

Case Manager Interview:

Many individuals and families, especially those new to the waiver, have a difficult time formulating questions to ask prospective Case Managers during the interview process. It is important to choose a Case Manager you are confident will work to support your best interests or those of your loved one with disabilities. Therefore, we have assembled the following questions to provide you with a starting point during interviews.



Questions

1. What is your experience working with children and/or adults with developmental or intellectual disabilities?
2. What do you like most about being a Case Manager?
3. If you were my Case Manager, what would be the most important thing you would do for me?
4. How would you help me to achieve the goals in my life that are important to me?
5. Can you tell me any ways in which you've advocated for people with disabilities or others that you have served in the past?
6. What connections do you have in my local community?
7. How might you use those connections to help me get more established in the community?
8. How often would I see you or hear from you?
9. How would I get in touch with you if I need you?
10. How often do you communicate with other team members?
11. How could you help if I was unhappy with any of the services I receive?
12. What are some ways in which you could help me to better understand the Waiver Program?
13. Why do you think you would make a good Case Manager for me?