

Waiver Support Coordinator Interview Tool

The following interview tool will be used as part of a **Person Centered Review (PCR)**. In addition to interviewing the person sampled for a PCR, a Delmarva Reviewer will interview the Waiver Support Coordinator (WSC).

The purpose of the interview will be to:

- Capture information from the perspective of the Waiver Support Coordinator.
- Gather information specific to the WSC's efforts to address the person's desired goals, outcomes and satisfaction with services.
- Determine whether services are effectively implemented in accordance with the person's unique needs, expressed preferences & decisions concerning his/her life.

The Interview will cover four areas:

- **Person Centered Supports:** Individuals needs are identified and met through Person Centered Planning.
- **Community:** Individuals have opportunities for integration in all aspects of their lives including where they live and work. Access to community services and activities and opportunities for new relationships.
- **Health:** Individuals are in best possible health.
- **Safety:** Individuals are safe.

Areas reviewed and Questions asked are specific to person interviewed and WSC efforts to support person.

Support Coordinator Interview Tool

Person Centered Supports: Individual's needs are identified and met through Person Centered Planning	
Questions (could include but not limited to)	Findings
<ul style="list-style-type: none"> – What is your process for developing Support Plans? – How do you include the person in this? – How is it decided when and where a Support Plan meeting will be and who will attend? 	<input type="checkbox"/> Support Coordinator does not support person(s) to drive Support Plan development and planning process.
<ul style="list-style-type: none"> – How is it decided what goals a person will work on during the Support Plan process? – How do you use a person centered approach to help identify individually determined goals? 	<input type="checkbox"/> Support Coordinator does not support a person centered approach to drive development of goals.
<ul style="list-style-type: none"> – What are the goals the person wants to work on? – Tell me about his/her... <ul style="list-style-type: none"> o personal preferences o talents o strengths o abilities o needs 	<input type="checkbox"/> Support Coordinator does not support person in moving towards desired goals/dreams.
<ul style="list-style-type: none"> – Tell me about conversations you have with him/her regarding progress on plan/goals? – How do you measure progress? 	<input type="checkbox"/> Support Coordinator does not involve person in routine review of progress on goals.
<ul style="list-style-type: none"> – How are your services helping this person? – Is there anything new the person is doing this year that has never been done before? – Does the person feel progress on goals has been made? How do you know if the person has the supports needed to achieve goals? – What has been accomplished in the past year the person is proud of? 	<input type="checkbox"/> Support Coordinator does not support the person to achieve desired goals.
<ul style="list-style-type: none"> – Can the person make changes/updates to the Support Plan if desired/needed? – What would prompt a change/update to a Support Plan? – Has this person made any changes to the Support Plan? – What do you do to ensure a person knows changes/updates can be made to the Support Plan? 	<input type="checkbox"/> Support Coordinator does not support the person to make changes/updates to goals/supports and services.
<ul style="list-style-type: none"> – How do you inform person about available options of supports and services? 	<input type="checkbox"/> Support Coordinator does not provide education/information about available service and support options.
<ul style="list-style-type: none"> – How do you inform person about service provider options that are available? 	<input type="checkbox"/> Support Coordinator does not provide information about available service provider options.

Support Coordinator Interview Tool

<ul style="list-style-type: none"> – What services and supports are the person receiving? How do you offer options of services and supports? 	<input type="checkbox"/> Support Coordinator does not offer choices of available services and supports.
<ul style="list-style-type: none"> – Who is providing the person’s supports and services? – What kind of input did the person have in choosing who provides services? – How were service providers selected? 	<input type="checkbox"/> Support Coordinator does not offer choices regarding who provides services/supports
<ul style="list-style-type: none"> – Can the person change services as desired? – How are service changes made? – How do you provide education for the person on this process? – How do you support the person to make changes happen? 	<input type="checkbox"/> Support Coordinator does not support person to change services, if desired.
<ul style="list-style-type: none"> – Can the person change providers/staff as desired? – How are provider changes made? – How do you provide education for the person on this process? – How do you support the person to make changes happen? 	<input type="checkbox"/> Support Coordinator does not support person to change providers/staff, if desired.
<ul style="list-style-type: none"> – Can the person change Support Coordinator/Support Coordinator Agency if he/she wants? – How are changes made? – How do you provide education for the person on this process? – How do you support the person to make changes happen? 	<input type="checkbox"/> Support Coordinator does not support person to change Support Coordinator/Support Coordinator Agency if desired.
<ul style="list-style-type: none"> – How is it decided when services will be provided? – Was the person given the opportunity to decide when services will be provided? 	<input type="checkbox"/> Support Coordinator does not support person in directing when services are provided.
<ul style="list-style-type: none"> – How is it decided where services will be provided? – Was the person given the opportunity to decide where services will be provided? 	<input type="checkbox"/> Support Coordinator does not support person in directing where services are provided.
<ul style="list-style-type: none"> – How do you find out if the person is satisfied with services? – How does the person let you know if he/she is satisfied or dissatisfied? 	<input type="checkbox"/> Support Coordinator does not ask about satisfaction with services.
<ul style="list-style-type: none"> – If a person is not satisfied with service(s) what would you do? – Is this person satisfied with services? – If no, how are you addressing concerns? 	<input type="checkbox"/> Support Coordinator is not addressing dissatisfaction with services.
<ul style="list-style-type: none"> – Have you talked with the person about privacy? Do you know if privacy is respected? – Do you talk with the person about confidentiality of personal records and information? – Do you ask for the person’s permission before sharing personal information? – Is there any personal information about the person that he/she does not want shared? – Does the person feel preferences in this area are respected? 	<input type="checkbox"/> Support Coordinator does not address person’s preferences with regard to privacy and sharing of personal information.

Support Coordinator Interview Tool

<ul style="list-style-type: none"> - Do you consult with the person when choices and decisions need to be made? - Do you listen to and consider the person's opinion? 	<input type="checkbox"/> Support Coordinator does not respect the person's opinion.
<ul style="list-style-type: none"> - What do you tell the person about rights as a citizen? - How do you provide the person with information about citizen rights? - What rights are most important to the person? 	<input type="checkbox"/> Support Coordinator does not support the person to understand and exercise rights.
<ul style="list-style-type: none"> - How do you ensure the person feels important? - Has the person been told he/she can't or is not allowed to do something? - Have there been times when the person felt treated unfairly? - How do you address concerns? 	<input type="checkbox"/> Support Coordinator does not address respect or fair treatment with the person.
<ul style="list-style-type: none"> - How do you respond to the person's comments and concerns? - Has the person voiced any concerns? - If yes, was it addressed and corrected? 	<input type="checkbox"/> Support Coordinator does not address person's concerns.

Community: Individuals have opportunities for integration in all aspects of their lives including where they live, work, access to community services and activities, and opportunities for new relationships

Questions (could include but not limited to)	Findings
---	-----------------

Tell me about where you live...

(questions asked only if person interviewed lives in a licensed residential, supported or independent living setting)

<ul style="list-style-type: none"> - How did the person choose where to live? - What options were provided? - What does the person like about where he/she lives? - Is there anything the person would like to change about where he/she lives? 	<input type="checkbox"/> Support Coordinator does not support the person to make informed choice about where to live.
<ul style="list-style-type: none"> - What have you told the person about available residential options? - Have you asked if the person is happy where he/she lives? - Have you provided the person with information about available living options? 	<input type="checkbox"/> Support Coordinator does not offer options or support to explore more integrated living arrangements.
<ul style="list-style-type: none"> - Would the person like to live somewhere else? - If yes, how are you helping with this? 	<input type="checkbox"/> Support Coordinator has not addressed the person's preference to live elsewhere.
<ul style="list-style-type: none"> - Does the person have housemates/roommates? - Does the person have his/her own bedroom or share a room? - Have you asked the person's preference about sharing or not sharing a room? - Have you helped the person talk with the provider about preferences? 	<input type="checkbox"/> Support Coordinator does not address the person's preferences regarding rooming arrangements in the home.

Support Coordinator Interview Tool

<ul style="list-style-type: none"> - Does the person have a place at home to be alone? - Are there times when the person doesn't have enough privacy at home? - Does the person feel staff/housemates respect privacy? Do you ask the person about this? - If the person has concerns with lack of privacy at home, have you helped the person talk with the provider about those concerns? 	<input type="checkbox"/> Support Coordinator does not address the person's preferences for privacy at home.
<ul style="list-style-type: none"> - Is the person's personal property in the home respected? - Does the person have the ability to lock the bedroom door and/or secure personal belongings? - Is the person ever restricted from accessing personal property? - If the person has concerns that personal property at home is being respected, have you helped the person talk with the provider about those concerns? 	<input type="checkbox"/> Support Coordinator does not address the person's preference for securing personal property at home.
<ul style="list-style-type: none"> - Is the person allowed to have family and friends visit when desired? - Do family/friends visit the person? - Are there any "rules" in the person's home about when and where to have visitors? - If the person has concerns with a provider's "rules" about visitors at home, have you helped the person talk with the provider about those concerns? 	<input type="checkbox"/> Support Coordinator does not address the person's preference with regard to having visitors at home.
<ul style="list-style-type: none"> - Does the person have input in food shopping and meal planning in the home? - Can the person get something to eat or drink anytime at home? - Are there any "rules" in the person's home about eating or drinking? - If access to food and/or drink in the person's home is restricted without reason, how do you help the person to address this? 	<input type="checkbox"/> Support Coordinator does not address the person's restricted access to food.
<ul style="list-style-type: none"> - How is the person's schedule at home decided? This can include what time the person wakes up, goes to bed, bathes, watches TV, and eats. - Are there any "rules" about when the person does things? - If the person is not given the freedom to manage the schedule and activities at home, how are you helping the person to address this? 	<input type="checkbox"/> Support Coordinator does not support the person to manage the schedule and activities at home.
<p>Tell me about where you work/what you do during the day... (questions asked only if person interviewed receives LSD1, attends an ADT onsite/offsite program or is employed in the community)</p>	
<ul style="list-style-type: none"> - How did the person choose work or the day activity/program? What options did the person have to choose from? 	<input type="checkbox"/> Support Coordinator does not support the person to make informed choice about where to work.

Support Coordinator Interview Tool

<ul style="list-style-type: none"> – Would the person like to work somewhere else or do something different during the day? – Have you asked the person about this? 	<input type="checkbox"/> Support Coordinator does not address the person’s preferences to work elsewhere in the community.
<ul style="list-style-type: none"> – Does the person like the day activity/program? Is there anything the person would like to change? – If the person is not satisfied, have you talked about this with the provider? 	<input type="checkbox"/> Support Coordinator does not address person’s dissatisfaction with work/day activity.
<ul style="list-style-type: none"> – How do you inform the person about other options/services available during the day? 	<input type="checkbox"/> Support Coordinator has not offered options or support to explore more integrated work settings or day activities.
Tell me about the community you live in and what you like to do for fun...	
<ul style="list-style-type: none"> – What kinds of things does the person like to do in the community? – Do members of the community know and recognize this person? – How do you find out what the person would like to do in the community? – What opportunities are given to the person to go out in the community? (Shopping, restaurants, church, etc.) – How do you support the person to access the community? 	<input type="checkbox"/> Support Coordinator does not promote opportunities for the person to engage in community life.
<ul style="list-style-type: none"> – How do you know what activities are available in the person’s community? – Is there anything the person would like to do in the community that isn’t happening now? – How do you help the person know about what’s available to do in the community? 	<input type="checkbox"/> Support Coordinator does not provide information about community resources and activities.
<ul style="list-style-type: none"> – Who decides when the person goes places? – Who decides where the person will go? – Who decides who will go with the person in the community? – Is there anything keeping the person from doing the things in the community he/she wishes to be doing? – If yes, how are you helping the person? – If transportation is a problem, how do you help the person resolve this? 	<input type="checkbox"/> Support Coordinator does not support the person to direct community involvement.
<ul style="list-style-type: none"> – What are the person’s hobbies? – If none, is the person interested in starting a hobby? – Is the person a member of or interested in being a member of any clubs or organizations, e.g. church, athletic, arts/crafts, photography)? – How do you find out if the person would like to be a member of any community clubs, churches and/or organizations? 	<input type="checkbox"/> Support Coordinator does not address the person's preferences concerning social roles in the community.

Support Coordinator Interview Tool

<ul style="list-style-type: none"> – How does the person learn about clubs and groups available to join in the community? – Do you provide the person with information about what is available to join in the community? 	<input type="checkbox"/> Support Coordinator does not provide education/information to the person about social roles in the community.
Tell me about who you like to spend time with...	
<ul style="list-style-type: none"> – Is the person given opportunities to meet people and make friends in the community? – Whom does the person like to spend time with? – Does the person have friends aside from providers and family? – Does the person have a best friend? – Does the person go places and share things with friends? – Would the person like more opportunities to meet people, develop new friendships? – Do you talk with the person about this? – How do you support the person to meet people? – Does the person feel supports are available to develop new friendships? – If not, how do you address this with the providers? 	<input type="checkbox"/> Support Coordinator has not supported person to develop new friendships/relationships.
<ul style="list-style-type: none"> – How often does the person see friends? – Does the person have enough time with friends? – Is the person satisfied with the amount of time spent with friends/family? – What gets in the way of seeing friends? – How do you support the person to stay in touch with friends/family? – How are the person's preferences to keep in touch with friends/family being supported? – If not, how do you address this? 	<input type="checkbox"/> Support Coordinator does not support the person to maintain friendships/relationships.
<ul style="list-style-type: none"> – Besides seeing friends and family, what other things does the person do to stay in touch (phone, text, email, and social media)? – Can the person call, text, or email friends when and if desired? – If there is a barrier to the person being able to stay in touch with friends and family, what do you do to address this? 	<input type="checkbox"/> Support Coordinator does not support person to communicate per preference (phone, text, email) or to develop and maintain friendships/relationships.
Individuals are safe	
Questions (could include but not limited to)	Findings
<ul style="list-style-type: none"> – Does the person feel safe at home? – Who does the person call or go to if help is needed at home? – Has the person confided in you about feeling unsafe? – How have you helped the person? 	<input type="checkbox"/> Support Coordinator does not support person to feel safe at home.

Support Coordinator Interview Tool

<ul style="list-style-type: none"> - What would the person do in case of a fire? - Do you talk with the person about what do if there is a fire? Does the person practice and do fire drills? 	<input type="checkbox"/> Support Coordinator does not support person to know what to do in the event of a fire.
<ul style="list-style-type: none"> - Does the person know what to do in case of a tornado? - Do you talk with the person about what to do if there is a tornado warning? 	<input type="checkbox"/> Support Coordinator does not support person to know what to do if there is a tornado warning.
<ul style="list-style-type: none"> - Does the person feel safe at work/ day program? - If the person needs help at work/day who would he/she go to or call? - Has the person confided in you about not feeling safe? - How have you helped the person? 	<input type="checkbox"/> Support Coordinator does not support person to feel safe at work/day program.
<ul style="list-style-type: none"> - Do you talk to and provide safety education for the person? - Can the person access a phone and dial 911 in an emergency? - What would the person do in the event of an emergency? - Is the person ever left home alone? - If yes, how do you make sure the person is safe? 	<input type="checkbox"/> Support Coordinator does not inform person of how to respond in an emergency, e.g., incapacitated staff, natural disaster, 911, altercations.
<ul style="list-style-type: none"> - Does the person have supplies and equipment at home to stay safe, i.e. personal emergency response equipment, flash lights and bottled water? 	<input type="checkbox"/> Support Coordinator does not support person to have needed supplies and/or equipment to keep safe.
<ul style="list-style-type: none"> - Does the person rely on supplies and/or adaptive equipment to be comfortable and/or safe? - Is this equipment in good working condition? - Do you assist the person with obtaining/maintaining adaptive equipment? 	<input type="checkbox"/> Support Coordinator does not support person to ensure adaptive equipment is in good working condition.
<ul style="list-style-type: none"> - Does the person have an emergency evacuation plan in place, including, if applicable, registration with special need shelter at home? 	<input type="checkbox"/> Support Coordinator does not support person to have an emergency evacuation procedure/disaster plan.
<ul style="list-style-type: none"> - Does the person feel safe when in the community? - Does the person feel safe in the neighborhood? - Have you talked with the person about community safety? What do you talk about? - Does the person know how to keep safe when out walking in the community? - Have you talked with the person about how to recognize unsafe situations? 	<input type="checkbox"/> Support Coordinator does not support person to feel safe in the community.
<ul style="list-style-type: none"> - Have you talked with the person about abuse, neglect, and exploitation? - What is the person's understanding or definition of each? - Have you talked with the person about the different types of abuse, i.e. physical, emotional, verbal, and sexual? 	<input type="checkbox"/> Support Coordinator does not support person to understand abuse, neglect, and exploitation.

Support Coordinator Interview Tool

<ul style="list-style-type: none"> – What would the person do if abused, neglected, or exploited by someone? – Have you talked with the person about recognizing and reporting abuse, neglect or exploitation? – What do you do to help a person understand how to report abuse, neglect or exploitation? – Have you given to the person the abuse registry number? 	<input type="checkbox"/> Support Coordinator does not support person to know what to do or how to report if abuse, neglect or exploitation is experienced.
<ul style="list-style-type: none"> – What do you do to help prevent incidents of abuse, neglect or exploitation? – How do you help people recognize abuse, neglect or exploitation? – How have you supported people to remove themselves from situations involving abuse, neglect or exploitation? 	<input type="checkbox"/> Support Coordinator does not support people to recognize and/or prevent abuse, neglect or exploitation.
<ul style="list-style-type: none"> – Have you talked with the person about having ever been a victim of abuse, neglect, and/or exploitation in the past? – If yes, does it still bother the person? – How do you support the person to address any lingering issues? 	<input type="checkbox"/> Support Coordinator does not support person to address any lingering issues of a past incident of abuse, neglect, and/or exploitation.

Individuals are in best possible health

Questions (could include but not limited to)	Findings
--	----------

Tell me about your health and the supports you receive

<ul style="list-style-type: none"> – How is the person’s health? – What do you know about the person’s health status? – Does the person have any health concerns? – Does the person have any health concerns not being addressed? – What does the person do if feeling sick? – Who does the person call/tell if not feeling well? – Does the person go to the doctor or dentist when needed? – How does the person get to the doctor or dentist? 	<input type="checkbox"/> Support Coordinator does not address the person’s health concerns.
<ul style="list-style-type: none"> – How do you gather information about the person’s health and general medical needs? – Do you ask questions about what medications the person takes, what doctors are seen? – What is your system for gathering health information? 	<input type="checkbox"/> Support Coordinator does not gather information about the person’s health.
<ul style="list-style-type: none"> – How do you determine what the person needs to do to be in the best possible health, e.g. treatments, special diets, preventive health exams? – Do you talk with the person about barriers to best possible health? – What success have you had in addressing barriers to preventive care? – Do you have a system for addressing preventive health? 	<input type="checkbox"/> Support Coordinator does not support the person to learn about preventive healthcare.

Support Coordinator Interview Tool

<ul style="list-style-type: none"> - Who is the person's primary care doctor/internist/pediatrician? - Does the person have a dentist? - Does the person have any specialists, e.g. neurologist? - Who chose these doctors? Did the person choose or have input into the choice? - If the person did not choose doctors, have you talked with the person about having the option to change a doctor if desired? 	<input type="checkbox"/> Support Coordinator does not support person to choose medical providers.
<ul style="list-style-type: none"> - Does the person take any medications? - If yes, do you know what medication is prescribed for (the indications)? - Do you know what side effects are possible with the medication? - How do you learn about the person's medications? - How do you help the person understand his/her medications and what they are for? 	<input type="checkbox"/> Support Coordinator does not support person to learn about medications.
<ul style="list-style-type: none"> - How do you assist the person to manage health care, i.e. appointments, understanding what the doctor says, ordering and picking up medications? - How do you support the person to have a say in how to make appointments, make decisions about medication, order medications, and generally direct health care needs? 	<input type="checkbox"/> Support Coordinator does not support person to direct his/her healthcare.