

Transition Services Phone Interview Guide *

When you are starting your cold calling and search for service providers, start with agencies that can refer you to other organizations, such as Vocational Rehabilitation or an Independent Living Center.

Name of Organization

Name of Person You Spoke with

Position Email

Address

Phone Number Fax Number Date Contacted

Sample phone script:

"Hello, this is _____. I am a (teacher, parent, family member, administrator, coordinator) of a youth (young adult) who is" [OR if you are the student, then "I am"] _____ (exploring career options, exploring where to live after graduation, interested in a recreational program, or whatever fits your ultimate goals). I am looking for information to help in planning for my (own, son's, daughter's, family member's, student's) future. I found your organization through _____ (another agency, the yellow pages, a publication) and I am interested in learning more about what services you provide (or what your organization does). Could you tell me who in your organization I should talk to about this?" Thank you.

1. Please tell me about your agency/organization. Who do you serve? What services do you offer?

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2. How does one get involved with your agency/organization? Are there special eligibility or admission requirements? How does one apply?

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3. Are there costs involved in participating in your agency's or organization's programs? If so, how much are they? Do you offer special rates?

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4. Do you have any ideas about how your agency or organization might help meet a need such as: [Describe a "specific problem or need" that you might have, for example: youth has a visual disability and needs assistance changing buses; youth has physical disability and is interested in playing a sport; teen parent with a learning disability needs child care so that she can go to work after school; and so forth.]

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5. Could you refer me to some other people, agencies, or organizations that might offer some services to meet this need?

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6. Do you have any written materials describing your agency (or organization)? If so, could you please send them to me _____ [your name] at _____ [your address]. Thank you for speaking with me today. This information is very helpful in planning my (own, student's, son's, daughter's) future as a member of our community. Best wishes for fulfilling your agency's (or organization's) mission.

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