



Harvey-Marion County CDDO

Supporting increased independence, integration, inclusion, and productivity in individual homes and communities.

Choosing the Right Provider:

A Guide for Families Choosing an HCBS Provider

Finding a provider is a personal journey. You and your family have the power to choose the services that best fit your life. Use this guide to help you interview potential agencies and make an informed decision.

Preparation Tips For Consideration When Touring A Prospective Provider:

- **Prepare Your Questions:** Know what you want to ask before you arrive to stay focused.
- **Take Notes:** Keep a record of answers so you can compare different providers later.
- **Bring a Companion:** A trusted friend or family member can offer a second perspective.
- **Check the HMCDDO Website:** Visit for the most current list of affiliated providers in the HMCDDO area: <https://harveymarioncddo.com/provider-choices>

Phase 1: The Preliminary Screening

A simple phone call can often tell you if a provider is a good match.

- What specific services do you offer?
- Do you have bilingual staff or sign language interpreters available?
- Are your services covered by my insurance or government funding (Medicare/Medicaid)?
- **Observe:** Were you greeted warmly? Did they respond to you in a timely manner?



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Phase 2: Deep-Dive Agency Questions

Once you've narrowed down your list, ask these questions to understand how the organization operates:

Operations & Quality

- What is your mission, and how long have you been in business?
- Are you accredited? If so, by whom and for how long?
- How do you measure satisfaction for the people you support and their guardians?
- What are your policies for reporting abuse, neglect, or exploitation?

Staffing & Support

- How many people do you currently support?
- What is your staff turnover rate for Direct Support Professionals (DSPs)?
- What kind of training and supervision do your DSPs receive?

The Planning Process

- Is there a waiting list? How long does it take to start services?
- How will my family and I be involved in planning my services?
- What are my rights and responsibilities as a client?
- How do you handle complaints or grievances?



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Phase 3: Service-Specific Questions

Targeted Case Management (TCM)

- **Caseloads:** What is the average number of people per Case Manager?
- **Responsiveness:** If I leave a message, how quickly will I hear back?
- **Expertise:** How familiar are you with the IEP process, Social Security, and Medicaid issues?
- **Choice:** Do I get to choose my Case Manager, or is one assigned? Can I meet them first?
- **Coverage:** If my Case Manager is away or leaves the agency, how is my care covered?

Financial Management Services (FMS)

- **Hiring:** Do you help find workers, or am I responsible for recruiting?
- **Pay & Benefits:** What is the pay rate? How often are workers paid? Do you offer benefits like sick leave?
- **Taxes & Backgrounds:** Do you handle tax withholdings? What kind of background checks do you run, and who pays for them?
- **Authenticare:** How do you handle clocking-in errors or training for the Authenticare system?

Residential & Day Supports

- **Living Arrangements:** How are roommates chosen? Who handles maintenance and utilities?
- **Medical & Behavioral Care:** How are medications managed? What is your policy on behavior management?
- **Community Life:** How do you support involvement in community activities? Who pays for these outings?



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- **Transportation:** What transportation is available, and what are the drivers' qualifications?
- **Financial Safety:** If the agency is my payee, what safeguards prevent mismanagement of my funds?

Phase 4: Making Your Final Decision

After your visits and calls, reflect on these questions:

1. Was the staff genuinely interested in me and my specific needs?
2. Were they courteous, respectful, and able to answer my questions?
3. Are the location and hours convenient for my life?
4. **The Gut Check:** Do I feel comfortable and safe here?

For more information, please contact the [HMCDDO](#).