Interview Questions:

Outcome #1:

- Does every employee truly understand what your mission means and how to demonstrate it? How does it work in daily operations?
- What does fiscal accountability mean? How does your agency demonstrate it? How do you?
- What trainings do staff need and how do you provide it as an agency?
- How are all aspects of operations assessed and measured annually? What happens with the information?
- Tracking and trending – how does it live in your agency?
- What does your agency do with areas in need for improvement?
- Appeals – what is the policy?

What other interview questions could you ask for Outcome 1?

How does your agency’s governing body play an active role with HCBS services as well as hearing from community stakeholders?

How does your agency document/verify/demonstrate through observation each of these above?
Outcome #2

Interview Questions:

1. What is the consumers preferred name?

2. How do staff respond to the opinions, feelings and preferences of the consumer?

3. How do others describe the consumer? How does documentation describe the consumer? Are the descriptions a reflection of abilities or disabilities? Are the descriptions respectful of the individual? Give examples.

4. Give examples of how consumers are included or excluded from conversations with others.

5. How is the consumers culture and religion supported on a day to day basis?

6. What opportunities are available to the consumer to participate in cultural or religious tradition, activities and events?

7. Describe the staff person role in providing services in the consumers home? Do staff act as if the home is their home or the consumers? Give examples.
Outcome #3

Interview Questions

1. Does the consumer live in an integrated setting?
2. Describe how the home atmosphere reflects the consumer's personal tastes and interests.
3. Give examples of equipment and materials that the consumer uses that are compatible with their age and capabilities.
4. Does the consumer's home life support a valued adult role? What is the role?
5. Describe accommodation needs of the consumer in the home. How are identified needs met?
6. Does the consumer have access to all areas of his/her home? If there is not full access, how is the consumer compensated for the lack of access?
7. How is the consumer supported to know and feel that this is his/her home and to feel all the comforts and security of home?
Outcome #4

Interview Questions

➢ What workplace accommodations does the consumer need? How are they met?
➢ Does the consumer have the same access to areas of the work place that all employees have?
➢ Describe how the consumer is integrated into the workplace.
➢ Has the consumer advanced in pay, benefits, and position in the job? Is it possible? Explain.
➢ What opportunities are available to participate in non-work activities with co-workers? (social, recreational, etc.)
➢ Does the consumer receive the same wages as others engaged in similar work? If not, is there documentation to support lower/higher compensation? If so, what is it?
➢ How is safety assured on the job?
Outcome #5

Interview Guidelines

1. How does the consumer describe/define his/her rights?

2. Is the consumer his/her own guardian? If not, who is?

3. How do parents/guardians/significant others describe/define consumer rights?

4. Does the guardian’s preference differ from the consumer’s? If so, cite examples.

5. If needed, what supports does the consumer receive to exercise his/her rights?

6. How do provider staff describe/define consumer rights?

7. Describe how consumer’s rights are affirmed and practiced in his/her everyday life?

8. Do house and/or work rules interfere with the consumer’s rights? If so, cite examples.

9. What is the process of the consumer to refuse or withdraw approval on a decision made by himself/herself or others?

10. How does the provider individualize self-advocacy support or advocacy on behalf of this consumer?

11. How does the consumer obtain private access to legal counsel or advocacy assistance without retaliation?

12. How does the provider assist the consumer to obtain private access to legal counsel?
Outcome #6

Interview Guidelines:

1. Do others come into the consumer's home only with permission of the consumer (i.e., ring the doorbell, knock on the door, wait to be admitted, etc.)?
2. Are there house rules on entertaining guests in private? What are the rules? Who made the rules?
3. Does the consumer have access to make and receive phone calls in private (i.e., has own phone, cordless phone, etc.) at work and at home?
4. How is the consumer’s mail processed?
5. Is personal care done privately?
6. Where does the consumer go to spend time alone in his/her home?
7. At work and home, where to do consumers and staff meet to discuss personal matters?
8. At work, does the staff discuss the consumer’s work in a private, dignified manner (e.g., employee evaluation)?
Outcome #7

Interview Guidelines:

1. Does the consumer have a legal representative? If not, does (s)he need one?
2. Did the consumer choose the legal representative? If not, is (s)he satisfied with this person?
3. How does the legal representative describe his/her role?

4. How does the legal representative provide needed support?
5. How do staff describe the legal representative's role?

6. Is the consumer free from rules that have no relationship to the programmatic needs of the consumer?

7. List the consumer's rights limitation(s)?
8. Is the legal representative informed, aware, and approve of the limitation(s)?
9. Does the consumer approve of the rights limitation(s)?
10. How are limitations of rights (i.e., chemical or physical restraints, contingencies such as withholding of meals for behavioral reasons, phone or visitor restrictions, limited or access to clothing, money, etc.) documented?
11. How frequently are limitations of the consumer's rights reviewed and approved?
12. What is the plan to decrease or eliminate the limitation? How frequently is this plan reviewed for effectiveness?

13. What less restrictive alternatives were reviewed and/or tried before limiting the consumer's rights?

14. Describe the consumer's personalized skill training, if any, for each of the identified rights limitations.
15. When are each of the rights limitation expected to be discontinued?
Outcome #8

Interview Guidelines:

1. Ask provider staff to explain their training on confidentiality. Do they have a basic knowledge of the rules of confidentiality?
2. Does the consumer/legal guardian know who is given information about the consumer and why?
3. Does the consumer/legal representative have an awareness of signing release of information (ROI) forms?
4. Does the consumer/legal guardian know what type of information is in his/her file?
5. Is the consumer/legal guardian aware he/she can access this information?
6. Does the consumer/legal guardian know where the file is kept?
7. Has the consumer/legal guardian ever requested access to the consumer’s file? If so, was the access granted?
Outcome #9

Interview Guidelines:

1. Describe the actions of the consumer in deciding where to work.
2. What were the options given to the consumer for possible work sites?
3. Did the consumer visit the worksite before accepting the job?
4. If the consumer would like a different job, what is the job? What has been done to secure the job?
5. What opportunities has the consumer had to change careers?
6. If the person does not work, what are the alternative activities for them (i.e., school, day program, etc.)?
7. When does the consumer plan to retire from the workforce?
8. Did the consumer interview for their current job?
9. What work experience does the consumer have?
Interview Guidelines:

1. When is the consumer’s free time?
2. Does the consumer have enough free time to do the things he/she likes?
3. Is the consumer supported in participating in these activities?
4. What activities does the consumer do during his/her free time?
5. With whom does the consumer participate (in activities)?
6. Ask staff to tell you the consumer’s leisure time interests and preferences.
7. How do staff know about the consumer’s leisure time interested and preferred activities?
8. How do staff support the consumer to pursue these interests and preferences?
Outcome #11

Interview Guidelines:

1. Describe how the consumer chose the current living arrangement?
2. How many homes did the consumer view before moving?
3. Why does the consumer like his/her home?
4. How were roommates selected to live together?
5. Who decided which roommates would live together?
6. What plans (if any) does the consumer have to move to another location?
7. Does the consumer like his/her roommates?
Outcome #12

Interview Guidelines:

1. Does the consumer choose his/her daily routine? If not, who decides the consumer’s daily routine? Why?
2. Is there a restriction preventing consumer choice in daily routine? If yes, does the consumer/legal representative agree to this? If so, is there skill training in place? If yes, describe the training process. If no, why?
3. What time does the consumer get up and go to bed on weekdays? Weekends? Who decided this routine and why?
4. When does the consumer eat meals? Who decided this routine and why?
5. Can the consumer choose not to eat meals with his/her roommate(s)? If so, give examples. If not, why?
6. When does the consumer complete grooming and/or hygiene activities on weekdays? Weekends? Who decided this routine and why?
7. Describe the daily/weekly/monthly chores. Who decided this routine and why?
8. Can the consumer choose not to complete an assigned chore? If so, give examples? If not, why? Is the consumer/legal guardian in agreement with this?
9. Ask the follow-up interviewees to outline household rules.
10. Ask the follow-up interviewees to describe the specific process used to solicit and support choice in the consumer’s daily routine.
Outcome #13

Interview Guidelines:

1. What community resources does the consumer use?
2. What social functions does the consumer attend in the community?
3. How does the consumer have access to information on local groups/organizations? What is the provider's role in this process?
4. What kind of information does this consumer have specific to his/her interests/abilities?
5. What is the process the provider employs to determine specific consumer interests and social abilities?
6. How does the provider determine if special consumer supports are needed to access the community?
Interview Guidelines:

1. How does the consumer maintain contact with his/her family and friends?
2. What kind of support exists at home and work to maintaining relationships?
3. What social activities does the consumer participate in at work?
4. With whom does the consumer share personal concerns, thoughts, and ideas?
5. List the opportunities the consumer has to develop a social network with people other than those who are paid to support the consumer?
6. What kind of routines at home and work does the consumer have that enables development of new friendships?
7. How does the consumer receive education and support to learn about friendship and relationship dynamics?
8. How does the consumer develop relationships with people who share their interests? How does the provider support the consumer in this endeavor?
9. Is the consumer satisfied with the type and frequency of contact?
Outcome #15

Interview Guidelines:

1. How are the consumers personal goals and objectives developed?
2. What do staff and others say the consumer wants to achieve?
3. What are the consumer's strengths, talents and preferences? Are these reflected in their goals and objectives?
4. How are the consumer’s goals individualized and reflective of what he/she wants to do?
5. Describe how information is solicited from other team members (parent, legal representatives, providers, etc.)?
6. What is the connection between what the consumer is doing now and what he/she wants to do in the future?
7. What are the resources and expertise available to the consumer to accomplish their goals?
8. What success has been experienced by the consumer?
9. Does the consumer complete tasks as independently as he/she is able?
10. What resources, equipment, materials, and assistive devices, are available to the consumer to accomplish personal goals?
Outcome #16

Interview Guidelines:

1. Does the consumer manage his/her own money? If not, is this a documented limitation?

2. Does the consumer have access to his/her money?

3. What kind of support and/or training does the consumer receive to manage his/her financial resources?

4. Are the consumer’s funds spent and managed properly and legally?

5. How will the consumer receive restitution if his/her money is mismanaged?

6. Does the consumer decide how to spend his/her money? If yes, give examples.
Outcome #17

Interview Guidelines:

1. What are the health care needs of the consumer?
2. Is the staff knowledgeable and responsive to the consumer's health care needs?
3. What accommodations have been made for the consumer's health care needs at the home? The worksite?
4. How does the consumer and/or the staff respond to medical emergencies?
5. Describe the consumer's nutritional habits.
6. What is the role of consumer in managing his/her own health care routines?
7. Who is the consumer's primary care physician?
8. Is the consumer satisfied with his/her current MD, dentist, or other health care providers?
9. Where does the consumer receive medical services?
10. What decisions does the consumer make about his/her health care, including the risks and benefits of proposed treatment?
11. What specialized medical treatment does the consumer receive?
12. Who coordinates medical services between the consumer and the provider?
13. What medical emergency services and treatment are available to consumers?
14. How are the consumers medication (if any) managed on an individual basis?
Outcome #18

Interview Guidelines:

1. Describe how the consumer would get assistance in emergency or dangerous situations (i.e. police, fire, medical, etc.).

2. What household equipment and supplies are available to the consumer for minor emergencies?

3. Describe how the consumer would get out of their living environment in an emergency.

4. What skills and knowledge is needed to ensure the consumer’s safety? Does the consumer or the people supporting the consumer have the skills and knowledge?

5. Describe the safety systems in place when a consumer is home alone.

6. Does the consumer feel safe at home and in their neighborhood? Why or why not.
Outcome #19

Interview Guidelines:

1. Does the consumer currently have intimate relationships?
2. If not, why (i.e., not interested, not aware what intimacy means, house rules prohibiting intimacy or sexuality, etc.)?
3. If yes, how does the provider support the consumer in expressing his/her intimacy and sexuality?
4. How do provider staff or other significant persons recognize the consumer’s need for intimacy and sexuality?
5. How does the consumer receive individualized education and support to learn about intimacy and sexuality?
Interview Guidelines:

1. Are consumers free to express opinions about services? Give examples.
2. What role does the consumer play in the hiring, firing, and evaluation of staff?
3. Give examples of ways that the consumer participates in the evaluation of the provider.
4. Give examples of ways that the consumer has input into administrative decisions that affect their lives?
5. How do staff communicate with non-verbal consumers?