

HOW TO ACCESS LIST OF DDS APPROVED PROVIDERS

Go to DDS website: www.ct.gov/dds

1. At top left, click on supports and services
2. Scroll down, click on provider information for families
3. Click on provider profiles
 - a) Under this site there are four options:
 - b) Agency qualified provider – listing the providers individually and in alphabetical order
 - c) Agency qualified provider listed by towns – listing towns throughout the state and when it opens, click on desired town and providers for that area will come up
 - d) Clinical behavioral support qualified providers
 - e) Healthcare coordination qualified providers
4. Click on qualified provider list
 - a) A complete list of all approved providers for the state



How do I Choose an Adult Day Services Provider?

Adult day centers offer support, services and supervision to persons outside their home in independent centers or in churches or community centers for a few hours or several days a week. You're in the midst of making a very important and emotional decision. Here are some questions you should ask when visiting a center you're considering:

- Is it clean and homelike?
- Is the atmosphere warm and inviting?
- Is there a waiting list? (How long is the waiting list?)
- Do participants seem comfortable in their surroundings?
- Is it licensed or certified?
- Does the staff treat the clients/participants with dignity?
- Does the staff have specific qualifications for their jobs?
- Is there a plan of care for each person, and how is it monitored?
- Do they have daily planned communication with caregivers?
- Do the programs and activities match individual needs?
- Are they open during the hours you need them to care for your adult child?
- Is there a daily recreational and activities plan?
- Is transportation available?
- Are there any special eligibility requirements, such as age or residency?
- What are the costs?
- Will Medicaid, state or private funding be available?
- Is there access to medical staff if needed (i.e., nurse)?
- Are there meals for special diets?
- Is the staff trained in CPR and first aid?
- Is there adequate space, furniture and equipment, both indoors and out?

AGENCY INTERVIEW

Questions you should ask when considering an agency/organization for your adult child's care.

Agency name:

Location:

Contact person and phone number:

What is the agency's Mission?

What services/program models does your agency offer?

What are the hours of operation?

Are there opportunities for extended hours before or after program?

How many individuals does your agency serve?

What towns does your agency serve?

Does your agency provide transportation?

Is there a cost for transportation services?

What is your agency staff to client ratio?

What are the agency training requirements for your staff?

Do you have bilingual/bicultural staff?

What support services are available to participants? (e.g. nursing, behavioral/ OT/PT, etc.)

What would a "typical day" for a client look like at your agency?

How often does your agency review participant progress?

What are some of the strengths of your agency?

Does your agency offer organized social or recreational activities outside of your day program hours? (e.g. dances, seasonal parties, bowling leagues, etc.)

Competitive Employment Supports

Is there an employment specialist and/or job developer on staff? Full or part time?

How many hours per month do they typically provide support?

How do you modify supports to meet individual needs?

What community jobs have you found for the individuals you support?

How do you assist individuals to find transportation to and from work?

Does your agency work with the Bureau of Rehabilitation (BRS)?

What supports can you provide to an individual when they lose their job?

Group Supported Employment Services

What types of work crew/enclave opportunities do you have? Where do people work?

What employment opportunities are presently available?

What is the average ratio on the crews?

Do you have 1st and 2nd shift opportunities?

How are the workers paid? Wage determination?

Is there a benefit package for workers? Paid sick or vacation time?

What do workers do for lunch?

What is the average hours of work on the crew/enclave?

Community Experience Program

How many participants do you have in your program?

What is the staff to client ratio?

Do you have wheelchair transportation?

Do you support any individuals with behavioral issues?

How often do the participants access the community?

What kind of adaptive equipment do you have available if needed? (e.g. side lyers, mats, standers, commodes, adaptive switches, etc.)

Do you have a volunteer component? Where do clients volunteer and how often?

Can I see an activity or monthly calendar of events?

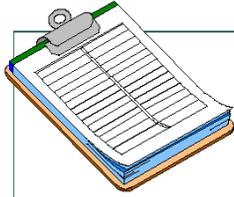
During your visit please note any environmental considerations

Appropriate peers?

Noise level?

Space in the program facility?

Any safety considerations?



Transition Services Phone Interview Guide

When you are starting your cold calling and search for service providers, start with agencies that can refer you to other organizations, such as Vocational Rehabilitation or an Independent Living Center.

Name of Organization _____

Name of Person You Spoke with _____

Position _____

Address _____

Phone Number _____ Fax Number _____ Date Contacted _____

Sample phone script:

"Hello, this is _____. I am a *(teacher, parent, family member, administrator, coordinator)* of a youth *(young adult)* who is" [OR if you are the student, then "I am"] _____ *(exploring career options, exploring where to live after graduation, interested in a recreational program, or whatever fits your ultimate goals)*. I am looking for information to help in planning for my *(own, son's, daughter's, family member's, student's)* future. I found your organization through _____ *(another agency, the yellow pages, a publication)* and I am interested in learning more about what services you provide *(or what your organization does)*. Could you tell me who in your organization I should talk to about this? Thank you.

Please tell me about your agency/organization. Who do you serve? What services do you offer?

How does one get involved with your agency/organization? Are there special eligibility or admission requirements? How does one apply?

Are there costs involved in participating in your agency's or organization's programs? If so, how much are they? Do you offer special rates?

Do you have any ideas about how your agency or organization might help meet a need such as: [Describe a "specific problem or need" that you might have, for example: youth has a visual disability and needs assistance changing buses; youth has physical disability and is interested in playing a sport; teen parent with a learning disability needs child care so that she can go to work after school; and so forth.]

Could you refer me to some other people, agencies, or organizations that might offer some services to meet this need?

Do you have any written materials describing your agency *(or organization)*? If so, could you please send them to me _____ [your name] at _____ [your address]. Thank you for speaking with me today. This information is very helpful in planning my *(own, student's, son's, daughter's)* future as a member of our community. Best wishes for fulfilling your agency's *(or organization's)* mission.