

DISABILITY SERVICE PROVIDER INTERVIEW TOOL

This interview tool offers questions to ask potential care providers that may work directly with you and/or your loved one. Consider using this TOOL and asking the below questions when meeting with the prospective provider/business to help determine if they would be a good fit for you or the needs of your loved one.

Name, phone and/or email of the provider/business you are considering:

I would like to ask	Potential questions	Notes about the answers including your likes/dislikes. This will help you remember when you are making a decision.
GET TO KNOW THE ORGANIZATION – PROCESSES, PROCEDURES, EXPECTATIONS		
<input type="checkbox"/>	What is the mission of the organization?	
<input type="checkbox"/>	What makes your organization different from the others?	
<input type="checkbox"/>	How many people does your organization currently serve?	
<input type="checkbox"/>	What is the staffing like and is there a lot of turn over?	
<input type="checkbox"/>	What training is mandatory for staff? Does it change based on the service being provided?	
<input type="checkbox"/>	What documentation do you complete each time care is provided?	
<input type="checkbox"/>	Is there a family caregiver option with your agency?	
<input type="checkbox"/>	How often will someone from the organization complete checks or visits, and how is this completed?	
<input type="checkbox"/>	What is your process if I need help, am struggling with care, or have an issues with staff or processes?	
<input type="checkbox"/>	Will you help me find new provider if someone who we are working with leaves your organization?	
<input type="checkbox"/>	Is there a cost and how is care billed? i.e. through an HCBS waiver, insurance, private pay, etc.	
<input type="checkbox"/>	Who would my direct contact be at the organization if we got started?	
<input type="checkbox"/>	Does your organization have any timelines I need to consider in regards to starting services?	
<input type="checkbox"/>	If I decide to move forward with your organization, what are the next steps?	

Final thoughts