

Questions You May Wish to Ask When Choosing an ISLA Provider

Agency _____ Name _____
Phone _____

What are your criteria for accepting me?

Private Pay or referral from Human Service Center or County

How many roommates will I have?

You can live in an apartment by yourself or have one to two roommates it is all up to your preference if you want a roommate or not.

Will I have my own bedroom?

Yes, you will have your own bedroom. You may share a bathroom, kitchen and living room.

What happens if I don't like living here or I don't get along with my roommate?

If you do not like living here you and your team can get together to find another suitable living arrangement for you. If you do not like your roommate we will try to mediate the situation to work out the differences, have you spend some time without your roommate or one on one with staff or find alternative living arrangement for you or your roommate.

Will you help me transition to another agency if needed?

Yes.

How soon can I get my apartment?

That depends on financial need. If you will need to apply for housing that can take anywhere from three months to over a year. Otherwise we can assist you in looking for an apartment within your financial means and a location that you are comfortable with.

Can you provide me with information regarding staff recruitment and turnover?

Our Human Resource dept keeps track of our staff turnover and recruitment and would be able to provide you with additional information

Do you do background checks on potential employees?

We complete criminal background checks and child abuse checks on all potential staff. We also complete drug screenings when staff are offered a position.

What type of training does your staff receive?

All staff are required to attend Company orientation with includes Abuse Neglect and exploitation training. Also CPR and 1st aid training is required and renewed every two years. We also offer Positive support intervention and on site training with any customer that they may be providing service to.

Can I interview and hire staff that will be working with me?

We encourage customers to be apart of the interview process once potential employees have gone through the screening process. We will conduct a meet and greet where potential staff will meet the customer that they may work with and both are free to ask questions to get to know each other.

Can I choose who helps me with my personal cares?

Yes

Will you help me manage my personal money?

If you request us to assist you with your money it will be defined in your plan as to what you are responsible for and what Community Options will be responsible for. Community Options can also serve as your Representative payee through Social Security at no cost.

Will you help me monitor my medications, Dr. Appointments, etc.?

Community Options can assist you with setting up and attending your doctor appointments as you and your team request. We can also assist you with monitoring your medications and ensuring that they are taken at the prescribed time. We can also ensure that all immunizations are received as needed.

How many staffing hours will I typically get?

That is determined by the state and your program manager.

What if I need more hours than you typically provide?

Your team would get together to discuss why additional hours are needed. We would then contact the state to request additional hours and why they are being requested. The state then would make a decision to approve the request or not.

What is your visitation policy?

It is your home so you can set up when you want visitors.

How many nights can I be out of my apartment?

The state guidelines require that you do not stay away from your home more than 30 day in a calendar year.

Will I have a plan of support?

Community Options is required to have an admissions meeting before you begin receiving services. We then have a meeting within the first 30 days of service to create your Person Centered Plan. After that Community Options is required to have a meeting at least annually.

What will this cost me?

Typically Medicaid covers the cost of services. Depending on your income you may have a Recipient Liability (RL) through Medicaid. This is determined by your income. Your eligibility worker at Social Services would be able to assist you with how much the RL would be.

Will you help me access financial resources, such as; housing assistance, heating assistance, phone discount, etc.?

Community Options will assist you with filling out all of the necessary paperwork to receive services Social Security, Social Services, Housing, etc. We will also assist with redeterminations that occur every six months to a year.

What options do I have for transportation?

Community Options will provide transportation for necessary things such as shopping, medical appointments and financial needs. You can also utilize the Transit and CAT bus if needed. Community Options can assist you with learning these transportation systems.

Do I have input into my meal planning?

Yes.

What type of personal belongings will I need for my apartment?

All items that you use will be your responsibility to purchase.

How are roommate issues handled? For example, rules, food, bills, etc.

Customers purchase all of their own food. All roommates share the cost of the bills including phone, electricity, cable etc. Those that live at the apartment make the rules for their home with the assistance of the supervisor and program coordinator.

How are my community activities planned/carried through with?

Customer are encouraged to attend activities that they are interested in. Support staff will give customers suggestions of things that customers may be interested in and encourage them to attend. Support staff will attend activities with customers. Customers are responsible to purchase any tickets if needed for the support staff.

Is there staff available if I need to come home sick?

Yes

FYI: ISLA services are monitored by The Council Accreditation Reviews and DD Case Management. Copies of recent survey results are available upon request.

Developed by Region 7 Interagency Task Force on Transition Subcommittee

You can find this as well as other transition information at: www.dpi.state.nd.us/transitn/index.shtm