



Helping the Community include Persons with Disabilities
and Persons with Disabilities to be included
by providing Education and Advocacy to Families

Provider Checklist

This checklist is designed to help families and individuals select staffing provider agencies. It intentionally does not give families specific questions or set expectations for staffing; it is simply a tool to use when thinking about this important selection process:

	Yes	No
Were your phone calls returned promptly?	<input type="checkbox"/>	<input type="checkbox"/>
Did the staffing agency seemed excited about meeting your needs?	<input type="checkbox"/>	<input type="checkbox"/>
Have appointments been conveniently scheduled for you and kept?	<input type="checkbox"/>	<input type="checkbox"/>
Did the staffing agency take the time to get to know you and/or the person to be served?	<input type="checkbox"/>	<input type="checkbox"/>
Did they ask specific questions about what kind of staff you wanted?	<input type="checkbox"/>	<input type="checkbox"/>
Did you feel you were treated with dignity and respect?	<input type="checkbox"/>	<input type="checkbox"/>
Did they make efforts to coordinate with case management?	<input type="checkbox"/>	<input type="checkbox"/>
Have they taken the time to learn the supports outlined in the person-centered plan?	<input type="checkbox"/>	<input type="checkbox"/>
Did the staff you met appear confident and competent?	<input type="checkbox"/>	<input type="checkbox"/>
Was paperwork explained and presented in a manner you understood?	<input type="checkbox"/>	<input type="checkbox"/>
Were the details of finding, training, and supervising staff explained to your satisfaction?	<input type="checkbox"/>	<input type="checkbox"/>
Did you have the opportunity to ask questions and were they answered?	<input type="checkbox"/>	<input type="checkbox"/>
Most importantly...did you like you like the person you met? Did you "feel good" after the meeting?	<input type="checkbox"/>	<input type="checkbox"/>

This checklist is solely intended to be used by families/ individuals as a tool for analyzing staffing agency interviews. All points listed are in direct relation to the person-centered philosophy and accepted "best practices".

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