

## Interviewing In-Home Care Providers

When you interview in-home care providers, use these questions to guide your discussion.

**Tell me about your agency. How long has your agency been in business?**

**Is the agency licensed by the state?**

- Yes
- No

**What services is your agency licensed to perform?**

**Are the caregivers agency employees or are they independent contractors?**

- Employees
- Independent contractors

**Do you send the same staff member out for every visit or do you assign different staff to a job?**

- Same staff
- Different staff

**Workman's compensation covers any injury to the aide that occurs on a person's property. Is the aide covered by Workman's compensation?**

- Yes
- No

**Does the agency have a minimum number of hours or days that service is required?**

- Yes
- No

**What type of employee screening is done when hiring?**

**Does the agency supply literature explaining its services, eligibility requirements, fees, and funding sources?**

- Yes
- No

**How much on the job training is required initially and throughout the year?**

**Any specialized training in dementia?**

- Yes
- No

**Is a nurse required to evaluate the patient's home care needs?**

- Yes
- No

**Do they provide a written care plan?**

- Yes. How often is it updated?
- No

**Does the agency assign a supervisor to oversee the quality of care patients are receiving in the home and how often are the patients visited in the home?**

- Yes
- No

**Who do you call if the aide doesn't show and what does the agency do about it?**

**Do you have an after-hours phone number someone can call in emergencies?**

- Yes
- No