



## Questions for Potential CES/ SLS Providers

This is a list of questions for you to use when interviewing potential providers. Please understand that this list may not be all encompassing and that some questions may not apply to your family's current needs. It is meant to be a helpful reference to aid in the interview process.

### General questions for all providers:

1. How long have you (or your agency) been providing services?
2. Please tell me about your philosophy about your work.
3. What training do you (or your staff) have?
4. What experience do you (or your staff) have with children with (identify specific condition/concern) medical/ behavioral concerns?
5. What type of supports do you have in order to handle inappropriate or difficult behaviors? What tactics or strategies do you typically use?
6. Why do you want to work with my son/ daughter?
7. What is your availability? (as related to our schedule)?
8. What hours do you work? (mornings, after school/ evenings, holidays/ breaks, weekends, etc)
9. Please explain your scheduling system? How much notice do you need to fill requested shifts?
10. What is the back up plan if you (or our regular staff person) is sick or unable to meet at the designated time?
11. How do I reach you if necessary?
12. What sort of updates can we expect to get from you/ your staff?
13. Until I am comfortable, may I remain within ear shot while you are providing services?
14. What else do you think is important for me to know about you or your program?



### Specific questions for behavioral providers:

1. Do you offer services in the home or at a facility? If you offer facility based services, where is your facility located? Can we take a tour?
2. Please describe your philosophy and some behavioral strategies that you use.
3. Who will be providing the direct services? What is their training? How often should we expect a change in provider?
4. Will there also be a person managing/overseeing the services? If so, how often can we expect to have face time with the managing staff?
5. What updates can we expect to get from you/ your staff?
6. Will I, as the parent, be involved in the service process? If so, do you have expectations regarding parent involvement? (how much, what to expect)
7. Are you able to provide behavioral services in the community to target a specific behavior?
8. How is the number of on-going hours determined?
9. What should I expect regarding your intake process? How fast can services get started?

### Specific questions for community connector providers:

1. What kind of choice do clients have in the activities they do?
2. We are interested in \_\_\_\_\_ activities, would you be able to assist my son/ daughter in participating in these activities/ do you foresee these activities occurring as part of the services you provide?
3. Are staff trained to handle high behaviors in the community? (wandering/ bolting, not wanting to leave the store, possible melt downs/ tantrums)
4. Does your unit rate cover payment for community activities? If not, is the client expected to bring money on outings? If so, approximately how much and how often?
5. Do you provide transportation to/from the client's home?



6. What capability do you have to serve clients who uses a wheelchair?—what transportation is available to them for community activities?
7. What do you do on bad weather days? How do you handle them? Cancel activities? Change activities? Do you contact me?
8. Please describe some goals that you have had success with.

### **Specific questions for respite providers:**

1. Can I expect to have the same respite provider every day/ each time?
2. What happens if our regular provider is not available?
3. How much notice do you need in order to provide additional time or sporadic support? (i.e. I find out on Tuesday that I will have to stay late at work on Thursday) Is having this variation possible?
4. Do you provide overnight support? If so, how much notice do you need in order to set that up?
5. (If applicable) Do you provide respite to clients with g-tube needs? What type of training does your staff receive?