



# Checklist for Selecting a RESIDENTIAL CARE PROVIDER

**There are more than 200** DDA Community Residential Providers contracted or certified to provide support services to adults with developmental disabilities in Washington State. DDA community residential programs include: Supported Living Agencies, State Operated Living Alternatives (SOLAs), Group Homes, Group Training Homes, and Companion Homes.



DDA's community residential service funds are limited to dollars allocated by the state legislature and are available only to those individuals on DDA's CORE and Community Protection Waivers. If you have any questions about your or your family member's waiver status or what residential options may be available to you, please contact your case resource manager.

## Questions to Ask

The following questions have been developed to assist people in making an informed decision when selecting a residential service provider.

### ✓ AGENCY INFORMATION AND REFERENCES

- What information is available about your agency? In what formats (brochures, web, newsletters, annual reports, etc.)? Can you send me copies?
- What is the size of your agency? How many people do you serve?
- Where are your office(s) located? What areas of the state do you serve?
- Do you have any clients or family members who would give permission for me to talk to about their experiences with you?

### ✓ SUPPORT SERVICES, COMMUNITY ACTIVITIES, AND CHOICE

- How does your agency assist people to develop and build friendships and relationships?
- How do you support individuals to have choices and make their own decisions?
- How does your agency support individuals to achieve their personal goals?
- How does your agency support individuals with activities?
- What are the typical community/recreational activities you have provided for individuals?
- How do you meet transportation needs?
- What kinds of clubs or community organizations do people belong to?
- What makes your service unique from other residential service providers?
- Is there an area that you specialize in?
- Do you have staff who can support me in the use of technology for increased independence, communication and access to information and other people?





### ✓ STAFF QUALIFICATIONS, TRAINING, AND QUALITY ASSURANCE

- What are your staff qualifications and training requirements?
- How does your agency ensure quality and address continuous learning for staff?
- Will my family member or I have input in hiring staff who will be assisting me?
- What is your staff turnover rate?
- Can I receive copies of any family/client satisfaction surveys?
- Can I receive a copy of your agency's most recent certification review?

### ✓ HOME ENVIRONMENT

- As I arrive, do I like the location and outward appearance?
- Is the home close to friends and relatives?
- Is the home on a noisy street?
- Is the home neat, clean and odor free?
- Is the home accessible (for example, is there a sit-down shower, grab bars as needed etc.)?
- If Supported Living, how many people will be sharing the household and what will be my share of the rent, utilities, etc.?
- If a Companion Home, what does my room and board cost?
- What furniture will I need to purchase?
- Do I have common interests with other potential housemates?
- Can I have a pet? Will my housemates own a pet?
- Do any of my potential housemates smoke?
- Do I have a say in who my future housemates might be?
- How do you resolve conflicts between housemates?



## FINANCIAL CONSIDERATIONS

Your financial responsibility towards living expenses or support services will vary across residential settings.

In licensed facility based settings, such as Group Homes, you will be responsible for contributing towards your cost of care. Your daily rate will cover room and board in addition to support services.

If you receive Supported Living services, you may own or rent your home, typically with housemates. In Supported Living, support services are paid for by the state, but you are responsible for living expenses, such as rent and utilities.

## LEARN MORE

For more information on DDA residential programs, or the level of service you are assessed to need, contact your case resource manager.