

# Staff Questionnaire - PSA Compliance Manager

Interview Details	
Program Name:	Past and Current Position(s) at Program:
Level of Care:	Date/Time of Interview:
Full Name:	Interviewer:

\*Note: Before beginning the interview and/or providing this questionnaire to staff, provide a brief introduction, including monitor’s role and purpose of monitoring visit, confidentiality of staff interview, and clarify any questions. See *Introduction Prompt for Staff* for additional guidance as needed.

	NOTES
<p><b>Tell me about your role and main responsibilities as a PSA Compliance Manager.</b></p> <ul style="list-style-type: none"> <li>• <b>Do you also serve in other positions/roles? If so, what positions/roles?</b></li> <li>• Do you feel that you have enough time to manage all of your PSA responsibilities?</li> </ul>	
<p><b>What are the things that you love/enjoy about your job?</b>  <b>What are the challenges you face in your job?</b></p>	
<p><b>Do you feel that you receive adequate training from your program/and from ORR to perform your PSA duties? If not, please explain.</b></p> <p><b>What additional training from your program/and from ORR do you think a person in your position would benefit from?</b></p>	

THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) STATEMENT OF PUBLIC BURDEN: The purpose of this information collection is to allow ORR Monitoring Team staff to interview and document responses from prevention of sexual abuse compliance managers during biennial site visits. Public reporting burden for this collection of information is estimated to average 1.0 hour per response (plus an additional 1.0 hour if the site visit is performed by a contractor monitor), including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. This is a mandatory collection of information (Homeland Security Act, 6 U.S.C. 279). An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless it displays a currently valid OMB control number. If you have any comments on this collection of information please contact [UCPolicy@acf.hhs.gov](mailto:UCPolicy@acf.hhs.gov).

<p><b>Describe your system to assess ongoing staff training needs and opportunities for development? How is this working?</b></p> <ul style="list-style-type: none"> <li>• <b>As a PSA Compliance Manager, explain how you ensure completion of required and developmental trainings?</b></li> <li>• Please describe any training needs that your staff currently has.</li> </ul>	
<p><b>How do you keep up-to-date on current and new ORR policies and procedures?</b></p>	
<p><b>Describe the procedures when there is an allegation of sexual abuse/sexual harassment.</b></p> <ul style="list-style-type: none"> <li>▪ What community resources are available to UAC victims of sexual abuse and sexual harassment?</li> <li>▪ Describe options for staff members to elevate issues of concern related to the treatment of UACs in care.</li> </ul>	
<p><b>When are UAC provided with orientation on topics related to preventing, detecting and responding to sexual abuse and harassment? Who provides this training?</b></p> <p><b>How often does your program provide UAC refresher orientations?</b></p> <p><b>How do you ensure orientation and refresher orientations have been completed?</b></p>	
<p><b>How do you monitor the quality and timely reporting of SA/SIRs?</b></p>	

<ul style="list-style-type: none"> <li>▪ What quality assurance measures are in place?</li> <li>▪ Do you have oversight responsibilities of UAC case files or foster parent files, if applicable? If so, how often are files reviewed? What tools do you use?</li> <li>▪ How are results from audits/reviews used to improve services at the program?</li> </ul>	
<p><b>How do you meet the state’s licensing requirements regarding significant incident reporting?</b></p>	
<p><b>Describe any concerns you have with how the program and staff are adhering to PSA compliance.</b></p> <ul style="list-style-type: none"> <li>▪ What are some of the challenges the program has faced related to PSA compliance?</li> <li>▪ Many of the PSA trainings and refreshers from ORR describe boundary crossings versus boundary violations. Tell me how your program handles boundary issues.</li> </ul>	
<p><b>What actions are taken when areas of non-compliance related to PSA issues are identified?</b></p> <ul style="list-style-type: none"> <li>▪ <i>(LTFC and TFC only) How about specifically in foster homes?</i></li> </ul>	
<p><b>What does trauma-informed care mean to you?</b></p> <p><b>How do you deliver trauma-informed care as part of the PSA team?</b></p>	
<p><b>How do you ensure that all UAC disclosures during the Assessment for Risk are reported in accordance with ORR policies and procedures?</b></p> <p><i>Examples: Information about sexual orientation and gender identity is kept confidential and is only shared when disclosure is necessary; the child’s self-identification of his or her gender</i></p>	

<p><i>and safety needs is taken into consideration when determining housing and other services.</i></p>	
<p><b>Provide some examples of protection measures to ensure the safety and security of UAC victims of sexual abuse and sexual harassment.</b></p> <p><i>Examples: Change housing assignments in the facility; transfers for UAC victim and/or perpetrator; provide emotional support services for UAC who fear retaliation for reporting sexual abuse or sexual harassment or cooperating with investigations; access to forensic examination.</i></p>	
<p><b>How do you collaborate with other teams to ensure that UACs' physical, mental health, developmental, social and educational needs are being met?</b></p> <ul style="list-style-type: none"> <li>▪ What recommendations do you have to strengthen the collaboration and communication with other departments?</li> </ul>	
<p><b>Describe the program's protocol for utilizing and reviewing the video monitoring system.</b></p> <ul style="list-style-type: none"> <li>▪ How is the video monitoring system used to enhance your ability to protect UAC from sexual abuse and sexual harassment while maintaining their privacy?</li> <li>▪ Who reviews the footage? How often?</li> <li>▪ How long is video footage stored?</li> </ul>	
<p><b>Do you have any concerns about the treatment of UACs in care?</b></p> <p><b>Do you have concerns about any particular staff members (any staff members you think should NOT be working with UAC)?</b></p>	
<p><b>What general recommendations do you have to strengthen the program?</b></p>	

<ul style="list-style-type: none"><li>▪ What improvements would you put in place?</li><li>▪ Have you shared these ideas with your supervisor or any other program staff?</li></ul>	
<b>What recommendations do you have for ORR that I can take back to share with our headquarter teams?</b>	

**Additional Notes**

Enter Additional Notes.