

Staff Questionnaire - PSA Compliance Manager - Unlicensed Facility (UF) Quarterly Health and Safety Visit

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. Questions in **bold** should be asked during the interview if possible. Other questions are optional prompts to assist the interviewer.

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

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

<ul style="list-style-type: none"> ▪ What quality assurance measures are in place? ▪ Do you have oversight responsibilities of UC case files or foster parent files, if applicable? If so, how often are files reviewed? What tools do you use? ▪ How are results from audits/reviews used to improve services at the program? 	
<p>How do you meet the state’s licensing requirements regarding significant incident reporting?</p>	
<p>Describe any concerns you have with how the program and staff are adhering to PSA compliance.</p> <ul style="list-style-type: none"> ▪ What are some of the challenges the program has faced related to PSA compliance? ▪ Many of the PSA trainings and refreshers from ORR describe boundary crossings versus boundary violations. Tell me how your program handles boundary issues. 	
<p>What actions are taken when areas of non-compliance related to PSA issues are identified?</p> <ul style="list-style-type: none"> ▪ <i>(LTFC and TFC only) How about specifically in foster homes?</i> 	
<p>What does trauma-informed care mean to you?</p> <p>How do you deliver trauma-informed care as part of the PSA team?</p>	
<p>How do you ensure that all UC disclosures during the Assessment for Risk are reported in accordance with ORR policies and procedures?</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>Provide some examples of protection measures to ensure the safety and security of UC victims of sexual abuse and sexual harassment.</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>How do you collaborate with other teams to ensure that UCs' physical, mental health, developmental, social and educational needs are being met?</p> <ul style="list-style-type: none"> ▪ What recommendations do you have to strengthen the collaboration and communication with other departments? 	
<p>Describe the program's protocol for utilizing and reviewing the video monitoring system.</p> <ul style="list-style-type: none"> ▪ How is the video monitoring system used to enhance your ability to protect UC from sexual abuse and sexual harassment while maintaining their privacy? ▪ Who reviews the footage? How often? ▪ How long is video footage stored? 	
<p>Do you have any concerns about the treatment of UCs in care?</p> <p>Do you have concerns about any particular staff members (any staff members you think should NOT be working with UC)?</p>	
<p>What general recommendations do you have to strengthen the program?</p>	

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

Additional Notes

Enter Additional Notes.