**Provider Profile Workgroup**

**Recommended Questions for Families and Individuals in Considering Providers**

* + - How would you describe the philosophy and values of your agency?
		- How can I arrange a visit to your agency?
		- What is the management structure of your Agency from CEO to other key management positions? What is the average length of service of your management staff? What is the experience of your management staff?
		- What is your philosophy in choosing staff to work with individuals?
		- Can I/my family member speak with some individuals or families who receive your services?
		- How long have you provided services and supports? What services and supports do you provide? In this county and in other counties?
		- May I/my family member talk with some of your staff?
		- How do you ensure that your staff know me/my family member and my ISP?
		- If I have a concern or my family member has a concern about services or supports, how will that concern be heard and addressed?
		- How does your agency approach my family member visiting me? My going home to visit my family?
		- What is your approach to including families? e.g., individual privacy, potential conflicts.
		- What is the process for selecting potential housemates, including the ability for me/my family member to be involved?
		- How does your agency provide for community inclusion? What opportunities would you provide me/my family member to participate in community life?

Additional Questions:

* + - How do you help me/my family member to have an informed choice?  How do you monitor my safety/my family member’s safety when making choices?
		- How do you prepare meals?  Do you prepare fresh foods or primarily processed foods?  Can I/my family member choose my meals?
		- Do I/my family member have input into where services would be provided to me/my family member?
		- What training do you provide to staff who work directly with individuals? To supervisors?
		- Where is the closest hospital?
		- Would you help with transportation so that I/my family member may go home to visit?