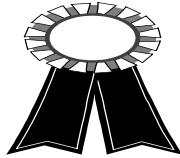


## General Agency Information



- What disabilities do the people have that your agency serves?
- How many people does your agency provide services for?
- How many people are you serving close to or in the general area where I live?
- What are your policies regarding my friends who visit in my home?
- What is your turn-over rate with your direct support staff?
- What qualities do you look for in screening possible direct support staff?
- What are the qualifications and experience of the agency's director?



## Quality of Programs

- How do you handle disagreements or conflicts between me, my family members and friends?
- Do you provide health care supplies, gloves, back-support belts, etc.? If not, do you know how to obtain these resources?
- How do you show respect to me and my family when you are in my home?
- How do you help your direct support staff with assisting individuals to participate in community, social & recreational activities?



## Involvement in Decision Making

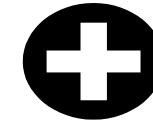
- How do you encourage individuals receiving services to interview their direct support staff? How do you facilitate an interview of a possible direct support staff with the individual and their family before the staff is hired?
- Is your Board of Directors or Advisory Committee composed of at least 50% people with disabilities or their family members?
- How do you assure that the goals important to me are on my personal support plan and that direct support professional assist me to achieve my goals?
- How do you incorporate person-centered planning principles into daily schedules and activities?
- How will your staff show flexibility to my needs?
- How is my or my family's information used as part of the employee's evaluation?
- How do you encourage individuals to speak up for themselves?

## Quality Review and Improvement Practices



- How do you monitor and supervise your staff?
- Do you monitor your employees by calling me or my family for feedback?
- How do you use the information from me, my family or my friends for your quality improvement plan? Give me an example.

## Response to Emergencies



- What procedures will staff implement in a crisis situation for me or my family member?
- What procedures will your supervisor implement in a crisis/emergency situation that happens for the support staff?
- How is 24 hour emergency assistance provided?
- How do you assure back-up staff coverage so that I am not left without assistance?
- Do you have procedures in place to obtain my permission before you send a staff member back-up to my home? What are the procedures?
- Do you know how and when to use the JPHSA Crisis Team for emergency behavioral psychiatric assistance?
- Will the facilitator/administrator have a back-up key to my or my family members' apartment/home?
- Do you have staff that can evacuate with me or my family member in an emergency?



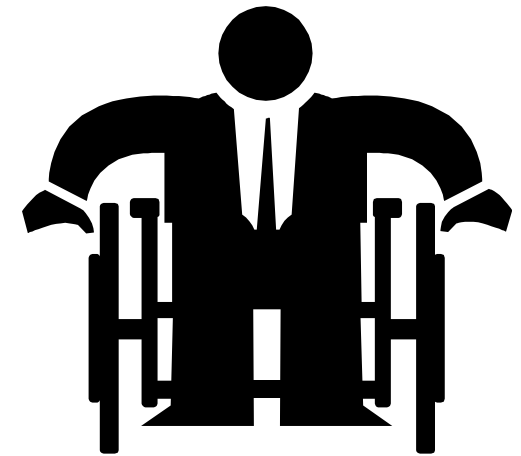
## Grievance and Complaint Policy

- Describe your complaint process.
- Do you have an appeals process if I am not satisfied with my services?
- How do I make a grievance if I am not satisfied with an agency decision that affects the quality of my life?

***Decisions!  
Decisions!  
Decisions!***

## How Do I Choose the Service Providers that Are Best for Me?

### An Interview Guide



*Families Helping Families  
of Greater New Orleans*

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