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| **Interview conducted by (CFCHS Staff): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Provider: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | |
| 1. | What is your position within the agency? |
| 2. | How long have you been working for this agency? |
| 3. | How satisfied are you with your employment?  ☐1-Very Dissatisfied ☐2-Dissatisfied ☐ 3-Neutral ☐ 4-Satisfied ☐5-Very Satisfied |
| 4. | What areas do you like? What areas do you not like? |
| 5. | Upon hire, were your job responsibilities clearly defined? |
| 6. | Do you feel like you are treated as a valuable member of the agency? |
| 7. | Do you feel that the agency provides adequate training to do your job? If not, what trainings do you need? |
| 8. | In the hiring process, does the agency ask questions about knowledge and experience in providing recovery-oriented services? |
| 9. | Does the agency provide enough resources or supplies to meet individual client needs? |
| 10. | The persons receiving services are encouraged and assist in identifying their own goals.  ☐1-Disagree ☐2-Somewhat Disagree ☐3-Neutral ☐4-Agree ☐5-Fully Agree |

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| 11. | Do you feel comfortable in bringing up issues or suggestions to your supervisor and/or leadership? |
| 12. | Are you aware of the agency’s complaint and grievance protocol? |
| 13. | Do you know how to report Fraud Waste and Abuse? |
| 14. | Do you feel the agency provides a safe working environment? |
| 15. | How do you think is interaction between client and staff? |
| 16. | Do agency staff use language that is encouraging and hopeful with persons who are receiving services? |
| 17. | Do you feel the agency staff use language that emphasizes the person not their diagnosis (person-first language) in all verbal and written communication?  (examples of person first language include using phrases such as ‘a person who…”, “a person with….”, or “person who has…”. |
| 18. | Have you ever witnessed a client be mistreated by staff? (If so, when, who, by whom, what were the circumstances, did the agency address appropriately, etc.) |
| 19. | Would you like to provide any feedback or suggestions for improvement? |