

This document is provided as a guide for persons with disabilities, their families and advocates. Questions can be selected from the list, as they are applicable and important. Some questions will make more sense when interviewing an agency provider and others will logically apply to a limited (individual) provider.

Staff/Provider Questions

1. What qualifications must direct service people have?
2. What training is required?
3. What kind of screening is done of new staff?
4. What is the average length of time that direct service people have worked for your agency; or how long have to been in business?
5. Where is your office located?
6. Is it a long distance call for me or do you have an 800 number?
7. How will I get help if there is an emergency or if a substitute support person is needed?
8. How often will a supervisor visit the direct service worker?
9. How often will I be asked how I feel about the direct service person?
10. How long has your agency been providing supported living services?
11. What types of disabilities do people that you serve have?
12. Do you have any references and/or consumer satisfaction surveys?
13. What is your philosophy about supported living?
14. What past accomplishments is your organization (or are you as a limited provider) proud of?
15. Do people who receive services have any say in how you do your business? If so, how?
16. What policy/procedure do you have in case there is a conflict between you and I?
17. What happens if I don't like my staff person?
18. What happens if they physically or verbally hurt me?
19. What other agencies do you collaborate with such as Social Security or BVR?
20. What is your policy or position on including family members and taking direction from them?
21. Do you currently have any citations of other restrictions on your agency?
22. Will my direct service person come from the same town where I live?
23. Do I get to interview and decide who my direct service people are?
24. Will you or the direct service worker be on duty on holidays, days off, or when I'm sick?
25. What say do I have in establishing staff schedules?
26. Describe how I can be sure when someone comes to work with me that they care about me?