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**Questions You May Wish to Ask When Choosing an ISLA Provider**

**Agency:** Pride Inc.  
**Phone:** 701-258-7838 ext. 126

**Name:** Tony Baker

**What are your criteria for accepting me?** If we feel we can meet your needs and there are hours available, we will serve you.

**How many roommates will I have?** You will usually have one roommate or live alone.

**Will I have my own bedroom?** Yes.

**What happens if I don't like living here or I don't get along with my roommate?** You can try working things out, making changes in the environment, or moving somewhere else.

**Will you help me transition to another agency if needed?** Yes.

**How soon can I get my apartment?** Usually within one month.

**Can you provide me with information regarding staff recruitment and turnover?** Compared to other agencies, Pride has one of the lowest turnover rates in the state. We recruit staff through word of mouth, our web page, Facebook, having a positive presence in the community, and advertising when necessary.

**Do you do background checks on potential employees?** Yes. We do background and reference checks.

**What type of training does your staff receive?** Staff are provided training in first aide, CPR, therapeutic intervention, and module training through Minot State University in which they can become certified in Intellectual Disabilities. All team members go through a drug screening at the time of hire and then are put into a random selection pool thereafter.

**Can I interview and hire staff that will be working with me?** We encourage everyone we serve to participate in the hiring process. You will be asked to review your staff's performance during evaluation time; as well as share you concerns at any time to the Residential Supervisor in of your apartment.

**Can I choose who helps me with my personal cares?** Yes.

**Will you help me manage my personal money?** Yes, we can help you develop a budget, save for things you would like, and make sure your bills are paid.

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

Again, each person has different needs and wants. We do help with medication monitoring, attending appointments, and following through on recommendations.

**How many staffing hours will I typically get?** We have people that get 2 hours a week and people who get 24 hours a day. It depends on each person's need.

**What if I need more hours than you typically provide?** If for some reason you need more hours than you are contracted for, we can request more hours from the State.

**What is your visitation policy?** We only ask that you take into consideration the feelings of your roommate when having guests. We also encourage advance notice for planning meals and other arrangements.

**How many nights can I be out of my apartment?** State regulations state a person can only be absent for 30 days within a fiscal year. Pride's fiscal year runs from July 1<sup>st</sup> through June 30<sup>th</sup>.

**Will I have a plan of support?** Yes, each person has a plan that identifies the things they need and want assistance with.

**What will this cost me?** This will depend on eligibility for services. Typically services are paid through a State agency such as Developmental Disability Services. We do offer private pay if the person does not qualify for day programming services. Typically, if you live in an apartment, you will be responsible for your rent, food, utilities, transportation, and rec/leisure activities. Staff hours are usually a covered service paid through a State agency.

**Will you help me access financial resources, such as; housing assistance, heating assistance, phone discount, etc.?** Yes. We have a person that will help you get set up with financial assistance including food stamps.

**What options do I have for transportation?** Staff can provide transportation at a rate of .55 per mile. The city Bis/Man Transit can also be utilized or the CAT.

**Do I have input into my meal planning?** Everyone is encouraged to participate with planning and preparing meals.

**What type of personal belongings will I need for my apartment?** You will need to provide all furnishing, dishes, utensils, etc. If you need assistance, a loan or donation can be requested.

**How are roommate issues handled? For example, rules, food, bills, etc.** We try to have people meet before hand and get to know the other person before they move in. We encourage people to be respectful of their roommate. Food is either shared or kept separate based on individual preference. Bills are usually split. Apartment rules

will vary from apartment to apartment. Basic respect and courtesy rules apply whenever you live with others.

**How are my community activities planned/carried through with?** Pride has an activity coordinator who sends out a monthly calendar of community events to each home. People can participate in as many or as few activities as they want. Some of the activities people participate in include: Special O., bowling, dances, movies, Wizards games, Bobcat games, high school and college sports, fishing, casino, crafts, etc. You can participate in whatever you want to, there is no limit and there is no rule on what you can do. We will support you as you need as long as it is not illegal.

**Is there staff available if I need to come home sick?** It depends on your level of independence and how comfortable you and your team are with you staying home. Each person is different.

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