

# Interview Questions for Provider Agencies

## Day Program/Community Supports

Read over these questions and think about your own situation. What do you want to do during the day? How do you want to spend your time? Who do you want to spend time with? How do you want to be treated by staff? What things are most important to you about day program? If you have had bad experiences, ask questions about those things. If you have had some good experiences, ask questions about those things. Design this interview to work for you.

1. How do people decide their goals or activities at day program?  
Can I write my own goals?
2. What is the schedule at day program?
3. What kinds of things do people spend their time doing at this program?
4. What is the level of flexibility regarding the activity schedule or which days I go?
5. What if I want to change my day program goals?
6. When I choose to go to run errands or have lunch with a friend how do I make these arrangements?
7. How much time do people spend at the center and how much time in the community? How many people go out together? And how do you choose who does things together?
8. How much notice do you need if I am going to be out for a day?
9. Can staff at day program help me on goals that will help me work toward getting a job?
10. If I am on a committee, can I get help with my committee work at day program?

11. Does this agency support a local self-advocacy group? If not, what support will you provide to support self-advocacy activities here?
12. If a group of people want to go on a trip or to a meeting, can that happen? (Like going to the statehouse, a statewide SUFU meeting, a new art exhibit, etc.)
13. How to the staff and clients get trained about rights?
14. What do I do or who do I talk to if I have a problem with another client or with my staff?
15. If there are budget cuts, who decides what gets cut? Do we get to have a say?

## **Home Supports**

Read over these questions and think about your own situation. What kind of support do you want at home? How do you want to spend your time? Who do you want to spend time with? How do you want to be treated by staff? What things are most important to you about your home? If you have had bad experiences, ask questions about those things. If you have had some good experiences, ask questions about those things. Design this interview to work for you.

1. Will I be able to get transportation to visit friends & family or to get to day program or work? Going to other activities or meetings? Can I pitch in gas money so I can go places that transportation isn't covered?
2. How will my support hours be decided? (My schedule and what things I get help with)
3. How much flexibility do I have around staff schedule? How much notice do you need if I want to go away or change my schedule?

4. Who interviews and trains staff? Could I help with staff interviews and with training my own staff?
5. How does the PCP process work at this agency?
6. Who does pre-planning?
7. How are goals decided?
8. Who runs the meeting?
9. How do I change my plan?
10. Do you have 'House Rules' in every home or apartment? What kinds of rules are there? Who makes the rules? How do I make rules or change rules in my own home?
11. How do you train staff and clients about rights?
12. What do I do/who do I talk to if I have a problem with staff?
13. Can I have my own phone or have privacy on the phone?
14. Can I take my own meds? How do I make arrangements to learn or continue this?
15. Who makes the menu? Who does the shopping? What if I don't like what is on the menu?
16. How do I make arrangements to have company over for dinner or to visit? What about having a friend or boy/girlfriend sleep over?
17. How do I make arrangements to go away to visit family or friends? Would staff come with me?

## **What I want you to know**

Think about what you want people to know if they are going to support you. Make your own list.

- I want my support staff to work *with me* and know how to respond and support me when I am having trouble. I want them to treat me like anyone else.
- Respect is important to me. You respect me, I respect you.
- I want/need help with these things:
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