



A Guide to Selecting a Provider

We are well aware that the selection of a provider can be an overwhelming choice, coming as it does at a time of transition, trauma, or opportunity. In response to this need we have prepared this publication. Our intent is to provide consumers with a brief guide, including a list of common questions, which should be addressed in the selection of a provider.

How long has the provider been in business?

Stability and experience are important components for an organization providing services to any group of people. Financial stability allows the organization to treat its employees and host homes fairly as well as plan for the future. Experience means that fewer mistakes will be made in the complex business of providing services 24 hours a day, seven days a week.

What kind of turnover has the organization experienced?

While we're all aware of the difficulties of getting and keeping good staff, an important measure of an organization's commitment of quality is how it has minimized turnover both at the direct care level and at the management level.

- ✓ At Support, Inc. for example we have a management team that averages 15 years experience in the field of developmental disabilities and human services.
- ✓ Our turnover rate is among the lowest in the state.

How do you feel when you meet with a Service Agency?

Your impressions are important when you meet with a provider. It is usually a good idea to ask a friend or family member to go with you for another opinion.

- ✓ How do staff members respond to people receiving services? Do they talk to people directly or talk about them?
- ✓ Are people treated with dignity and respect?
- ✓ Are the sites you visit well-maintained, clean, and safe? Is the building accessible? Are there handrails, elevators, automatic doors, and ramps for people who need them?
- ✓ Can I talk to other people who have used your services?

What do staff members tell you about the services?

- ✓ How can your services help me?
- ✓ How will the consumer and their family be involved in the planning of services?
- ✓ What can I do if I'm unhappy about the way I am treated or the services I receive?
- ✓ How will my privacy be protected?
- ✓ How will services be individualized?

What about quality?

An indication of a mature, stable and competent organization is the extent to which they are involved in constantly improving the quality of the services they provide.

What kinds of outcomes does the Service Agency focus on in their service areas?

- ✓ We focus on such outcomes as *relationships*. People need to have relationships to be a part of the community.
- ✓ We focus on *choice-making and preferences*. In so doing, we hope to strengthen the individual's capacity for self-determination.
- ✓ We focus on getting the person served to be an integral part of the household where they reside and to be a part of their community.



- ✓ We focus on assisting the person served to manage physical, emotional, or behavioral barriers to full social participation.
- ✓ We focus on all medical and wellness issues to ensure that optimal health is maintained. Our nurses have a combined experience of over 15 years in helping people with medical challenges

Are staff members licensed or credentialed? What kind of screening goes into selecting an employee or Host Home Provider?

- ✓ Our Host Home Families are fully vetted, having gone through a comprehensive screening and interview process that includes State and Federal background checks, reference checks, home safety inspections, a personality and skill inventory, etc.

How are Host Home Providers matched with consumers?

- ✓ Our matching process takes into account the unique requirements of the person served to the strengths and resources of the host home family.

How does the organization deal with monitoring and emergencies?

- ✓ We have an on-call system 24 hours a day and 7 days a week, which includes nursing backup. Staff is trained and experienced in prompt resolution of emergency situations that always focus on the safety of the individual.
- ✓ We have developed a system for monitoring all host homes that generates monthly reports and ensures that adequate supervision and "third-party" observation is occurring on a regular basis.

How does the organization support the customer's medical and behavioral needs?

- ✓ How successful have they been in helping individuals with complex or intensive medical and behavioral needs?
- ✓ Support, Inc. is staffed with experienced nursing and behavioral professionals. They play an important part in addressing barriers to community living and quality of life.

What is the organization's Training and Development Program?

- ✓ We comply with the state of Colorado's requirement that host home providers and staff receive 24 hours in-service training per year.
- ✓ Additionally, our in-house training system ensures that staff and host home providers can begin service only after the successful completion of a core competency curriculum.

Is the organization accredited by a recognized third party? (This is a voluntary licensing or certification program that attests the organization is performing at a certain level.)

- ✓ We are approved by the state of Colorado which is a compulsory and required certification process.
- ✓ What have been the results of previous state surveys and or inspections? These are not voluntary and every agency must have one at least every other year.
- ✓ We are proud that our past surveys have been in the "excellent" range for all services that we currently provide.

Support, Incorporated encourages individuals, parents and guardians to interview several service providers. Please feel free to contact us with any questions.

AURORA :: 15591 E. Centretch Parkway :: Aurora, CO 80011
LOVELAND :: 4196 N. Garfield Ave. :: Loveland, CO 80538
303.340.0322 T :: 303.340.0385 F :: info@supportinc.com E