



2865 North Sherman Avenue
Madison, WI 53704
608-240-7400
www.daneadrc.org

Supportive Home Care Agency Interview Questions

	Agency #1_____	Agency #2_____	Agency #3_____
Agency Phone Number			
Date Called			
Person with whom I spoke			
Website/email			
COST			
What is your hourly rate?			
In what increments (i.e., 15 min) do you bill?			
Do you have a minimum number of hours required daily?			
BASICS			
Are you a for-profit local franchise or independent, or a non-profit agency?			

Information courtesy of ADRC of Dane County. The ADRC does not endorse or recommend specific agencies.



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How long have you been in business?			
What insurance does your agency have? Is it bonded/licensed?			
What sets you apart from other agencies?			
CARE STAFF			
How do you recruit your staff?			
What background check do you conduct for new staff?			
Do you check references (employment, credit, driving records, etc.)?			
Do you do drug screenings?			
Can you provide references of former or current clients?			
Do your staff have any type of credentials?			
What training do you provide? Any on-going training?			

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Do you offer any dementia-specific training?			
Do you offer any behavior-specific training? (i.e., how to respond to challenging behaviors)			
How do you retain great employees?			
How long does your average employee stay with your company?			
What supervision do you provide?			
Who provides support and advice to the care workers & with what frequency?			
How are we matched with a worker?			
SERVICES			
Can they provide services on the specific days/ hours I need services?			
What services do you provide? Are there any services you don't provide?			
What happens if my normal care worker is unavailable? Will you automatically send a replacement?			



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How do you handle conflicts between a care worker and a client?			
If it doesn't work out with my worker, what are the procedures for changing staff?			
Can your employees drive me to appointments or social outings and, if so are there any mileage charges?			
Are services available at off-hours (nights, weekends, and holidays?) Are there different rates?			
Do you have consistent assignments, or will the care workers change on a regular basis?			
How are workers' hours verified - do we sign off on time sheets?			
PAYING FOR SERVICES			
Are there any additional charges or fees (assessment fee, deposit, etc.)?			
Do you accept payment from long term care insurance companies?			
Do you accept credit cards?			
How often do you bill? (i.e., monthly, every two weeks, etc.)			

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Do we pay in advanced or after services are rendered?			
If we must temporarily cancel or terminate services, how much notice do we need to give?			
What happens if services must suddenly stop due to unforeseen circumstances (i.e., hospitalization)?			
Are your care workers employees or independent contractors?			
NEXT STEPS			
Is there a contract or service agreement required?			
Will we receive a copy of a service agreement/care plan?			
Who would be our contact person(s) for billing, scheduling, the care we are receiving, etc.?			
How soon could you begin services?			



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NOTES / GENERAL IMPRESSION:			
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