✎ Interview Questions for ILS & SLS Agencies

✓ SERVICES AND SUPPORTS OFFERED

	What types of services and supports are offered?
	How do they determine the necessary level of support?
	What if you want more/less support than the agency's recommendation?
	If requested, how would they advocate for you?
	What is the agency's philosophy or mission statement?

✓ CHOICES

	How would the agency help you to live in your own place?
	How would the agency increase your community participation?
	What is the agency's expectation in order to serve you?
	How would they help you make positive choices and decisions?
	Can they help find a roommate, if needed?

✓ HEALTH AND SAFETY

	What are their procedures if there is an emergency at night or on the weekends?
	How will they prepare you for an emergency?
	Will they help with medical appointments?
	Can they accommodate special health care needs?
	How would they ensure your health and safety?

✓ YOUR RIGHTS

	Will they ensure you are involved in all decisions about your services and supports?
	Will they respect your privacy?
	Will they treat you as a partner and not as a "client?"
	What is their understanding of "circles of support?"
	What is their grievance procedure if you are unhappy with the services or staff?

✓ AGENCY QUESTIONS & STAFF

	Ask about the background, training, and experience of the staff?
	How many people does the agency support?
	Ask if you can speak to a current recipient of their program?
	Have they ever stopped support services for someone? Why?
	Can you choose what staff you want to work with?

Please use this as a guide when interviewing prospective ILS and SLS agencies.