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: Wednesday, January 22, 2020

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) 530-8047

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+)

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 Service
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 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 Vision, LLC
www.dreamvisionks.com
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+)

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

Goodlife Innovations, Inc.
3110 N. Ridge Rd, #803
Wichita, KS 67205-1236
Phone: (316) 587-7528
Fax:
Agency Directed
Assistive Services (Age 18+)
Children`s Residential Supports (Age 5 - 21)
Day Supports (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+)
Targeted Case Management (Age 17+)

GT Independence
7300 W. 110th Street, Commerce Plaza, 7th Floor
Overland Park, KS 66210
Phone:  (316) 351-9719
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) 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

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+)

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: (913) 621-0052
Fax: (913) 621-0052
Agency Directed
Children’s Residential Supports (Age 5 -

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 Residenti: 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 (Age 0 - 17)

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+, Facility based overnight respite (i.e. foster home))
Residential Supports (Age 18+)
Targeted Case Management
Wellness Monitoring (Age 18+)

S. E. Enterprises, Inc.
11702 W. Kenny Lane
Wichita, KS  67212-6649
Phone:  (316) 201-1759
Fax:    (316) 239-1700
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

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 - 2
**The Arc of Sedgwick County**  
2919 W. 2nd St. N.  
Wichita, KS 67203-5319  
Phone: (316) 943-1191  
Fax: (316) 943-3292  
Agency Directed  
Supportive Home Care (limited to Arc program participants)  
Targeted Case Management (Age 13+)

**The Looking Glass**  
602 S. Chautauqua Ave.  
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

**Transitions Adult Home**  
2614 E 21st N  
Wichita, KS 67214  
Phone: (316) 209-0940  
Fax: (844) 411-9017  
Agency Directed  
Residential 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

**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

**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:  
**Agency Directed**
Residential Supports

**Rudy Ranch House**
4214 N. 143rd Street
Wichita, KS  67228-8943
Phone: (316) 207-0539
Fax:  
**Agency Directed**
Residential Supports
Providers by Service

Assistive Services – Agency Directed

Catholic Charities, Inc. Adult Day Services (Age 18+, Money Follows the Person (Mf)
Cerebral Palsy Research Foundation of Kansas, Inc. (Wheelchair Modifications)
Goodlife Innovations, Inc. (Age 18+)
Taylor Drug Operating Services, Inc.

Children’s Residential Supports – Agency Directed

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

Day Supports – Agency Directed

Alpha House, 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+)
Dream Vision, LLC (Age 18+)
Envision (Age 18+, for individuals with visual impairments)
Goodlife Innovations, Inc. (Age 18+)
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+)
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.
GT Independence
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.
GT Independence
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+, Facility based overnight respite (i.e. foster home))
TRUST HomeCare, LLC

Overnight Respite – Self Directed
Advocate Care Services, Inc.
Another Day, Inc.
GT Independence
Helpers, Inc.
Independent Living Resource Center, Inc.
Life Patterns
Phoenix Home Care & Hospice

**Personal Care Services – Self Directed**

Advocate Care Services, Inc.
Another Day, Inc.
GT Independence
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+)
Arrowhead West, Inc. (Age 18+)
Dream Vision, LLC (Age 18+)
Goodlife Innovations, Inc. (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+)
Transitions Adult Home (Age 18+)

**Specialized Medical Care – Agency Directed**

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 (limited to Arc program participants)
TRUST HomeCare, LLC

**Targeted Case Management – Agency Directed**

Arrowhead West, Inc. (Age 18+)
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. (Age 0 - 17)
Res-Care Kansas, Inc.
Starkey, Inc. (Age 16+)
The Arc of Sedgwick County (Age 13+)

**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+)
Paradigm Services, Inc. (Age 18+)
Res-Care Kansas, Inc. (Age 18+)
Starkey, Inc. (Age 18+)
TRUST HomeCare, LLC
Providers by MCO

Aetna

Advocate Care Services, Inc.
Alpha House, Inc.
Another Day, Inc.
Arrowhead West, Inc.
Catholic Charities, Inc. Adult Day Services
Cerebral Palsy Research Foundation of Kansas, Inc.
Craig HomeCare
Dream Catchers Case Management, Inc.
Dream Vision, LLC
Envision
Goodlife Innovations, Inc.
Goodwill Industries of Kansas, Inc.
GT Independence
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
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.
Starkey, Inc.
Taylor Drug Operating Services, Inc.
TFI Family Services, Inc.
The Arc of Sedgwick County
The Looking Glass
Thrive Skilled Pediatric Care
Transitions Adult Home
TRUST HomeCare, LLC
Winning Out Loud, LLC

**Sunflower Health Plan**

Advocate Care Services, Inc.
Alpha House, Inc.
Another Day, Inc.
Apple Services, LLC
Arrowhead West, Inc.
Catholic Charities, Inc. Adult Day Services
Cerebral Palsy Research Foundation of Kansas, Inc.
Craig HomeCare
Dream Catchers Case Management, Inc.
Dream Vision, LLC
Envision
Goodlife Innovations, Inc.
Goodwill Industries of Kansas, Inc.
GT Independence
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.
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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
Transitions Adult Home
TRUST HomeCare, LLC
Winning Out Loud, LLC

United Healthcare

Advocate Care Services, Inc.
Alpha House, Inc.
Another Day, Inc.
Apple Services, LLC
Arrowhead West, Inc.
Catholic Charities, Inc. Adult Day Services
Cerebral Palsy Research Foundation of Kansas, Inc.
Craig HomeCare
Dream Catchers Case Management, Inc.
Dream Vision, LLC
Envision
Goodlife Innovations, Inc.
Goodwill Industries of Kansas, Inc.
GT Independence
Heart of Care Agency, LLC
Hearts of Love, LLC
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Home Technology Solutions, Inc.
Independent Living Resource Center, Inc.
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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
Transitions Adult Home
TRUST HomeCare, LLC
Winning Out Loud, LLC
## Providers Accepting Private Pay

<table>
<thead>
<tr>
<th>Provider</th>
<th>Services</th>
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<tbody>
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<td><strong>Alpha House, Inc.</strong></td>
<td>Day Supports (Age 18+)</td>
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<td>Residential Supports (Age 18+)</td>
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<td><strong>Arrowhead West, Inc.</strong></td>
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<td><strong>Cerebral Palsy Research Foundation of Kansas, Inc.</strong></td>
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<td>Targeted Case Management (Age 14+)</td>
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<td><strong>Dream Vision, LLC</strong></td>
<td>Day Supports (Age 18+)</td>
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<td>Residential Supports (Age 18+)</td>
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<tr>
<td><strong>Envision</strong></td>
<td>Day Supports (Age 18+, for individuals with visual impairments)</td>
</tr>
<tr>
<td><strong>Goodlife Innovations, Inc.</strong></td>
<td>Children’s Residential Supports (Age 5 - 21)</td>
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<td>Overnight Respite</td>
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<td>Personal Care Services</td>
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</table>
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 (Age 0 - 17)

Res-Care Kansas, Inc.
  Day Supports (Age 18+)
  Residential Supports (Age 18+)
  Targeted Case Management

The Looking Glass
  Day Supports (Age 18+)
<table>
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<tr>
<th>Transitions Adult Home</th>
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<tbody>
<tr>
<td>Residential Supports (Age 18+)</td>
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<td>Supportive Home Care</td>
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<td>Day Supports (Age 18+)</td>
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</table>
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 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 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 specific 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 he be permitted to stay home? If not, where will 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.