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Here are some questions that you should ask when assessing the appropriateness of a Residential Service Agency.

1. Do they have a zero reject policy, i.e., are there behavioral challenges that they are not prepared to deal with?
2. If they answer that they will not reject/eject someone for behavioral challenges, ask what procedures do they engage in to mitigate challenging behavior[s]?
3. What behavioral policies do they employ?
4. Do they have a Behavioral Management Committee? If so, who is on the committee?
5. Do they have a Human Rights Committee? If so, is it comprised of guardians, community representatives?
6. What is/are the foundation[s] of their treatment practices?
7. Will they challenge your child/student if he is resistant or will they reduce demands until he regresses to prior levels of development?
8. What will a typical week day and weekend day look like? Ask to see an example of a schedule for one of their participants at the child/student's level.
9. As in #7, What happens if he refuses to engage in an activity? [the answer to this will tell us about their commitment to continuous progress for him].
10. Who will be working with him, during the day program, during the residential component? [look here for ratios and level of awareness of what he is engaged in.]
11. What is their training?
12. How do they measure the effects of their programs, i.e., do they collect data; is their report writing frequent and data based; and, do they communicate frequently with parents/guardians reflecting on activities and data?

13. How transparent is the program? Can families visit unannounced?
14. What is the corporate structure of the organization, i.e., not for profit or proprietary?
15. Are there parents/guardians on the Board?
16. What role do pharmacological agents serve for behavior management?
17. What will his bedroom look like? Will he have a room of his own? Will his home be in the community? How many residents?
18. Is there access to immediate medical care as needed?
19. How frequently will there be community outings? What kind of transportation will be utilized? Will there be aides on the vehicle?
20. What occurs in the Day Services component of the Agency? Is it merely 'babysitting' or active engagement in meaningful and productive activities?
20. As he ages what level of lifespan services do they offer?

NOTE: There are even more personal questions to ask as well, such as; who does the laundry, who cleans the house and straightens things up, who will bath and groom and attire and manage personal hygiene for your child/student, etc.