

## Staff Questionnaire - PSA Compliance Manager

| Interview Details |  |
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| 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.

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| <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><br/><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>  |       |

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| <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>   |  |

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| <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>  |  |

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| <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>   |  |

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| <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.