (785) 242-2118
Agency Directed
Residential - Shared Living (Age 18+)

Craig Resources, LLC
1220 E 1st St N
Wichita, KS 67214-3907
Phone: (316) 264-9988
Fax:
Agency Directed
Specialized Medical Care (Age 0 - 21)

Envision, Inc
www.envisionus.com
2301 S. Water
Wichita, KS 67213-4819
Phone: (316) 425-7140
Fax: (316) 425-7171
Agency Directed
Day Supports (Age 18+)
Day Supports (Age 18+, for individuals with visual impairments)
Targeted Case Management

Golden Grace, LLC
5919 N Meridian Ave
Wichita, KS 67204
Phone: (316) 312-0768
Fax:
Agency Directed
Residential Supports (Age 18+)

Goodlife Innovations, Inc.
www.mygoodlife.org
4912 E 29th Street North
Wichita, KS 67220
Phone: (913) 980-8135
Fax:
Agency Directed
Day Supports (Age 18+)
Residential - Shared Living (Age 18+)
Residential Supports (Age 18+)
Wellness Monitoring (Age 18+)

Goodwill Industries of Kansas, Inc.
www.goodwillks.org
3351 N. Webb Road
Wichita, KS 67226-8123
Phone: (316) 744-9291
Fax: (316) 744-1428
Agency Directed
Day Supports (Age 18+)
Supported Employment (Age 18+)

GT Independence
gtindependence.com/state/kansas
7300 W. 110th Street, Commerce Plaza, 7th Floor
Overland Park, KS 66210
Phone: (877) 659-4500
Fax:
Self Directed
Enhanced Care Services
Financial Management Services
Overnight Respite
Personal Care Services

Hearts of Love, LLC
1602 S. Cranbrook Avenue
Wichita, KS 67207-5702
Phone: (316) 927-2134
Fax: (316) 330-4055
Agency Directed
Day Supports (Age 18+)
Residential Supports (Age 18+)

Helpers, LLC
www.helpersinc.org
11806 W 77th St.
Lenexa, KS 66214
Phone: (913) 322-7212
Fax:
Self Directed
Enhanced Care Services
Financial Management Services
Overnight Respite
Personal Care Services

Home Buddy, LLC
3510 W. Central, Suite 700
Wichita, KS 67203
Phone: (316) 262-8339
Fax:
Agency Directed
Medical Alert Rental

Honey Bee Community Services, Inc.
413 E Santa Fe
Olathe, KS 66283-0532
Phone: (913) 710-1406
Fax: (816) 278-9410
Agency Directed
Targeted Case Management (Age 18+)

Independence, Inc.
2001 Haskell Ave
Lawrence, KS 66046
Phone: (785) 841-0333
Fax: (785) 841-1094
Self Directed
Enhanced Care Services
Financial Management Services
Overnight Respite
Personal Care Services

Independent Living Resource Center, Inc.
www.ilrcks.org
3033 W. 2nd St.
Wichita, KS 67203-5357
Phone: (316) 942-6300
Fax: (316) 942-2078
Self Directed
Enhanced Care Services
Financial Management Services
Overnight Respite
Personal Care Services

Individual Advocacy, LLC
3013 E US Hwy 54
Andover, KS 67002
Phone: (316) 613-3990
Fax: (316) 613-3316
Agency Directed
Targeted Case Management

Jondoh House, LLC
2620 E 21 St. North
Wichita, KS 67217-2248
Phone: (316) 751-8494
Fax:
Agency Directed
Day Supports (Age 18+)
Residential Supports (Age 18+)

KETCH
www.ketch.org
1006 E. Waterman
Wichita, KS 67211-1525
Phone: (316) 383-8700
Fax: (316) 383-8715
Agency Directed
Day Supports (Age 18+)
Residential Supports (Age 18+)
Wellness Monitoring (Age 18+)

KVC Behavioral Healthcare
www.kvc.org
21350 W. 153rd Street
Olathe, KS 66061-5413
Phone: (913) 621-5753
Fax: (913) 529-2900
Agency Directed
Children`s Residential Supports (Age 5 - 21)

Life Patterns
www.lifepatternsks.org
3300 SW 29th Street, Ste. 100
Topeka, KS 66614-2069
Phone: (785) 273-7189
Fax: (785) 273-3816
Self Directed
Enhanced Care Services
Financial Management Services
Overnight Respite
Personal Care Services

Life Works
1855 S. Rock Road, Ste. 129
Wichita, KS 67207-5113
Phone: (316) 201-1203
Fax: (316) 201-1223
Agency Directed
Day Supports (Age 18+)
Targeted Case Management

LifeStation, Inc.
2900 SW Wanamaker Dr STE 204
Topeka, KS 66614
Phone: (800) 446-3300
Fax: (866) 725-8677
Agency Directed
Medical Alert Rental

LINK, Inc.
1300E 13th St
Hays, KS 67601
Phone: (785) 625-6942
Fax:
Self Directed
Enhanced Care Services
Financial Management Services
Overnight Respite
Personal Care Services

Mandala Community, LLC
www.mandalacommunity.com
236 N Pennsylvania Ave
Wichita, KS 67214-4149
Phone: (316) 776-5489
Fax: (316) 494-6348
Agency Directed
Day Supports (Age 18+)
Residential - Shared Living (Age 18+)
Residential Supports (Age 18+)

Maxim Healthcare Services, Inc.
8301 E. 21st St, Ste 230
Wichita, KS 67206-2934
Phone: (316) 201-9401
Fax: (866) 235-4617
Agency Directed
Specialized Medical Care (Age 5+)

MedLife, LLC
1000 S. Dowell Terrace
Wichita, KS 67207
Phone: (316) 208-6353
Fax: (316) 226-8094
Agency Directed
Residential Supports (Age 18+)

MedScope America LLC
www.medscope.org
1818 Market St Suite 1200
Philadelphia, PA 19103
Phone: (800) 645-2060
Fax: (610) 896-7233
Agency Directed
Medical Alert Rental

Mosaic
113 N Broadway, Ste A
Pittsburg, KS 66762
Phone: (620) 231-5590
Fax: (620) 231-1810
Agency Directed
Residential - Shared Living (Age 18+)

New Hope Services
821 W. 3rd St. Terrace
Valley Center, KS 67147-2417
Phone: (316) 755-1288
Fax: (316) 755-1954
Agency Directed
Day Supports (Age 18+)
Residential Supports
Targeted Case Management

Paradigm Services, Inc.
344 N. Wabash
Wichita, KS 67214-3948
Phone: (316) 260-8834
Fax: (316) 260-9570
Agency Directed
Day Supports (Age 18+)
Residential Supports (Age 18+)

People First Employment and Residential Services
133 S Hydraulic
Wichita, KS 67211-1904
Phone: (316) 706-3697
Fax: (316) 425-8655
Agency Directed
Day Supports (Age 18+)
Residential Supports (Age 18+)
Supported Employment (Age 18+)

Phoenix Home Care & Hospice
3450 N Rock Road, Ste 213
Wichita, KS 67226
Phone: (316) 688-5511
Fax:
Agency Directed
Specialized Medical Care

Rainbows United, Inc.
www.rainbowsunited.org
3223 North Oliver Avenue
Wichita, KS 67220-2106
Phone: (316) 267-5437
Fax: (316) 267-5444
Agency Directed
Children's Integrated Community Supports (Age 0 - 21)
Supportive Home Care (Age 0 - 21)
Targeted Case Management (Age 0 - 17)

REM Kansas, LLC
www.brightspringhealth.com
5112 E. 36th St North
Wichita, KS 67220-3204
Phone: (316) 651-2585
Fax: (316) 651-5866
Agency Directed
Day Supports (Age 18+)
Overnight Facility-Based Respite (Age 18+)
Residential - Shared Living (Age 18+)
Residential Supports (Age 18+)
Targeted Case Management
Wellness Monitoring (Age 18+)

Starkey, Inc.
www.starkey.org
4500 W. Maple
Wichita, KS 67209-2567
Phone: (316) 942-4221
Fax: (316) 942-6952
Agency Directed
Day Supports (Age 18+)
Residential Supports (Age 18+)
Supported Employment (Age 18+)
Targeted Case Management (Age 16+)
Wellness Monitoring (Age 18+)

Taylor Drug Operating Services, Inc.
www.taylordrug.net
201 S. Summit
Arkansas City, KS 67005-2895
Phone: (620) 442-3500
Fax: (620) 442-2184
Agency Directed
Assistive Services
Assistive Services Home Modification
Assistive Services Specialized Medical Equipment and Supplies

TFI Family Services, Inc.
618 Commercial Street
Emporia, KS 66801-3969
Phone: (785) 271-6657
Fax: (620) 343-1398
Agency Directed
Children`s Residential Supports (Age 5 - 21)

The Looking Glass
220 N Pennsylvania Ave
Wichita, KS 67214
Phone: (316) 351-7554
Fax: (316) 425-5003
Agency Directed
Day Supports (Age 18+)

TRUST HomeCare, LLC
www.trusthomecare.com
6224 Shadybrook Street
Wichita, KS 67208-1844
Phone: (316) 683-7700
Fax: (316) 683-7702
Agency Directed
Enhanced Care Services
Medical Alert Rental
Overnight Respite
Specialized Medical Care
Supportive Home Care
Wellness Monitoring

Limited License Providers - Not Accepting Referrals

Agape Services, LLC

Phone: (620) 757-5737

Fax:

Agency Directed
Day Supports
Residential Supports

Heart of Care Agency, LLC

Phone: (316) 371-3609

Fax: (316) 440-2527

Agency Directed
Day Supports
Residential Supports

St. Margaret's Mission, LLC

Phone: (785) 375-2526

Fax:

Agency Directed
Day Supports (Age 22+)
Residential Supports (Age 22+)

Providers by Service

Assistive Services – Agency Directed

Cerebral Palsy Research Foundation of Kansas, Inc. (Wheelchair Modifications)
Taylor Drug Operating Services, Inc.

Assistive Services Home Modification – Agency Directed

Taylor Drug Operating Services, Inc.

Assistive Services Specialized Medical Equipment and Supplies – Agency Directed

Taylor Drug Operating Services, Inc.

Children`s Residential Supports – Agency Directed

KVC Behavioral Healthcare (Age 5 - 21)
TFI Family Services, Inc. (Age 5 - 21)

Children's Integrated Community Supports – Agency Directed

AbilityPoint, Inc.
Rainbows United, Inc. (Age 0 - 21)

Day Supports – Agency Directed

AidCare Services (Age 18+)
Alpha Services, Inc. (Age 18+)
Arrowhead West, Inc. (Age 18+)
Catholic Charities, Inc. Adult Day Services (Age 18+)
Cerebral Palsy Research Foundation of Kansas, Inc. (Age 18+)
Envision, Inc (Age 18+)
Envision, Inc (Age 18+, for individuals with visual impairments)
Goodlife Innovations, Inc. (Age 18+)
Goodwill Industries of Kansas, Inc. (Age 18+)
Hearts of Love, LLC (Age 18+)
Jondoh House, LLC (Age 18+)
KETCH (Age 18+)
Life Works (Age 18+)
Mandala Community, LLC (Age 18+)

New Hope Services (Age 18+)
Paradigm Services, Inc. (Age 18+)
People First Employment and Residential Services (Age 18+)
REM Kansas, LLC (Age 18+)
Starkey, Inc. (Age 18+)
The Looking Glass (Age 18+)

Enhanced Care Services – Agency Directed

TRUST HomeCare, LLC

Enhanced Care Services – Self Directed

Advocate Care Services, Inc.
All Saints Home Care Inc. (Age 5+)
GT Independence
Helpers, LLC
Independence, Inc.
Independent Living Resource Center, Inc.
Life Patterns
LINK, Inc.

Financial Management Services – Self Directed

Advocate Care Services, Inc.
All Saints Home Care Inc. (Age 5+)
GT Independence
Helpers, LLC
Independence, Inc.
Independent Living Resource Center, Inc.
Life Patterns
LINK, Inc.

Medical Alert Rental – Agency Directed

Home Buddy, LLC
LifeStation, Inc.
MedScope America LLC
TRUST HomeCare, LLC

Overnight Facility-Based Respite – Agency Directed

REM Kansas, LLC (Age 18+)

Overnight Respite – Agency Directed

TRUST HomeCare, LLC

Overnight Respite – Self Directed

Advocate Care Services, Inc.
All Saints Home Care Inc. (Age 5+)
GT Independence
Helpers, LLC
Independence, Inc.
Independent Living Resource Center, Inc.
Life Patterns
LINK, Inc.

Personal Care Services – Self Directed

Advocate Care Services, Inc.
All Saints Home Care Inc. (Age 5+)
GT Independence
Helpers, LLC
Independence, Inc.
Independent Living Resource Center, Inc.
Life Patterns
LINK, Inc.

Residential - Shared Living – Agency Directed

COF Training Services, Inc. (Age 18+)
Goodlife Innovations, Inc. (Age 18+)
Mandala Community, LLC (Age 18+)
Mosaic (Age 18+)
REM Kansas, LLC (Age 18+)

Residential Supports – Agency Directed

AidCare Services (Age 18+)

Alpha Services, Inc. (Age 18+)
Arrowhead West, Inc. (Age 18+)
Golden Grace, LLC (Age 18+)
Goodlife Innovations, Inc. (Age 18+)
Hearts of Love, LLC (Age 18+)
Jondoh House, LLC (Age 18+)
KETCH (Age 18+)
Mandala Community, LLC (Age 18+)
MedLife, LLC (Age 18+)
New Hope Services
Paradigm Services, Inc. (Age 18+)
People First Employment and Residential Services (Age 18+)
REM Kansas, LLC (Age 18+)
Starkey, Inc. (Age 18+)

Specialized Medical Care – Agency Directed

Aveanna Healthcare (Age 5+)
Craig Resources, LLC (Age 0 - 21)
Maxim Healthcare Services, Inc. (Age 5+)
Phoenix Home Care & Hospice
TRUST HomeCare, LLC

Supported Employment – Agency Directed

Goodwill Industries of Kansas, Inc. (Age 18+)
People First Employment and Residential Services (Age 18+)
Starkey, Inc. (Age 18+)

Supportive Home Care – Agency Directed

AbilityPoint, Inc.
AbilityPoint, Inc. (limited to AbilityPoint program participants)
Rainbows United, Inc. (Age 0 - 21)
TRUST HomeCare, LLC

Targeted Case Management – Agency Directed

AbilityPoint, Inc. (Age 13+)
Arrowhead West, Inc. (Age 18+)

Cerebral Palsy Research Foundation of Kansas, Inc. (Age 14+)
Envision, Inc
Honey Bee Community Services, Inc. (Age 18+)
Individual Advocacy, LLC
Life Works
New Hope Services
Rainbows United, Inc. (Age 0 - 17)
REM Kansas, LLC
Starkey, Inc. (Age 16+)

Wellness Monitoring – Agency Directed

Arrowhead West, Inc. (Age 18+)
Catholic Charities, Inc. Adult Day Services (Age 18+)
Goodlife Innovations, Inc. (Age 18+)
KETCH (Age 18+)
REM Kansas, LLC (Age 18+)
Starkey, Inc. (Age 18+)
TRUST HomeCare, LLC

Providers by MCO

Healthy Blue

AbilityPoint, Inc.
Advocate Care Services, Inc.
AidCare Services
All Saints Home Care Inc.
Alpha Services, Inc.
Arrowhead West, Inc.
Aveanna Healthcare
Catholic Charities, Inc. Adult Day Services
Cerebral Palsy Research Foundation of Kansas, Inc.
COF Training Services, Inc.
Craig Resources, LLC
Envision, Inc
Golden Grace, LLC
Goodlife Innovations, Inc.
Goodwill Industries of Kansas, Inc.
Hearts of Love, LLC
Helpers, LLC
Home Buddy, LLC
Honey Bee Community Services, Inc.
Independence, Inc.
Independent Living Resource Center, Inc.
Individual Advocacy, LLC
Jondoh House, LLC
KETCH
KVC Behavioral Healthcare
Life Patterns
Life Works
LifeStation, Inc.
LINK, Inc.
Mandala Community, LLC
Maxim Healthcare Services, Inc.
MedLife, LLC

MedScope America LLC
Mosaic
New Hope Services
Paradigm Services, Inc.
People First Employment and Residential Services
Phoenix Home Care & Hospice
Rainbows United, Inc.
REM Kansas, LLC
Starkey, Inc.
Taylor Drug Operating Services, Inc.
TFI Family Services, Inc.
The Looking Glass
TRUST HomeCare, LLC

Sunflower Health Plan

AbilityPoint, Inc.
Advocate Care Services, Inc.
AidCare Services
All Saints Home Care Inc.
Alpha Services, Inc.
Arrowhead West, Inc.
Aveanna Healthcare
Catholic Charities, Inc. Adult Day Services
Cerebral Palsy Research Foundation of Kansas, Inc.
COF Training Services, Inc.
Craig Resources, LLC
Envision, Inc
Golden Grace, LLC
Goodlife Innovations, Inc.
Goodwill Industries of Kansas, Inc.
GT Independence
Hearts of Love, LLC
Helpers, LLC
Home Buddy, LLC
Honey Bee Community Services, Inc.

Independence, Inc.
Independent Living Resource Center, Inc.
Individual Advocacy, LLC
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KETCH
KVC Behavioral Healthcare
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LINK, Inc.
Mandala Community, LLC
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MedLife, LLC
MedScope America LLC
Mosaic
New Hope Services
Paradigm Services, Inc.
People First Employment and Residential Services
Phoenix Home Care & Hospice
Rainbows United, Inc.
REM Kansas, LLC
Starkey, Inc.
Taylor Drug Operating Services, Inc.
TFI Family Services, Inc.
The Looking Glass
TRUST HomeCare, LLC

United Healthcare

AbilityPoint, Inc.
Advocate Care Services, Inc.
AidCare Services
All Saints Home Care Inc.
Alpha Services, Inc.
Arrowhead West, Inc.
Aveanna Healthcare

Catholic Charities, Inc. Adult Day Services
Cerebral Palsy Research Foundation of Kansas, Inc.
COF Training Services, Inc.
Craig Resources, LLC
Envision, Inc
Golden Grace, LLC
Goodlife Innovations, Inc.
Goodwill Industries of Kansas, Inc.
GT Independence
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Honey Bee Community Services, Inc.
Independence, Inc.
Independent Living Resource Center, Inc.
Individual Advocacy, LLC
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KETCH
KVC Behavioral Healthcare
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Mandala Community, LLC
Maxim Healthcare Services, Inc.
MedLife, LLC
MedScope America LLC
Mosaic
New Hope Services
Paradigm Services, Inc.
People First Employment and Residential Services
Phoenix Home Care & Hospice
Rainbows United, Inc.
REM Kansas, LLC
Starkey, Inc.

Taylor Drug Operating Services, Inc.
TFI Family Services, Inc.
The Looking Glass
TRUST HomeCare, LLC

Providers Accepting Private Pay

Alpha Services, Inc.

Day Supports (Age 18+)
Residential Supports (Age 18+)

Arrowhead West, Inc.

Day Supports (Age 18+)
Residential Supports (Age 18+)
Targeted Case Management (Age 18+)

Catholic Charities, Inc. Adult Day Services

Day Supports (Age 18+)

Cerebral Palsy Research Foundation of Kansas, Inc.

Day Supports (Age 18+)
Targeted Case Management (Age 14+)

COF Training Services, Inc.

Residential - Shared Living (Age 18+)

Envision, Inc

Day Supports (Age 18+, for individuals with visual impairments)
Targeted Case Management

Goodlife Innovations, Inc.

Day Supports (Age 18+)
Residential - Shared Living (Age 18+)
Residential Supports (Age 18+)

GT Independence

Enhanced Care Services
Financial Management Services
Overnight Respite
Personal Care Services

Hearts of Love, LLC

Day Supports (Age 18+)
Residential Supports (Age 18+)

Jondoh House, LLC

Day Supports (Age 18+)
Residential Supports (Age 18+)

Life Works

Day Supports (Age 18+)
Targeted Case Management

Mandala Community, LLC

Day Supports (Age 18+)
Residential - Shared Living (Age 18+)
Residential Supports (Age 18+)

MedLife, LLC

Residential Supports (Age 18+)

Mosaic

Residential - Shared Living (Age 18+)

Paradigm Services, Inc.

Day Supports (Age 18+)
Residential Supports (Age 18+)

People First Employment and Residential Services

Day Supports (Age 18+)
Residential Supports (Age 18+)

REM Kansas, LLC

Day Supports (Age 18+)
Residential - Shared Living (Age 18+)
Residential Supports (Age 18+)
Targeted Case Management

The Looking Glass

Day Supports (Age 18+)

TRUST HomeCare, LLC

Supportive Home Care

GUIDE FOR CHOOSING A SERVICE PROVIDER

Making your expectations clear and finding out if the service provider can meet them is essential. The following are some basic questions to ask when choosing an agency:

AGENCY MISSION, HISTORY, ORGANIZATIONAL STRUCTURE, LICENSING AND STABILITY

- What is your mission and how do you implement your mission on a day-to-day basis?
- What is your organization's management structure?
- How long has the Executive Director (and other key managers) been with the organization?
- Do you produce an annual report? May I review it?
- When was your most recent licensing review or certification? What were the results of the review?
- Has your license ever been in a less than "full license" status? If so, when, for how long and why?
- Are you accredited? If "yes", by what accrediting organization? How long have you been accredited?
- Have you had a recent financial audit? May I review it?
- Explain your fee structure. What is covered and not covered in your fees?

PEOPLE RECEIVING SUPPORTS AND SERVICES FROM THE ORGANIZATION

- How many people does the organization support in total and by program/service?
- What is the age range of the people receiving supports and services from the organization?
- What experience does the organization have in providing supports and services to people with specific needs similar to those of the person seeking services? How many people does the organization support who face these issues?
- How many people does the organization support who previously lived in a state operated facility?
- Have any people who previously lived in a state-operated facility gone back to that facility? If so, why?

RIGHTS, ADVOCACY, PERSONAL INFORMATION AND SATISFACTION

- What are the rights and responsibilities of those who receive services at your organization? And, what are the rights and responsibilities for guardians?
- If a person or his/her guardian has a complaint, concern or grievance what process should be followed?
- How are responses to complaints, concerns or grievances monitored for effectiveness?
- If not satisfied with the agency response, what should be done?
- How will the person's served personal funds be managed?
- If your organization becomes payee is there an associated fee? What kind of reports will be provided to the guardian?
- What kinds of records will be kept regarding the individual and his/her services? Who has access to these records? How is confidentially assured?
- How do you assess the satisfaction of the people who receive your services? How do you assess the satisfaction of guardians?
- When was the last satisfaction assessment done? What were the results? May I receive a copy of the results?
- What opportunities are provided for guardians to provide input to the organization?
- Can you provide references to me from guardians of people supported by your organization? Can you provide reference to me from guardians who previously received services at KNI or Parsons State Hospital?
- How many people supported by your organization have left your services during the past year? Why did these people leave?

SAFETY, EMERGENCY PREPAREDNESS AND FREEDOM FROM ABUSE, NEGLECT AND EXPLOITATION

- What are your policies regarding the reporting of suspected abuse, neglect or exploitation (ANE)?
- How many incidents of suspected ANE were reported to Adult Protective Services (APS) in the past year for the people you support? How many incidents of ANE were confirmed?
- What policies are in place regarding issues such as medical emergencies, power outages, weather emergencies, missing persons and/ or other emergencies?
- What training do staff members receive regarding these policies?
- If DSP's need additional support during an emergency, who do they call?
- Who monitors the condition of homes to ensure they are safe and in good repair? How?

How frequently does this occur?

- What process is in place to correct repair issues presenting safety concerns or other safety issues in the home?
- What process is in place to ensure that medications are stored safely?
- What process is in place to address specific safety or emergency concerns that specific to individuals such as elopement, seizures, aggressive or destructive behavior, falls, eating inedible objects, etc.?

DIRECT SUPPORT PROFESSIONALS (DSP)

- How many DSP's do you employ?
- What are the minimum requirements for DSP's at the time of hire?
- Describe your pre-employment screening procedures.
- What types of issue make a potential employee ineligible to be hired?
- Do you hire people who have had felony convictions?
- What is the rate of turnover among your DSP's?
- What type of supervisory support is provided for DSP's?
- What strategies are used to ensure good communication between shifts and between residential and day support staff?
- What strategies or incentives does the organization utilize to promote retention of
- DSP's (advanced training, increased pay, recognition, etc.)?

FRONTLINE SUPERVISION AND ADMINISTRATIVE SUPPORT

- Who provides supervision to the DSP's?
- How many staff members/residential sites are supervised by each frontline supervisor?
- What are the general responsibilities of frontline supervisors?
- What type of support is provided to residential staff in the evening? Overnight? On weekends? On holidays?
- What happens if a residential staff member doesn't come to work as scheduled?
- If an emergency or other unexpected event occurs after regular business hours, who do DSP's call for assistance?

STAFF TRAINING

- When a new DSP is hired what sort of training does s/he receive?
- What sorts of training do DSP's receive regarding other unique issues such as health

issues, behavioral support needs, swallowing issues, assistive technology devices, etc.?

- What training do staff members receive on first aid, CPR, and responding to medical emergencies?
- Who monitors the performance of staff in completing duties related to providing healthcare?
- What training do staff members receive in preventing/reporting abuse, neglect and exploitation?
- What training do staff members receive related to providing person-centered supports?
- Person centered support planning,
- Promoting choice,
- Promoting personal relationships,
- Identifying and supporting personal goals and dreams
- What types of training are required on an ongoing basis after employees have completed their initial training?

HEALTHCARE AND ASSISTIVE TECHNOLOGY SUPPORTS AND SERVICES

- What arrangements are made to ensure people supported by the organization receive the healthcare services they need? (primary care, dental care, pharmacy services and services from any specialist)
- What training to staff members receive on providing basic healthcare services?
- Who will administer prescribed medication and what amount/ type of training do staff members complete before administering medication?
- Who monitors the performance of staff in completing duties related to providing healthcare?
- Who schedules and takes people to medical appointments?
- How are people transported to medical appointments?
- What procedures are followed if a medical emergency occurs?
- How are nursing services provided or arranged for?
- Does the organization employ RN's and LPN's? If so, what are their respective duties?
- If I or a DSP believes medical attention is necessary, what is the process to obtain it?
- How will the following needed items be paid for: medical equipment, assistive technology, nutritional supplements, and adult disposable briefs?
- Who would maintain assistive technology devices such as wheelchair, communication device, lifts, etc.?
- Who would provide physical and/or occupational therapy services if needed?
- How would one's weights, nutritional status and diet/ menus be monitored?

RESIDENTIAL SERVICES

- How many residential setting does the organization operate?
- Are residential settings licensed?
- How many people typically live together?
- What is the level of staffing in each home?
- Is "overnight awake" staff provided?
- What is the expected rent to be paid for housing?
- Does housing cost include other potential costs such as utilities, food, telephone, cable, lawn care, home maintenance and repairs?
- What is your organization's track record of providing service to people with needs similar to those of the person to be served?
- Are the homes operated by your organization ADA accessible?
- What kind of transportation will be available? What is the cost for transportation? Will a vehicle be available 24/7?
- What type and frequency of community events will require mandatory participation?
- Who monitors to be certain this occurs?
- What morning, evening and weekend routines are expected?
- When are visitors permitted? When is the person permitted to make visits to his/ her family or guardian?
- How will choice be supported for things like what to eat, wear, how to spend free time, etc.?
- How are housemates or roommates selected?
- What types of recreational opportunities are available?

DAY AND EMPLOYMENT SERVICES

- What types of day and employment services are available and where are these opportunities located?
- How many people participate in the different types of day service programs your organization offers?
- What kinds of work or other activities will be available?
- When not working, what will be happening during the day?
- How much will be paid for work performed?
- How many people are involved in supported employment programs within your organization?
- What types of jobs do people with similar disabilities hold?

- On average, how much to people who are paid by piece rate earn? How much to people with significant disabilities earn?
- What is your organization's record for providing services to people with specia l or extraordinary needs?
- How large are group activities and what is the staffing ratio to be provided?
- What kind of transportation will be available during the day? Will there be an additional fee for this transportation?
- If the person is ill during the day, wills/ he be permitted to stay home? If not, where will s/he go?

CONSUMER RIGHTS AND RESPONSIBILITIES ACCORDING TO THE CONSUMER RIGHTS AND RESPONSIBILITIES ACT

- Don’t hurt other people or take their things.
- Be responsible with your money and pay your bills on time.
- Take care of your things and keep them safe.
- Make good decisions for yourself.
- Let others have their privacy or time to themselves.
- Spend time with people who won’t get you into trouble.
- Everyone has the right to choose their own religion or faith.
- Be responsible for your actions and take the medications your doctor given you.
- Do the best work that you can.
- Treat others with respect.
- Be honest with others.
- Be responsible for the information you share about yourself or other people.

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