

## Questions You May Wish to Ask When Choosing a Day Program Provider

**Agency: Community Options  
Phone: 223-2417 ext 127**

**Name: Carol Walrath**

**What are your criteria for accepting me?**

**You may be referred from the Department of Human Services or privately pay for services.**

**What are your hours?**

**Community Options Day Program hours are individualized and flexible based on the need of the customer. We are not locked into the typical Monday through Friday 8 hour day.**

**How does my schedule get set?**

**This is determined by the customer and their choice of hours, activities, pairing options with peers and staffing needs.**

**If I am employed, am I able to do activities with your agency on the days I am not working?**

**Yes, there are guidelines in place for dual services that you and your program manger can discuss.**

**What are my transportation options?**

**Community Options Day Program offers a door to door service for pick up and drop off. The staff utilizes their vehicle and or public transportation can be utilized for the customer's transportation if needed.**

**What are your attendance requirements (i.e. can I take a vacation)?**

**Currently Community Options Day Program does not have a limit to vacation /time off from the program.**

**Do you provide physical assistance, assistance with medications or other personal care needs?**

**Yes, staff are trained and support the customer with their individualized needs.**

**How many others attend this program?**

**Currently 104 customers attend Community Options Day Program. Participating in community based activities in smaller groups.**

**What is your staff ratio?**

**Our staff ratio is typically 1 staff person to 2-3 customers depending on the supports needed and the activities. If a customer has an enhancement for services provided outline in their contract then a staffing ratio will be less and determined based on that specific information.**

**Can I interview and hire my own staff?**

**Yes, we have a process called the meet and greet; the customers and or family meet and interview a potential staff person either in the community or at our office.**

**What type(s) of routine/activities will I be involved in?**

**A customer's routine/activities are based on the preference of the person and their goals and outcomes.**

**Do I need spending money for this program? If so, how much?**

**The amount of money would depend on the activities the customer is participating in; approximant amount is \$3-\$10 dollars per week.**

**Do I bring my own lunch or is that provided?**

**If a customer is attending the day program over lunch time they are responsible for their own lunch, they can bring a sack lunch, bring money to pick up lunch at the local grocery store or fast food options are available.**

**Are there opportunities to work on-site? If so, am I required to do the on-site work?**

**Community Options Day Program is based in the Bismarck/Mandan community. We do not have on site work. We utilize the community and area business for volunteer opportunities (hours are customer preference) and vocational /non- competitive employment opportunities for a max of 10-12 hours a week.**

**Do you help people find jobs?**

**Yes, on a non-competitive level of 10-12 hours per week learning and maintaining skills. If it is determined that a customer is wanting or able to work more hours and be competitively employed a referral can be made by the Program manager for vocational services.**

**Can I access two (or more) different agencies?**

**Yes, it the choice of the customer who they want for providers.**

**Do I have meetings?**

**Yes, an admissions meeting, 30 day meeting and an annual meetings. Review meetings can be held on as needed or requested basis.**

**If I am not my own legal guardian, what input do I have?**

**Our services are person centered to meet the needs of the customer. Our questions are directed to the customer with the guardian as guidance and support for them.**

**What will this cost me?**

**For the day program the cost would be for activities and or mileage if out of the city limits. Any further cost would be a discussion for you and your DD Program Manager.**

**What can I do if I am unhappy with services or staff?**

**We want you to be happy with your services. You are encouraged to share with your supervisor or director of the program your concerns. Your supervisor will look into your concerns and make the needed changes to staff, peers and activities.**

**How do you help with the transition process to or from another agency?**

**Community Options Staff work with the schools and other agencies to set up transition times for our staff to go into the school/agency to be part of the customer's daily schedule so that we are able to get to know the customer and them know us. We then look at transitioning the student into day program activities with the help of the school staff and fading them out as time goes by. The transition times depend on the needs of the student.**

Developed through the Bismarck-Mandan Interagency Task Force on Transition  
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**You can find this document as well as other transition information at:**

[www.dpi.state.nd.us/transitn/index.shtm](http://www.dpi.state.nd.us/transitn/index.shtm)