

# Worksheet for provider interviews & visits

The following forms can be used during the interviews or as a way to organize the information after the interviews from notes taken. It will help to use the same list of questions for each interview. Record questions you want to ask in the first column and a summary of the response from the provider in the column below their name. The first three pages are questions appropriate for the initial interview.

	QUESTIONS	PROVIDER #1: _____	PROVIDER #2: _____	PROVIDER #3: _____
ORGANIZATION & PHILOSOPHY	What is your agency's mission and how do you make sure that staff support this mission?			
	In what ways do you seek and utilize input from consumers & families when developing policies and procedures?			
SERVICES & SUPPORTS	What services can your agency provide?			
	What are the costs of these services?			
	How would you make sure that the supports in my child's service plan are provided?			
	What if my child wants or needs supports that are not in the service plan.			

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STAFFING & DSP TRAINING	What qualifications do you look for when hiring direct support staff?			
	What initial and ongoing training do staff receive?			
	How often are supervisors in the homes?			
	What can my child or I do if we are not happy with the work performance of the staff?			
FAMILY INVOLVEMENT	In what ways do you promote the involvement of family in the lives of people you support?			
	How often or in what situations will parents or family be contacted?			
HEALTH & SAFETY	What procedures do you have in place to ensure the safety of people you support?			
	What is done to prevent and address abuse and neglect?			

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SELF DETERMINATION & CHOICE	Describe how staff support individuals in making informed choices.			
	How will my child be supported in setting up preferred daily routines?			
	Are there "house rules?" Who makes them & how can they be changed?			
COMMUNITY PARTICIPATION	In what ways do staff support involvement in the community?			
	How is staffing managed in order to accommodate community activities?			
MISCELLANEOUS	How are personal finances handled?			
	What kind of transportation services are available?			
	Can my child invite friends and family to visit in her home? What will staff to accommodate visits?			

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Additional Notes: