

Home and Community-Based Services

Adult Mental Health

Questions to Ask



When Choosing a Home:

- ☐ Look for yourself. When possible, visit facilities the provider runs, including their day habilitation program and group homes. Do a walk-through of one or more of the provider's homes. Talk directly to the staff who work there, not just the person who brought you. If possible, briefly meet some or all of the residents.
- ☐ How much choice and control do residents have over visitors, daily routines, job programs, participation in group activities, etc.?
- ☐ What specific activities are scheduled? Is attendance to adult day habilitation centers, any activities or outings mandatory?
- ☐ What sort of choice and control do residents have over their daily schedules?
- ☐ Can I have my own room? Is there an additional cost for my own room?

- ☐ What is the cost of room and board? What is included with room and board charges?
- ☐ If I am purchasing my own food, will the cost of room and board be reduced?
- ☐ How many people share a bedroom? Can I choose my roommate?
- ☐ What are the rules on visiting hours and having guests?
- ☐ Can I pick out my own food and cook my meals?
- ☐ Are there restrictions on food storage and cooking?
- ☐ How close is the home to grocery stores, retailers and restaurants?
- ☐ Is the home in walking distance to public transportation?
- ☐ Are there group activities I can participate in at the home?



Questions about the HCBS-AMH program?

Email us at hcbs-amh.services@hhsc.state.tx.us.

Visit the HCBS-AMH webpage at hhs.texas.gov/hcbs-amh.



TEXAS
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Questions to Ask

When Choosing a Home:

- ☐ Is smoking permitted in or around the home?
- ☐ Are there all-male or all-female housing options?
- ☐ Is there free or available parking for a personal car?
- ☐ How many bathrooms are in the home?
- ☐ How many people share a bathroom?
- ☐ What sort of toiletries are freely provided?
- ☐ Is the home handicap accessible?
- ☐ Do the bedrooms have locks? Will I be given a key to the bedroom if one is needed to lock and unlock the door?
- ☐ Is there free WIFI and cable TV available?
- ☐ Does the house have a desktop computer available to residents?
- ☐ Is there a private place I can meet with my service providers?
- ☐ Does the house have rules for compliance? Can I have a look at these rules?
- ☐ Are there any routines or requirements that make you uncomfortable or unhappy?
- ☐ Can I come and go freely?
- ☐ Are there cameras in or around the house?
- ☐ Does the house provide transportation to day habilitation and doctor appointments, or to go into the community (shopping, movies, library, parks, etc.)?
- ☐ What process is in place to ensure medication safety?



When Choosing a Provider:

- ☐ Does the staff update you in a timely manner about your care, or do you have to seek out that information?
- ☐ Is staff turnover low or high? Do staff stay around long enough for residents to become comfortable with them?
- ☐ Does the provider seem open and patient with your questioning? Do the staff members treat you with respect?
- ☐ Different providers have different strengths. Decide what you need most: Does this provider have the focus or expertise you want and need?
- ☐ Do the services offered match what you were told about the program you're in? Do the services meet your needs?