

# 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

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## **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 Services, 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

## **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 I 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 Modification)  
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,  
Floor  
Overland Park, KS 66210  
Phone: (877) 706-0066  
Fax:

**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+)

**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](http://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](http://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](http://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

**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) 621-5753  
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

## **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

## **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](http://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](http://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 Facility-Based Respite (Age 18  
Overnight Respite (Age 18+, Facility base  
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 - 21)

**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 pr  
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**

2620 E 21st N  
Wichita, KS 67220  
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

## Limited License Providers - Not Accepting Referrals

### **Elite Adult Living, LLC**

5001 Looman

Wichita, KS 67220-3030

Phone: (316) 712-2168

Fax:

### **Agency Directed**

Residential Supports (Age 18+)

### **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

## 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)  
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 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+)  
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+)

### Enhanced Care Services – Agency Directed

TRUST HomeCare, LLC

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## **Enhanced Care Services – Self Directed**

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

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## **Financial Management Services – Self Directed**

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

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## **Medical Alert Rental – Agency Directed**

Home Technology Solutions, Inc. (Age 5+)  
MedScope America Corporation  
TRUST HomeCare, LLC

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## **Overnight Facility-Based Respite – Agency Directed**

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

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## **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

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## **Overnight Respite – Self Directed**

Advocate Care Services, Inc.

Another Day, Inc.  
GT Independence  
Helpers, Inc.  
Independent Living Resource Center, Inc.  
Life Patterns  
LINK, Inc.  
Phoenix Home Care & Hospice

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### **Personal Care Services – Self Directed**

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

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### **Residential Supports – Agency Directed**

Alpha Services, Inc. (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+)

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### **Specialized Medical Care – Agency Directed**

Craig HomeCare (Age 0 - 21)

Maxim Healthcare Services, Inc. (Age 5+)  
Thrive Skilled Pediatric Care  
TRUST HomeCare, LLC

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### **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+)

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### **Supportive Home Care – Agency Directed**

Rainbows United, Inc.  
The Arc of Sedgwick County (limited to Arc program participants)  
TRUST HomeCare, LLC

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### **Targeted Case Management – Agency Directed**

Arrowhead West, Inc. (Age 18+)  
Cerebral Palsy Research Foundation of Kansas, Inc. (Age 14+)  
Goodwill Industries of Kansas, Inc. (Age 17+)  
Individual Advocacy, LLC  
KETCH (Age 18+)  
Life Works  
New Hope Services  
Rainbows United, Inc. (Age 0 - 17)  
Res-Care Kansas, Inc.  
Starkey, Inc. (Age 16+)  
The Arc of Sedgwick County (Age 13+)

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### **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 Services, Inc.  
Another Day, Inc.  
Arrowhead West, Inc.  
Catholic Charities, Inc. Adult Day Services  
Cerebral Palsy Research Foundation of Kansas, Inc.  
Craig HomeCare  
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  
LINK, 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  
Transitions Adult Home  
TRUST HomeCare, LLC

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## **Sunflower Health Plan**

Advocate Care Services, Inc.  
Alpha Services, Inc.  
Another Day, Inc.  
Arrowhead West, Inc.  
Catholic Charities, Inc. Adult Day Services  
Cerebral Palsy Research Foundation of Kansas, Inc.  
Craig HomeCare  
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  
LINK, Inc.  
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  
Transitions Adult Home  
TRUST HomeCare, LLC

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## **United Healthcare**

Advocate Care Services, Inc.  
Alpha Services, Inc.  
Another Day, Inc.  
Arrowhead West, Inc.  
Catholic Charities, Inc. Adult Day Services  
Cerebral Palsy Research Foundation of Kansas, Inc.  
Craig HomeCare  
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  
LINK, Inc.  
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  
Transitions Adult Home  
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+)

### **Dream Vision, LLC**

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

### **Envision**

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

### **Goodlife Innovations, Inc.**

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

### **GT Independence**

Enhanced Care Services  
Financial Management Services  
Overnight Respite  
Personal Care Services

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**Hearts of Love, LLC**

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

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**KETCH**

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

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**Life Works**

Day Supports (Age 18+)

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**New Hope Services**

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

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**Paradigm Services, Inc.**

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

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**People First Employment and Residential Services**

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

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**Rainbows United, Inc.**

Supportive Home Care  
Targeted Case Management (Age 0 - 17)

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**Res-Care Kansas, Inc.**

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

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**The Looking Glass**

Day Supports (Age 18+)

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**Transitions Adult Home**

Residential Supports (Age 18+)

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**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?



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## 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?

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## 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.?

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## 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.)?

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## 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?

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## 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?

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## 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?

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## 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?

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## 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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