

Questions You May Wish to Ask When Choosing an ISLA Provider

Agency: Support Systems Inc Phone 701-255-6503

What are your criteria for accepting me?

There are no set criteria for acceptance into our services. We will look at the needs and preferences of each person looking at services and develop the necessary supports to meet those needs.

How many roommates will I have?

Having a roommate is a very personal decision and finding the right roommate is very important. We don't require anyone to have a roommate and support the personal choices of the people that we serve.

Will I have my own bedroom?

Everyone has their own bedroom.

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

If you don't like where you live, then we will assist you to look at alternatives. We can provide assistance in searching for apartments, as well as the application process. It is important to be satisfied with where you live and our goal to assure your satisfaction.

Will you help me transition to another agency if needed?

If you are dissatisfied with our services, we will assist you in whatever means necessary to transition to a new provider and services.

How soon can I get my apartment?

There are many variables that come into play when finding an apartment. Locating a unit that meets your needs is one of those pieces as well as the status of your need for housing assistance and the waiting list for that assistance. We will work with these variables so that the timelines can be met to your satisfaction.

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

We use a variety of recruitment activities such as ND Job Service, local job fairs, visiting classes at the local college and university, recruitment bonuses, newspaper ads, etc. Our turnover varies throughout the year, with May and August seemingly to be our most challenging months.

Do you do background checks on potential employees?

Yes – all new employees must successfully pass a criminal background check and a social services background check before working with anyone alone. We also drug screen all new employees prior to any assignments.

What type of training does your staff receive?

Our staff are required to complete various types of training during their first 90 days of employment. This required training includes Medication Certification, CPR, First Aid, Therapeutic Intervention (training to manage conflict situations), disability issues, rights protection, health and safety and job shadowing with experienced staff. We participate in a module study program through Minot State University. This program provides training opportunities from basic skill training all the way to obtaining a Bachelor's degree in Developmental Disabilities. All staff training is paid for by Support Systems, Inc.

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

We encourage people to meet their staff and interview them prior to any permanent assignments. This is facilitated in a variety of ways that best meet your needs. You can change your staff anytime – we want you to be satisfied with everyone who comes into your home.

Can I choose who helps me with my personal cares?

We recognize the sensitivity of this type of assistance and will ask you for your preferences prior to any staff assignments for personal care tasks.

Will you help me manage my personal money?

Yes, we can help you manage your personal money, as well as assuring that all reporting and documentation requirements for maintaining your benefits are kept current. The type of support that you can have for money management is directed by you and your team and we will individualize the help as needed.

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

Supporting people to have the best possible health and safety is a primary focus for our staff. Staff is trained to assist with medication monitoring, obtaining refills, monitoring and reporting side effects, assisting with medication changes and any other related assistance. Our staff will accompany you to your doctor's appointments and assure that you are assisted to communicate any concerns or questions as well as obtaining written documentation of the doctor's recommendations so that others who support you are also informed of what is needed to maintain your health. We also monitor your health status to inform you and assist you to complete all required health screenings as recommended by the American Cancer Society and the American Medical Association.

How many staffing hours will I typically get?

The number of staffing hours that you will get are discussed with you and your team members to determine what will work best for you. We take into account your work or school schedule, community activities, and time with your family and friends. Your staffing hours can be changed to meet your preferences and needs.

What if I need more hours than you typically provide?

All staff support is provided based on what you need – we will accommodate your needs and preferences.

What is your visitation policy?

We don't have a specific visitation policy – you are supported to spend time with your family and friends as you wish, unless there have been specific guidelines determined by you and your team.

How many nights can I be out of my apartment?

You can be out of your apartment for overnight visits without staff for 30 days per calendar year.

Will I have a plan of support?

Yes, you and your team will meet to develop a Consumer Support Plan that addresses all of your dreams, goals, and health and safety needs.

What will this cost me?

Costs vary for each person. Typically, our services are paid for by the Department of Human Services. Some people may have co-payments or recipient liability fees based on personal financial situations.

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

We will assist you to obtain all necessary benefits as well as assure that you are able to maintain those benefits.

What options do I have for transportation?

Transportation options vary for each person and what is available in your community. We can assist you to use public transportation or our staff may provide transportation for you. The costs vary for public transportation and we will assist you with being informed of those costs. If our staff provide transportation, the cost is based on the state mileage rate.

Do I have input into my meal planning?

You will be assisted to plan and prepare the meals that you like. If you have specific nutrition recommendations, our staff will assist you to follow those recommendations.

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

You will need bedroom, living room, and kitchen/dining furniture. You will also need to have items such as towels, cooking utensils and pans, dishes, silverware, cleaning supplies, etc. – all of the items that a typical household has. We can assist you with obtaining those items as needed.

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

If you have a roommate, the costs are shared between the two of you. Staff will assist you and your room mate with calculating those amounts.

How are my community activities planned/carried through with?

You are assisted to plan and participate in all community activities that you are interested in. We value community participation and being a part of your community!

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

If you are unable to attend work or school, we will assure that a staff person is able to stay with you as needed.

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