

STAFF MONITORING INTERVIEW

CFC Interviewer: _____

Date: _____

Provider and Program: _____

Staff Name and Title: _____

1. How long have you been working for this agency?
2. What aspects of your job do you find most satisfying? Are there any parts you find challenging or less satisfying?
3. How would you describe the culture of this agency?
4. Are you treated with respect and as a valuable member of the agency?
5. Does the agency provide adequate training and resources? If not, what training do you need?
6. Have you received training in how to make accommodation for individuals who have communication barriers or other special needs?
7. Are individuals receiving services encouraged to participate in the selection of their treatment goals?
8. Do you feel comfortable bringing up issues or suggestions to the agency's leadership?
9. What is the process for filling a complaint?
10. How do you report Fraud, Waste and Abuse?
11. Do you feel the agency provides a safe working environment?
12. How would you describe the interaction between the individual's receiving services and staff?
13. Does the agency train you to use language that is encouraging and hopeful when communicating with individuals receiving services?
14. Have you ever observed a staff member treating individuals receiving services or co-workers in a non-professional or disrespectful manner?
15. Would you like to provide any feedback or suggestions for improvement?