

SCDDO Directory of Affiliated Service Providers



*Sedgwick County...
working for you*

Sedgwick County

Developmental Disability Organization

615 N. Main, Wichita, KS 67203

Hours: Monday – Friday 8:00 – 5:00

SEDGWICK COUNTY

DEVELOPMENTAL DISABILITY

ORGANIZATION

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

Printed: Thursday, May 30, 2019

Accessible Home Health, Inc.

www.accessiblehh.com
400 N. Woodlawn, Suite 2
Wichita, KS 67208-4333
Phone: (785) 493-0340
Fax: (785) 493-0753

Agency Directed

Specialized Medical Care (Age 5+)

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

Alpha House, Inc.

542 N. Indiana
Wichita, KS 67214-4010
Phone: (316) 295-4498
Fax: (316) 927-2180

Agency Directed

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

Another Day, Inc.

www.anotherdayinc.com
111 South Whittier
Wichita, KS 67207-1045
Phone: (316) 201-1730
Fax: (913) 599-5660

Self Directed

Enhanced Care Services
Financial Management Services
Overnight Respite
Personal Care Services

Apple Services, LLC

PO Box 2214
Wichita, KS 67201-2214
Phone: (316) 285-6479
Fax: (316) 260-3182

Agency Directed

Residential Supports (Age 18+)

Catholic Charities, Inc. Adult Day Services

www.catholiccharitieswichita.org
5920 W. Central
Wichita, KS 67212-2841
Phone: (316) 942-2008
Fax: (316) 942-2260

Agency Directed

Assistive Services (Age 18+, Money Follows the Person (MFP))
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+)

Craig HomeCare

1202 E. 1st St. N.

Wichita, KS 67214-3907

Phone: (316) 264-9988

Fax: (316) 264-0016

Agency Directed

Specialized Medical Care (Age 0 - 21)

Dream Catchers Case Management, Inc.

300 W. Douglas, Suite 250

Wichita, KS 67202-2918

Phone: (316) 201-1062

Fax: (316) 201-1061

Agency Directed

Targeted Case Management

Dream Vision, LLC

9235 E. Harry St, Bldg. 200 Suite 5

Wichita, KS 67207-5073

Phone: (316) 302-9240

Fax: (316) 351-7788

Agency Directed

Day Supports (Age 18+)

Residential Supports (Age 18+)

Envision

www.envisionus.com

2301 S. Water

Wichita, KS 67213-4819

Phone: (316) 267-2244

Fax: (316) 425-7171

Agency Directed

Day Supports (Age 18+)

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

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+)

Targeted Case Management (Age 17+)

Heart of Care Agency, LLC

520 S. Holland, Suite 302

Wichita, KS 67209-2060

Phone: (316) 722-0929

Fax: (316) 440-2527

Agency Directed

Day Supports (Age 18+)

Residential Supports (Age 18+)

Hearts of Love, LLC

1602 S. Cranbrook Avenue

Wichita, KS 67207-5702

Phone: (316) 927-2134

Fax: (316) 425-3328

Agency Directed

Day Supports (Age 18+)

Residential Supports (Age 18+)

Helpers, Inc.

www.helpersinc.org

15540 South Pflumm Road

Olathe, KS 66062-8511

Phone: (913) 322-7212

Fax: (913) 322-7250

Self Directed

Enhanced Care Services

Financial Management Services

Overnight Respite

Personal Care Services

Home Technology Solutions, Inc.

www.HomeTS.org

149 S. Ridge Road

Wichita, KS 67209-2110

Phone: (316) 265-1700

Fax: (316) 682-0624

Agency Directed

Medical Alert Rental (Age 5+)

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

310 W. Central, Suite B

Andover, KS 67002-9687

Phone: (316) 613-3990

Fax: (316) 613-3316

Agency Directed

Targeted Case Management

Interim HealthCare of Wichita, Inc.

9920 E. Harry

Wichita, KS 67207-5008

Phone: (316) 265-4295

Fax: (316) 265-4399

Agency Directed

Overnight Respite (Age 5+)

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+)
Supported Employment (Age 18+)
Targeted Case Management (Age 18+)
Wellness Monitoring (Age 18+)

KVC Behavioral Healthcare

www.kvc.org
21350 W. 153rd Street
Olathe, KS 66061-5413
Phone: (931) 621-5753
Fax: (913) 621-0052

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+)

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+)

MedScope America Corporation

www.medscope.org
222 W. Lancaster Avenue
Paoli, PA 19301-1742
Phone: (800) 645-2060
Fax: (610) 896-7233

Agency Directed

Medical Alert Rental

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 (Age 18+)
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+)
Wellness Monitoring (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 Rd, Ste 213 Bldg 200
Wichita, KS 67226-1352
Phone: (316) 688-5511
Fax: (316) 688-1081

Self Directed

Enhanced Care Services
Financial Management Services
Overnight Respite
Personal Care Services

Rainbows United, Inc.

www.rainbowsunited.org
3223 North Oliver Avenue
Wichita, KS 67220-2106
Phone: (316) 267-5437
Fax: (316) 267-5444

Agency Directed

Supportive Home Care
Targeted Case Management

Res-Care Kansas, Inc.

www.rescare.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 Respite (Age 18+)
Residential Supports (Age 18+)
Targeted Case Management
Wellness Monitoring (Age 18+)

Restoration Family Services

5120 E. Central, Ste. 3
Wichita, KS 67208-4168
Phone: (316) 779-8185
Fax:

Agency Directed

Children`s Residential Supports (Age 5 - 21)
Overnight Respite
Overnight Respite (Age 5 - 17)

Self Directed

Overnight Respite
Overnight Respite (Age 5 - 17)

S. E. Enterprises, Inc.

11702 W. Kenny Lane
Wichita, KS 67212-6649
Phone: (316) 201-1759
Fax: (316) 201-6061

Agency Directed

Residential Supports (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.

201 S. Summit
Arkansas City, KS 67005-2895
Phone: (620) 442-3500
Fax: (620) 442-2184

Agency Directed

Assistive Services (Communication Devices,
Home Modifications, Van Lifts, Wheelchair
Modifications)

TFI Family Services, Inc.

618 Commercial Street
Emporia, KS 66801-3969
Phone: (620) 342-2239
Fax: (620) 343-1398

Agency Directed

Children`s Residential Supports (Age 5 - 21)

The Arc of Sedgwick County

www.arc-sedgwickcounty.org
2919 W. 2nd St. N.
Wichita, KS 67203-5319
Phone: (316) 943-1191
Fax: (316) 943-3292

Agency Directed

Supportive Home Care
Supportive Home Care (limited to Arc program
participants)
Targeted Case Management (Age 14+)

The Looking Glass

602 S. Chautauqua
Wichita, KS 67211-3007
Phone: (316) 351-7554
Fax: (316) 425-5003

Agency Directed

Day Supports (Age 18+)

Thrive Skilled Pediatric Care

www.thrivespc.com
530 N. Ridge Road
Wichita, KS 67212-6575
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

Wichita Trans4mation

947 S Rock Road

Wichita, KS 67207

Phone: (316) 687-0456

Fax: (316) 687-0458

Agency Directed

Day Supports (Age 18+)

Winning Out Loud, LLC

2620 E. 21st Street North

Wichita, KS 67214-2248

Phone: (316) 652-2250

Fax: (844) 411-9017

Agency Directed

Day Supports (Age 18+)

Limited License Providers - Not Accepting Referrals

Independent Guardian, LLC

550 S. Estelle
Wichita, KS 67211-2909
Phone: (316) 880-1742
Fax:

Agency Directed

Day Supports
Residential Supports

Jubilee Designs

808 W. Maple
Wichita, KS 67213-5508
Phone: (316) 990-2574
Fax:

Agency Directed

Day Supports
Residential Supports

Love, Comfort and Care

2517 N. Bleckley
Wichita, KS 67220-3019
Phone: (316) 685-2385
Fax: (316) 682-9065

Agency Directed

Residential Supports

Rudy Ranch House

4214 N. 143rd Street
Wichita, KS 67228-8943
Phone: (316) 207-0539
Fax:

Agency Directed

Residential Supports

Sullivan Gang Care Center

6404 E. Pepperwood Ct.
Wichita, KS 67226-1602
Phone: (316) 262-6242
Fax: (316) 262-2970

Agency Directed

Day Supports
Overnight Respite
Residential Supports
Supportive Home Care

Providers by Service

Assistive Services – Agency Directed

Catholic Charities, Inc. Adult Day Services (Age 18+, Money Follows the Person (MFP))
Cerebral Palsy Research Foundation of Kansas, Inc. (Wheelchair Modifications)
Taylor Drug Operating Services, Inc. (Communication Devices, Home Modifications,
Van Lifts, Wheelchair Modifications)

Children`s Residential Supports – Agency Directed

Community Living Opportunities, Inc. (Age 5 - 21)
KVC Behavioral Healthcare (Age 5 - 21)
Restoration Family Services (Age 5 - 21)
TFI Family Services, Inc. (Age 5 - 21)

Day Supports – Agency Directed

Alpha House, Inc. (Age 18+)
Catholic Charities, Inc. Adult Day Services (Age 18+)
Cerebral Palsy Research Foundation of Kansas, Inc. (Age 18+)
Community Living Opportunities, Inc. (Age 18+)
Dream Vision, LLC (Age 18+)
Envision (Age 18+)
Envision (Age 18+, for individuals with visual impairments)
Goodwill Industries of Kansas, Inc. (Age 18+)
Heart of Care Agency, LLC (Age 18+)
Hearts of Love, LLC (Age 18+)
KETCH (Age 18+)
Life Works (Age 18+)
New Hope Services (Age 18+)
Paradigm Services, Inc. (Age 18+)
People First Employment and Residential Services (Age 18+)
Res-Care Kansas, Inc. (Age 18+)
Starkey, Inc. (Age 18+)
The Looking Glass (Age 18+)
Wichita Trans4mation (Age 18+)
Winning Out Loud, LLC (Age 18+)

Enhanced Care Services – Agency Directed

TRUST HomeCare, LLC

Enhanced Care Services – Self Directed

Advocate Care Services, Inc.

Another Day, Inc.

Helpers, Inc.

Independent Living Resource Center, Inc.

Life Patterns

Phoenix Home Care & Hospice

Financial Management Services – Self Directed

Advocate Care Services, Inc.

Another Day, Inc.

Helpers, Inc.

Independent Living Resource Center, Inc.

Life Patterns

Phoenix Home Care & Hospice

Medical Alert Rental – Agency Directed

Home Technology Solutions, Inc. (Age 5+)

MedScope America Corporation

TRUST HomeCare, LLC

Overnight Respite – Agency Directed

Interim HealthCare of Wichita, Inc. (Age 5+)

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

Restoration Family Services

Restoration Family Services (Age 5 - 17)

TRUST HomeCare, LLC

Overnight Respite – Self Directed

Advocate Care Services, Inc.

Another Day, Inc.

Helpers, Inc.

Independent Living Resource Center, Inc.
Life Patterns
Phoenix Home Care & Hospice
Restoration Family Services
Restoration Family Services (Age 5 - 17)

Personal Care Services – Self Directed

Advocate Care Services, Inc.
Another Day, Inc.
Helpers, Inc.
Independent Living Resource Center, Inc.
Life Patterns
Phoenix Home Care & Hospice

Residential Supports – Agency Directed

Alpha House, Inc. (Age 18+)
Apple Services, LLC (Age 18+)
Community Living Opportunities, Inc. (Age 18+)
Dream Vision, LLC (Age 18+)
Heart of Care Agency, LLC (Age 18+)
Hearts of Love, LLC (Age 18+)
KETCH (Age 18+)
New Hope Services (Age 18+)
Paradigm Services, Inc. (Age 18+)
People First Employment and Residential Services (Age 18+)
Res-Care Kansas, Inc. (Age 18+)
S. E. Enterprises, Inc. (Age 18+)
Starkey, Inc. (Age 18+)

Specialized Medical Care – Agency Directed

Accessible Home Health, Inc. (Age 5+)
Craig HomeCare (Age 0 - 21)
Maxim Healthcare Services, Inc. (Age 5+)
Thrive Skilled Pediatric Care
TRUST HomeCare, LLC

Supported Employment – Agency Directed

Goodwill Industries of Kansas, Inc. (Age 18+)

KETCH (Age 18+)

People First Employment and Residential Services (Age 18+)

Starkey, Inc. (Age 18+)

Supportive Home Care – Agency Directed

Rainbows United, Inc.

The Arc of Sedgwick County

The Arc of Sedgwick County (limited to Arc program participants)

TRUST HomeCare, LLC

Targeted Case Management – Agency Directed

Cerebral Palsy Research Foundation of Kansas, Inc. (Age 14+)

Dream Catchers Case Management, Inc.

Goodwill Industries of Kansas, Inc. (Age 17+)

Individual Advocacy, LLC

KETCH (Age 18+)

New Hope Services

Rainbows United, Inc.

Res-Care Kansas, Inc.

Starkey, Inc. (Age 16+)

The Arc of Sedgwick County (Age 14+)

Wellness Monitoring – Agency Directed

Catholic Charities, Inc. Adult Day Services (Age 18+)

Community Living Opportunities, Inc. (Age 18+)

KETCH (Age 18+)

Paradigm Services, Inc. (Age 18+)

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

Starkey, Inc. (Age 18+)

TRUST HomeCare, LLC

Providers by MCO

Aetna

Accessible Home Health, Inc.
Advocate Care Services, Inc.
Alpha House, Inc.
Another Day, Inc.
Catholic Charities, Inc. Adult Day Services
Cerebral Palsy Research Foundation of Kansas, Inc.
Community Living Opportunities, Inc.
Craig HomeCare
Dream Catchers Case Management, Inc.
Dream Vision, LLC
Envision
Goodwill Industries of Kansas, Inc.
Hearts of Love, LLC
Helpers, Inc.
Home Technology Solutions, Inc.
Independent Living Resource Center, Inc.
Individual Advocacy, LLC
Interim HealthCare of Wichita, Inc.
KETCH
KVC Behavioral Healthcare
Life Patterns
Life Works
Maxim Healthcare Services, Inc.
MedScope America Corporation
New Hope Services
Paradigm Services, Inc.
People First Employment and Residential Services
Phoenix Home Care & Hospice
Rainbows United, Inc.
Res-Care Kansas, Inc.
S. E. Enterprises, Inc.
Starkey, Inc.

Taylor Drug Operating Services, Inc.
TFI Family Services, Inc.
The Arc of Sedgwick County
The Looking Glass
Thrive Skilled Pediatric Care
TRUST HomeCare, LLC
Wichita Trans4mation
Winning Out Loud, LLC

Sunflower Health Plan

Accessible Home Health, Inc.
Advocate Care Services, Inc.
Alpha House, Inc.
Another Day, Inc.
Apple Services, LLC
Catholic Charities, Inc. Adult Day Services
Cerebral Palsy Research Foundation of Kansas, Inc.
Community Living Opportunities, Inc.
Craig HomeCare
Dream Catchers Case Management, Inc.
Dream Vision, LLC
Envision
Goodwill Industries of Kansas, Inc.
Heart of Care Agency, LLC
Hearts of Love, LLC
Helpers, Inc.
Home Technology Solutions, Inc.
Independent Living Resource Center, Inc.
Individual Advocacy, LLC
Interim HealthCare of Wichita, Inc.
KETCH
KVC Behavioral Healthcare
Life Patterns
Life Works
Maxim Healthcare Services, Inc.

MedScope America Corporation
New Hope Services
Paradigm Services, Inc.
People First Employment and Residential Services
Phoenix Home Care & Hospice
Rainbows United, Inc.
Res-Care Kansas, Inc.
S. E. Enterprises, Inc.
Starkey, Inc.
Taylor Drug Operating Services, Inc.
TFI Family Services, Inc.
The Arc of Sedgwick County
The Looking Glass
Thrive Skilled Pediatric Care
TRUST HomeCare, LLC
Wichita Trans4mation
Winning Out Loud, LLC

United Healthcare

Accessible Home Health, Inc.
Advocate Care Services, Inc.
Alpha House, Inc.
Another Day, Inc.
Apple Services, LLC
Catholic Charities, Inc. Adult Day Services
Cerebral Palsy Research Foundation of Kansas, Inc.
Community Living Opportunities, Inc.
Craig HomeCare
Dream Catchers Case Management, Inc.
Dream Vision, LLC
Envision
Goodwill Industries of Kansas, Inc.
Heart of Care Agency, LLC
Hearts of Love, LLC
Helpers, Inc.

Home Technology Solutions, Inc.
Independent Living Resource Center, Inc.
Individual Advocacy, LLC
Interim HealthCare of Wichita, Inc.
KETCH
KVC Behavioral Healthcare
Life Patterns
Life Works
Maxim Healthcare Services, Inc.
MedScope America Corporation
New Hope Services
Paradigm Services, Inc.
People First Employment and Residential Services
Phoenix Home Care & Hospice
Rainbows United, Inc.
Res-Care Kansas, Inc.
S. E. Enterprises, Inc.
Starkey, Inc.
Taylor Drug Operating Services, Inc.
TFI Family Services, Inc.
The Arc of Sedgwick County
The Looking Glass
Thrive Skilled Pediatric Care
TRUST HomeCare, LLC
Wichita Trans4mation
Winning Out Loud, LLC

Providers Accepting Private Pay

Alpha House, Inc.

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

Community Living Opportunities, Inc.

Children`s Residential Supports (Age 5 - 21)
Day Supports (Age 18+)
Residential Supports (Age 18+)

Dream Vision, LLC

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

Envision

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

Hearts of Love, LLC

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

KETCH

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

Life Works

Day Supports (Age 18+)

New Hope Services

Day Supports (Age 18+)

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+)

Rainbows United, Inc.

Supportive Home Care

Targeted Case Management

Res-Care Kansas, Inc.

Day Supports (Age 18+)

Residential Supports (Age 18+)

Targeted Case Management

Restoration Family Services

Children`s Residential Supports (Age 5 - 21)

Overnight Respite

Overnight Respite (Age 5 - 17)

The Looking Glass

Day Supports (Age 18+)

TRUST HomeCare, LLC

Supportive Home Care

Wichita Trans4mation

Day Supports (Age 18+)

Winning Out Loud, LLC

Day Supports (Age 18+)

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

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 settings 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 DEVELOPMENTAL DISABILITIES REFORM 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 has 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: 06/04/2019