

APPENDIX D

Sample Interview

Charlie: Hi, I'm Charlie Smith. Thank you for coming today. Please have a seat.

Alice: Thank you.

Charlie: Did you find your way all right?

Alice: Yes, your directions were perfect.

Charlie: Why don't we go ahead and get started. I have I was injured in a car accident 15 years ago and I have paraplegia and rely on my wheelchair to get around. I am enrolled in the *Services My Way* Program and I am the employer of the participant-directed workers I hire to provide my participant-directed community supports provided under the Medicaid EPD Waiver. These supports are similar to personal care assistance services.

Charlie: We talked a little on the phone about your experience. Could you tell me more?

Alice: I have been working in home care for a home health agency in the District for seven years. I am a certified home health aide and I am also certified in CPR and First Aid. I am interested in working for a person who is enrolled in the *Services My Way* Program.

Charlie: What kinds of things did you do while working for the agency in District?

Alice: I worked with two elderly women and a man with a physical disability who used a wheelchair in their homes. I helped them with personal hygiene and getting dressed, transferring and walking, and with toileting, as needed; prepared meals and clean-up, did light housekeeping and laundry, and accompanied them to run errands like shopping.

Charlie: What got you interested in this work?

Alice: I took care of my elderly mother and I enjoy working in this field.

Charlie: What qualities do you feel you bring to this job?

Alice: I am very punctual and I am a detail type of person. I have been told by people I work with that I am very patience and fun to be with.

Charlie: What stresses you out and how do you deal with it?

Alice: Sometimes I get anxious when there is more to do than the time available to do it. When this happens I sit down with the person I am working with and go through the tasks to be done and figure out what is most important to do at that time and what might be able to be done during my next scheduled work time.

Charlie: What do you think confidentiality in this job means?

Alice: It means that I do not discuss any information about you or your care with anyone, on or off duty, unless you give me permission discuss it with a certain person or organization. Information about you and your care is private.

Charlie: Well, you have done a number of tasks that are listed in my job description. Let's review it and see if you have any questions. Does everything make sense to you? Do you have a current certificate for CPR and First Aid, and valid driver's license, auto registration and auto insurance?

Alice: Yes, the tasks I would perform make sense to me, and I feel very comfortable providing them. I am certified in CPR and First Aid and valid PA driver's license, registration, insurance and have a car. I do have some questions related to accompanying you community activities since the hours I will be working are limited. Would I only accompany you if the errands occurred during my work hours? If there are any expenses like parking fees, highway tolls or gas, when accompanying you on errands, would you pay those or would I have to cover them myself?

Charlie: Yes, you would only accompany me on errands during the hours you are scheduled to work. I would cover any costs, like parking fees, tolls or gasoline, that you incur when you take me on errands. For gasoline expense, we will track the mileage to and from the errand and I will reimburse you at the federal IRS mileage rate for the current year.

Alice: Is there anything else in particular that I should know about your needs and how you like things done?

Charlie: Yes, I like to do as much as possible for myself however, some days I need more assistance than others. I will let you know when I need more assistance.

Alice: Will you go through your routine with me and train me in any specific things that need to be done and how you would like them to be done?

Charlie: Yes, absolutely. Do you have any other questions?

Alice: No, I don't think so.

Charlie: After learning more about me and what this position involves are you still interested in it?

Alice: Oh, yes, I am very interested.

Charlie: O.K. Then I will need you to fill out this employment application.

Alice: (After reviewing the employment application) You forgot to list the address of your last employer. Do you know it?

Alice: I know the street, but I don't know the exact address.

Charlie: If you could just write in the street for your last employer then call me with the complete address when you get home, that would be great. (After he writes in information he has.)

Well, everything looks in order. I have a few more people to interview before I make a decision. I have your number, and I'll be contacting you either way. Thanks for coming. It was nice meeting you.