



# Residential Services Checklist

- **Take your time.** Choosing how and where you will live is important. The people that work where you will live also help you with the services you want and need.
- **Shop around.** Visit more than one residential provider and visit more than once. If you can, talk with people who have used them before. Ask to see some of the providers residential settings. Shop for the provider you want.
- **Listen to your feelings.** Be sure you feel good about the people and the services available.
- **Be assertive.** Ask all the questions you want to ask. Let the provider know what you expect and want. Tell them your hopes, needs, desires and wants.

## Qualifications, references, experiences

- Has the provider received all the required training?
- Has the provider worked for someone else you can talk to?
- Ask them why they are qualified to work for you.
- The state has a list of rules that providers must follow. When providers follow the rules, they are licensed or certified.
- Ask to see the last survey or review report by

the state. If the home had problems, how were they worked out?

## Other things to consider

- The staff can tell you what experiences and skills they have to be able to work for you.
- Does the staff seem able to meet all your needs?
- Does the neighborhood seem to be a good one and would you feel safe there?
- Are you able to choose where and with whom you live?
- Does the home give you privacy? You may have friends and family over when you want.
- Can you come and go when you want?
- Are the homes maintained in a clean and safe manner?
- You may want to have a pet of your own. Is that okay?
- How are the meals planned?
- Does the atmosphere seem pleasing to you?

## Before deciding, ask yourself:

- Is this the right place and provider for me or should I keep shopping?

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- Should I visit another day?
- Do I want to live here?
- Do I want to receive services from this agency?

### **Does the provider listen to you?**

- Does the person talk directly to you during conversations and meetings?
- Does the person listen to your questions and concerns?
- Does the person give you time to ask and answer questions for yourself?
- If you take a friend or family member to the meeting, does the person spend more time talking to them than to you?
- Were you able to visit for a period of time and on several occasions?
- Were you able to talk to people that live in the home or receive services from the agency?

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