

Provider Interview Questions

Items you can do before the interview:

- Prepare a job description indicating to the provider your needs and desires for this service.
- Prepare interview questions which work best for you.
- Look at resources on dfmc-florida.org including the Empowering Families Course and the My Personal Compass.

Staff Questions:

- How long have you been providing services?
 - How long do staff usually work for you?
 - How will I select my staff and back-up staff?
 - How flexible are you on times & dates as my needs change?
 - What happens if someone is a no show or is running late?
 - When are you available to start working for me?
 - If you decide to stop working for me, how will you let me know and will there be plenty of advance notice given to me?
 - How do you know staff is doing their job?
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Provider Interview Questions

- May I see proof the staff has been background screened?
- How are staffs expected to dress when they are with me?
- What training do you provide to staff?
- Do you have any references I can contact?
- Why are you interested in this position?

Support Planning Questions:

- How will you ask about my goals?
- My goal is to _____. How will you support me in this goal?
- How will you know staff are supporting my goals?
- If I want to change my goals, how would you support this?
- What documentation will staff keep about me?
- How will we discuss progress I am making on my goals?

Rights Questions:

- How is this documentation kept on me protected?
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- How can I see what is written about me?
- How will you and your staff respect my rights?
- How will you and your staff support my privacy?
- What if I would like to do an additional activity not on my plan?
- How will you keep me fully informed and involved?

Satisfaction Questions:

- If I have a problem, who can I contact and how?
- How will you check on my satisfaction with staff and services?
- How will you follow up on problems I may have?
- As a provider, do you have any expectations from me?

Post interview observations:

- Did the provider listen to you?
 - Did the provider meet your expectations for activities, times, and dates of service?
 - Did the provider seem flexible?
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Questions to evaluate services: After hiring, here are some examples of areas you can think about to see if the provider is meeting your needs and expectations.

- Does the provider arrive on time ?
 - Does the provider include me in on all decisions?
 - Does the provider know how to use my equipment safely?
 - Does the provider knock on my door before coming in?
 - Does the provider yell at me?
 - Does the provider ask if my expectations or needs have changed?
 - Does the provider ask if they are meeting my needs?
 - Does the provider run their own errands or see their own friends/family when with me?
 - Does the provider use my personal money?
 - Does the provider use my items without permission?
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