### Tips to Promote Working Partnerships Between Families and Service Providers

**Indiana Institute on Disability and Community**

**Indiana’s University Center for Excellence in Developmental Disabilities**

**Research, Education, and Service**

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**Client:**

**Type of Waiver:**

**Date:**

**Current Plan/Renewal Date:**

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<th>Service Provider Information</th>
<th>Family/Guardian Information</th>
<th>Case Manager Information</th>
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**For more information, contact:**

**Family and Individual Resource and Support Team (FIRST)**

2853 East Tenth Street

Bloomington, IN 47408-2696

TTY (812) 855-9396

Fax: (812) 855-9630

Web and Events Calendar: www.iidc.indiana.edu

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Tips to Promote Working Partnerships Between Families and Service Providers

If you are getting ready to interview or hire a Service Agency for your son/daughter, or if you need to switch Service Agencies, here are some questions to consider asking a “potential” service agency during the interview process...

- What kind of services does your agency provide?
- How many people do you provide services to? How many staff do you have?
- How do you communicate with your clients and their families?
- What connections do you have in our community that might benefit us?
- How often can we expect you to contact us? What is the best way to contact you?
- Who would be the contact person for your agency?
- If there was an emergency, is someone available 24 hours a day?
- Who do we contact in the event of an emergency?
- How will you get to know me and my family?
- How will the agency/staff protect our privacy?
- What is your policy on confidentiality?

Family Tips Checklist

- How would illnesses and injuries be handled, major or minor?
- What is typically reported to families?
- What is the process for hiring staff?
- What training is staff required to complete before and throughout their employment?
- Is there a back-up plan for staff that do not report to work?
- How is transportation handled? Will staff be required to maintain insurance for transporting my son/daughter?
- What challenges do you think I (or my family members) may pose to your agency?
- If we have a concern or grievance, how is that handled?
- What are the strengths of your agency? What are the weaknesses?

I can communicate with the Service Provider by...

- Participating and sharing information during meetings and discussions.
- Being honest.
- Keeping an open mind when suggestions are made.
- Asking questions if I do not understand something.
- Reading all correspondence from FSSA, Case Managers, and the Service Provider.
- Establish a method for ongoing communication.
- Providing positive feedback.
- Expressing my concerns in a timely manner.

Things I can do to help the Service Provider and my son/daughter...

- Participate in all meetings and report writing.
- Share information that is pertinent about my son/daughter.
- Monitor my son/daughter’s progress and overall well being.
- Have a prepared document(s) providing information on daily routines, house rules, likes, dislikes.

I can work on optimizing communications with my clients and their families by...

- Knowing family members/guardians by name.
- Conveying the belief that the family/guardian is an important part of the team.
- Establishing a method for ongoing communications.
- Listening to my client, family/guardian with respect and an open mind, even if I do not agree.
- Participating in discussions and sharing relevant information, while keeping in mind confidentiality of information.
- Being honest, and providing information. If I do not know something, it is okay (I can find out and report back).
- Asking for clarification.
- Responding to requests in a timely manner.
- Being sensitive to cultural diversity of the individual and family.
- Providing information in a format understandable to my clients, their families, and/or guardians.

Service Provider Tips Checklist

I will work on my responsibilities by...

- Monitoring my client’s well being.
- Advocating for my clients in securing the best individual services.
- Keeping my clients, their families, and case managers informed.
- Maintaining a professional organization.
- Keeping information about my clients confidential.
- Networking and developing community resources.
- Reporting accurate information to the state.

Notes:

Resources...

The Arc of Indiana
107 N. Pennsylvania St., Suite 800
Indianapolis, IN 46204
Phone: (317) 977-2375
Phone (Toll Free): (800) 382-9100
Fax: (317) 977-2385
Email: thearc@arcind.org
Web: www.arcind.org

Governor’s Council for People with Disabilities
150 West Market Street, Suite 628
Indianapolis, IN 46204
Phone: (317) 232-7770
Fax: (317) 233-3712
Email: GCPCD@gpcpd.org
Web: www.gpcpd.org

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Email: sahauss@indiana.edu
Web: www.iidc.indiana.edu

Indiana Protection and Advocacy Services (IPAS)
4701 N. Keystone Ave., Suite 222
Indianapolis, IN 46205
TTY: (800) 838-1131
Web: www.in.gov/ipas/index.htm

The Bureau of Developmental Disabilities Services (BDDS) is a part of the State of Indiana’s Division of Disability and Rehabilitative Services within the Family and Social Services Administration. For more information about BDDS and to find a BDDS office near you, please visit: www.in.gov/fssa/files/BDDSDistrictOffices.pdf

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www.in.gov/fssa/files/BDDSDistrictOffices.pdf