

SCDDO Directory of Affiliated Service Providers



Sedgwick County

Department of Aging and Disabilities

271 W 3rd St N, Suite 500, Wichita, KS 67202

Hours: Monday – Friday 8:00 – 5:00

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.

Table of Contents

Affiliate Provider Contact Information	5
Limited License Providers - Not Accepting Referrals.....	12
Providers by Service	13
Assistive Services – Agency Directed	13
Children's Residential	13
Day Supports – Agency Directed Alpha House, Inc. Arrowhead West, Inc	13
Enhanced Care Services – Agency Directed.....	14
Enhanced Care Services – Self Directed.....	14
Financial Management Services – Self Directed	14
Medical Alert Rental – Agency Directed	14
Overnight Facility-Based Respite - Agency Directed	15
Overnight Respite – Agency Directed	15
Overnight Respite – Self Directed.....	15
Personal Care Services – Self Directed	15
Residential - Shared Living - Agency Directed.....	15
Residential Supports – Agency Directed.....	16
Specialized Medical Care – Agency Directed	16
Supported Employment – Agency Directed.....	16
Supportive Home Care – Agency Directed	16
Targeted Case Management – Agency Directed.....	16
Wellness Monitoring – Agency Directed	17
Providers by MCO	18
Healthy Blue	18
Sunflower Health Plan	19
United Healthcare	20
Providers Accepting Private Pay	22
Guide for Choosing a Service Provider	25

Affiliate Provider Contact Information

Printed: Monday, November 3, 2025

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+)

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.

1516 N. Davis Avenue

Ottawa, KS 66067

Phone: (785) 242-5035

Fax: (785) 242-2118

Agency Directed

Residential - Shared Living (Age 18+)

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)

Goodlife Innovations, Inc.

www.mygoodlife.org

770 N Silver Springs Blvd #503

Wichita, KS 67212

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

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.

2401 E 13TH ST

HAYS, KS 67601-2663

Phone: (785) 625-6942

Fax: (785) 625-2334

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

PALCO, Inc

501 Millwood Circle, Suite A
Mumelle, AR 72113

Phone: (501) 604-9936

Fax: (877) 859-8757

Self Directed

Enhanced Care Services

Financial Management Services

Overnight Respite

Personal Care Services

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+)

Pediatric Home Service

1220 E 1st St N

Wichita, KS 67214-3907

Phone: (316) 264-9988

Fax:

Agency Directed

Specialized Medical Care

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+)

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)

Res-Care Kansas, Inc.

www.brightspringhealth.com

5112 E. 36th St. North

Wichita, KS 67220-3204

Phone: (316) 651-2585

Fax: (316) 651-5866

Agency Directed

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+)

Thrive Skilled Pediatric Care

www.thrivespc.com
534 N Ridge Road, suite C
Wichita, KS 67212
Phone: (316) 522-0608
Fax: (316) 925-5027

Agency Directed

Specialized Medical Care

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 (Age 18+)

Residential Supports (Age 18+)

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

Residential Supports

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+)
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.
PALCO, 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.
PALCO, Inc

Medical Alert Rental – Agency Directed

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

Overnight Facility-Based Respite – Agency Directed

Res-Care Kansas, Inc. (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.

PALCO, 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.

PALCO, 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+)

Res-Care Kansas, Inc. (Age 18+)

Residential Supports – Agency Directed

AidCare Services (Age 18+)
Alpha Services, Inc. (Age 18+)
Arrowhead West, Inc. (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+)
Res-Care Kansas, Inc. (Age 18+)
Starkey, Inc. (Age 18+)

Specialized Medical Care – Agency Directed

Maxim Healthcare Services, Inc. (Age 5+)
Pediatric Home Service
Thrive Skilled Pediatric Care
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+)
Individual Advocacy, LLC
Life Works
New Hope Services
Rainbows United, Inc. (Age 0 - 17)
Res-Care Kansas, Inc.
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+)
Res-Care Kansas, Inc. (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.
Catholic Charities, Inc. Adult Day Services
Cerebral Palsy Research Foundation of Kansas, Inc.
COF Training Services, Inc.
Envision, Inc
Goodlife Innovations, Inc.
Goodwill Industries of Kansas, Inc.
Hearts of Love, LLC
Helpers, LLC
Home Buddy, LLC
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
PALCO, Inc

Paradigm Services, Inc.
Pediatric Home Service
People First Employment and Residential Services
Rainbows United, Inc.
Res-Care Kansas, Inc.
Starkey, Inc.
Taylor Drug Operating Services, Inc.
TFI Family Services, Inc.
The Looking Glass
Thrive Skilled Pediatric Care
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.
Catholic Charities, Inc. Adult Day Services
Cerebral Palsy Research Foundation of Kansas, Inc.
COF Training Services, Inc.
Envision, Inc
Goodlife Innovations, Inc.
Goodwill Industries of Kansas, Inc.
GT Independence
Hearts of Love, LLC
Helpers, LLC
Home Buddy, LLC
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
PALCO, Inc
Paradigm Services, Inc.
Pediatric Home Service
People First Employment and Residential Services
Rainbows United, Inc.
Res-Care Kansas, Inc.
Starkey, Inc.
Taylor Drug Operating Services, Inc.
TFI Family Services, Inc.
The Looking Glass
Thrive Skilled Pediatric Care
TRUST HomeCare, LLC

United Healthcare

AbilityPoint, Inc.
Advocate Care Services, Inc.
AidCare Services
All Saints Home Care Inc.
Alpha Services, Inc.
Arrowhead West, Inc.
Catholic Charities, Inc. Adult Day Services
Cerebral Palsy Research Foundation of Kansas, Inc.
COF Training Services, Inc.
Envision, Inc
Goodlife Innovations, Inc.

Goodwill Industries of Kansas, Inc.
GT Independence
Hearts of Love, LLC
Helpers, LLC
Home Buddy, LLC
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
PALCO, Inc
Paradigm Services, Inc.
Pediatric Home Service
People First Employment and Residential Services
Rainbows United, Inc.
Res-Care Kansas, Inc.
Starkey, Inc.
Taylor Drug Operating Services, Inc.
TFI Family Services, Inc.
The Looking Glass
Thrive Skilled Pediatric Care
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)

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+)

KETCH

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+)

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+)

Res-Care Kansas, Inc.

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 confidentiality 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 do 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 do people who are paid by piece rate earn? How much do people with significant disabilities earn?
- What is your organization's record for providing services to people with special 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, will s/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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Updated: 10/27/2025