



Selecting an Adult Service Provider

Ready to Select an Adult Service Provider for Your Young Adult with Disabilities or Special Healthcare Needs?

If choosing an adult service provider or agency is part of your youth's transition from school, you will want to be prepared with questions to ask to help you and your young adult determine which provider or agency is going to be the best suited to support his/her desired employment outcomes. Here is a list of questions to support your search and may be helpful in making this important decision.

1. What is your agency's philosophy related to Employment and Community Life Engagement?
2. Describe how you involve families in the development of an employment plan?
3. Describe how you currently support job development skill building to support the path to employment?
4. While someone is on the path to employment how would your agency support community membership and participation?
5. When people are not engaged in paid work, what ways does your staff support them to spend their days? What are some activities they do?
6. How many people has your agency supported to gain competitive integrated employment in the last 6 months? Last year?
7. If someone is underemployed or does not like their job, how are they supported to seek alternative employment opportunities?
8. How many individuals are on each staff member's caseload?
9. Please tell me about the professional development you provide your staff and how often they participate in trainings.

10. How much staff turnover do you have? What is your plan to ensure that staffing remains consistent?

Do staff typically work with individuals or is it a team of individuals? Do staff work with the same individuals throughout the process and if not, how are they transitioned?

11. How many of your staff have some sort type of national certification in employment such as ACRE (Association of Community Rehabilitation Educators) certification? Are there other national certifications your staff hold?

12. What is your process for determining job matches and developing jobs?

13. What do you see as your agency's responsibilities in job development? What do you see as the individual's responsibilities?

14. Please give me examples of jobs or employment locations where your clients are working?

15. How often are individuals who are working given the opportunity to develop additional skills or seek a different job? What other trainings do you provide your clients?

16. Do you provide transportation? Travel training?

17. How many hours would an individual participate in a program each day or what would an individual's day look like? On average, how many hours of each day will an individual work in competitive integrated employment? What is the average hourly wage?

18. May I speak with other parents/individuals?