

Evaluating Housing Programs



General Program Information

How far is the home from family and natural supports?

Is the residence co-ed, or separated by gender?

What is the required level of support for the other residents?

How are families kept informed about their loved ones' daily life and activities?

What is the home's emergency protocol (e.g., fire, earthquake, severe weather)

Staffing & Training

What is the staff turnover rate? Are you currently fully staffed?

What is the staff-to-resident ratio, and does it differ during nights, weekends, or holidays?

What types of training do staff receive (e.g., autism, seizure management, CPR, behavioral supports, use of gait belts)?

Is there ongoing or refresher training provided?

How experienced are staff in caring for individuals with complex medical needs?

How do staff monitor residents overnight?

Are cameras or surveillance devices implemented, and if so, what procedures are in place for their management and documentation?

Medical & Safety Supports

Is there a nurse or medical professional on staff or on-call?

How are medications stored, dispensed, and documented?

How are safety risks managed? (fires or locked doors)

How are challenging behaviors addressed? Is a behavior specialist available?

Are physical restraints ever used? If so, under what circumstances, and are staff certified in approved crisis intervention training?

Daily Living & Routines

How are meals planned and prepared? Can you see a sample menu?

Are dietary needs accommodated (e.g., allergies, feeding protocols, special diets)? Is a nutritionist involved in planning meals?

How often are residents bathed and provided personal care such as dental hygiene?

What types of activities and recreational opportunities are offered?

Are there opportunities for residents to access the community regularly?

Can residents use personal devices (phones, iPads, communication devices)?

Bootcamp for the Brave

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Financial & Administrative

How are residents' personal funds managed (cash, debit card, account access)?

Can families pay directly for room and board, or is the agency required to serve as representative payee?

How are transportation needs handled, does the home provide its own van or rely on outside services?

Accessibility & Environment

Is the home physically accessible (ramps, bathing facilities, mobility supports)?

Are younger residents mixed with older residents?

What does the overall environment feel like, does it seem welcoming, clean, and comfortable?

Observations During a Visit

Does staff make eye contact, smile, and speak respectfully with residents?

Does staff appear engaged and content in their roles?

Do residents look comfortable and happy?

What are residents doing during your visit (engaged, idle, isolated)?