

## THE PROCESS:

**1) Pre-interview:** The initial phone call inquiry. When a potential client inquiry about our services, we give you as much information as possible about what we offer. Before the first meeting can occur, we need to have all of the particular parties present during the first interview (client and their family. Heath case worker is optional).

**2) First in-person interview:** We will come out to your home to do a Home Needs Analysis (HNA). The HNA consisted of the following:  
Interview the client through a "Home Audit Questionnaire or a CASPAR". During the questionnaire period, we would inspect the home to see what kind of home modification is needed for a recommendation later.

*\* Home Needs Analysis: We will analysis the information obtain from the client. If a potential construction problem occur, then a general contractor will come to the client's home to field verify that problem. No additional cost would occur to the client. The cost from the GC will be included into the HNA.*

**3) Second in-person interview:** Results from the Home Needs Analysis. PPT will come back out to your home to discuss the results of the HNA. The results of the analysis will have three recommendations for you to choose from. Once you choose one, the following options are then discuss:

### Option A:

(PPT will do the home modification. That would include construction but you pay for the project). Once money is secure by you, then the GC will come out to do a field inspection on the home. Once materials are pick out, then construction will begin.

### Option B:

(PPT will do the home modification design only. That would not include construction). We will come out to do a final field inspection on the home. Then once the inspection is done, then we will design a home solution for that project. Then the client's contractor can use the plans. The client will also receive the HNA. PPT will be at the disposal of the client if questions are raised during the home modification based on the home solution (design) or the HNA. An additional cost may occur if additional consultation is needed.

### Option C:

(PPT will not do the home modification. The client will receive the HNA). We will give the client's the HNA. We will also be at the disposal of the client if questions are raised during the home modification based on the HNA. An additional cost may occur if additional consultation is needed.