

How long have you been in operation?

How many people do you serve?

What percentage of them live at home with their families? What percentage live in community-based group residences or foster homes?

(This can tell you where this provider's focus and experience are-and if it matches what you want.)

Who are the owners?

What is their background?

Why are they in this business?

Is there a care philosophy?

What are your (the provider's) hopes and expectations for the people with IDD you serve?

Have any complaints of abuse or neglect been made about your organization-ever?

What was the outcome?

Who is on staff?

What education/training is required?

Do you pre-screen all employees?

What kind of ongoing training does direct-care staff receive?

Are they trained specifically to care for people with (fill in your needs: IDD, autism spectrum, etc.)?

May I see some records that show their training?

Does on-call or on-site staff include professionals your child/loved one will need: a behavior specialist, for example, or staff with the training and experience needed to handle complex needs (medical or physical)?

What is the ratio of staff to clients/patients/residents?

What happens when there is an emergency?

What kinds of emergencies are staff trained to handle?

How much choice and control do residents have: over visitors, daily routines, job programs, participation in group activities, etc.?

What specific activities are scheduled? Are any activities or 'outings' mandatory?

What sort of choice/control do residents have over their daily schedules?

If English is not this person's first language, is there one/more than one staff member who speaks his/her language?

How connected are your facilities/homes to the community?

Will the staff help this person get to church, recreation, sports and music events?

Is transportation available-and what kind?

How does the staff-be specific-work with residents to promote independent living skills?