

## Staff Questionnaire - Program Director

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 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>Provide a general overview of your program.</b></p> <ul style="list-style-type: none"> <li>• <b>What do you see as some of the strengths of your program?</b></li> <li>• <b>What are some of the challenges?</b></li> </ul>	
<p><b>Tell me about your role and main responsibilities.</b></p> <ul style="list-style-type: none"> <li>• <b>Which staff members do you supervise directly?</b></li> <li>• <b>How do the lines of communication work at the program?</b></li> </ul>	
<p><b>What changes do you envision for your program in the next year?</b></p> <ul style="list-style-type: none"> <li>• <b>In the next couple of years?</b></li> </ul>	

to interview and document responses from program directors and assistant program directors 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).

<ul style="list-style-type: none"> <li>• Have these changes been shared with your ORR PO?</li> </ul>	
<p><b>How is ORR P&amp;P and updates to the P&amp;P communicated to program staff?</b></p> <ul style="list-style-type: none"> <li>• How often do you meet with staff? All staff? Individual teams?</li> </ul>	
<p><b>Does the program have a system to assess ongoing staff training needs?</b></p> <ul style="list-style-type: none"> <li>• Have you identified any training topics that you would like your staff to take?</li> </ul>	
<p><b>What does <i>trauma-informed care</i> mean to you?</b></p> <ul style="list-style-type: none"> <li>• <b>Describe how the program delivers trauma-informed care to UACs.</b></li> </ul> <p><i>This is a chance to explore how the program is currently implementing trauma-informed care at the organizational level. Does the program need additional resources/tools to effectively put in place trauma-informed practices and techniques?</i></p>	
<p><b>Describe how program staff deliver psychoeducation to sponsors and youth. (Ask about ORR-required service areas, such as education, legal services, mental health.)</b></p>	
<p><b>If the program has sub-recipients, what is your process for assigning cases to specific providers?</b></p>	
<p><b>Do you and/or members of your staff participate in</b></p>	

<p><b>community stakeholder meetings? If so, what is your agency's role in these meetings? How does participation in these meetings contribute to client services?</b></p>	
<p><b>Explain the procedures currently in place to monitor and evaluate program operations.</b></p> <ul style="list-style-type: none"> <li>• How do you detect non-compliance with ORR requirements?</li> <li>• How do you detect non-compliance with federal/state/local regulations?</li> <li>• Do you feel like this process is effective?</li> <li>• Do you feel like they need to be improved or changed?</li> </ul>	
<p><b>Describe actions taken when noncompliance is detected and provide examples (<i>staff conduct for both onsite staff and/or sub-recipients, reporting, etc.</i>).</b></p>	
<p><b>How does the program incorporate input from minors, sponsors, staff, and program partners to assess the program?</b></p> <ul style="list-style-type: none"> <li>• How does the program incorporate information collected through ongoing self-monitoring (<i>e.g. case reviews, routine staff meetings</i>) to assess the program?</li> </ul>	
<p><b>How is the program's budget?</b></p> <ul style="list-style-type: none"> <li>• Are there sufficient funds to provide for the UAC?</li> <li>• Does the program have sufficient funds to meet all ORR requirements?</li> </ul>	
<p><b>How would you improve the program?</b></p>	

<p><b>What recommendations do you have that I bring back to share with ORR headquarters?</b></p> <ul style="list-style-type: none"><li>• Is there anything that you would like to ask or discuss, that was not previously mentioned?</li></ul>	

**Additional Notes**

Enter Additional Notes.