

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

**Agency:** HIT INC  
**Phone:** (701) 667-8625

**Name** Dee Grosz, Community Services

**What are your hours?**

*Our day Services program hours are from 7:45 a.m. until 4:30 p.m. Monday through Friday. In our Employment Services program, the hours vary depending on the employee client's work schedule.*

**What are my transportation options?**

*You are responsible for transportation from your home to work and back home. We provide transportation throughout the day to the various work and recreation sites if it is part of your schedule with HIT.*

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

*Most clients start by taking a tour of our program. Contact you DD program manager to have one arranged. After the tour, if you decide HIT's Day Service is where you would like to be, ask your DD Program Manager to make a referral to our program. If we can fulfill your needs, we will accept you as a client and an admission meeting and start date are set.*

**Is there an attendance requirement (i.e. can I take a vacation)?**

*Clients are allowed up to 15 days of absence a year, NOT including any time off for illness or medical needs. This is the equivalent of three weeks of vacation from a job.*

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

*Yes, we provide all personal care needs along with any other help you may need.*

**How many others attend this program?**

*Our numbers vary. We have full-time and part-time clients. Currently we are serving about 118 in our Day Services and 100+ in our Employment Service. However, these clients are spread among six programs, so the working environment stays "small"*

**What is your staff ratio?**

*That varies depending on your needs and funding available. We have some clients who are staffed at a 1:1 ratio and others who work in a group of five with one staff. Our overall ratio is 1:2.5*

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

*You will assist in choosing your staff. We have developed a system for you to provide input to your manager. Final hiring decisions are made by the managers, but client input is a strong consideration.*

**What type(s) of routine/activities will I be involved in? Are there opportunities to work?**

*We offer tremendous flexibility, and are able to tailor a program to meet your needs and desires. We offer a variety of vocational opportunities that allow you to earn money, as well as rec/leisure, volunteer and self-help skills throughout the day.*

**Do I need spending money for this program?**

*We provide coffee and bottled water. Once a week, we also provide a snack during a community event or outing. If you want something else you will need to bring your own money. We have a soda and snack vending machines at our Day Services building, and you will likely also have opportunities to purchase snacks and other items if you work in the community or are on an outing. Periodically, some groups plan a special trip to go out for lunch or to have lunch (pizza) delivered and the staff will let you know far enough in advance so you can bring money to participate.*

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

*Yes, you bring your own lunch and snacks. We have refrigerators, microwaves ovens and stoves available for storing and preparing lunches. We do have some storage available if you wish to bring snacks, like cases of soda or a box of crackers, and want to leave them here.*

**Do you help people find jobs?**

*Yes. We have employment opportunities through HIT's businesses in Day Services, including West River Produce, West River Lawn Service and our production department. WE also have a pretty good track record of helping our clients who start out in Day Services make the move to competitive employment in a community setting when they are able and want to do that. We have job developers and job coaches to help you find the job you want and stay successful, and make referrals to Vocational Rehabilitation when indicated.*

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

*Yes. We offer many volunteer opportunities, social and recreational opportunities. We also have a person growth coordinator on staff, and she arranges frequent social and educational opportunities, such as pizza and a movie night and art classes, during the evening in which you can participate.*

**Do I have to work?**

*No, you do not have to work. Whether you work some of the time, all of the time or none of the time will be a decision made by you and your team. You will help develop your routine. You will be placed in a group with others who have similar interests. If you want to change your schedule or the people you are with, that is always an option.*

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

*Yes. We serve several people who spend part of the day, or several days a week, participating with other agencies.*

**Do I have meetings?**

*Yes. You have an admission meeting upon acceptance and again 30 days later to ensure services are what you like. After that your team meets every 6 months. If you wish to meet sooner, all you have to do is let your program manager know.*

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

**What will this cost me?**

*This is determined by your current financial status. Your DD program manager will assist you in this area.*

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

*We recommend you talk to your manager first. You are always welcome to talk with the assistant director of Community Services, your program coordinator, the vice president for Community Services, your DD program manager or any member of your team.*

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

*We will work closely with any other agency to help make your transition smooth.*

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