

Supervisor Interview

Completed by Interviewer:

Name of Interviewee:

County:

Date of Interview:

Introduction

The purpose of this interview is to gather information about your agency's procedures in HCBS program administration to help us prepare for our upcoming site visit. If you are knowledgeable about more than one waiver program, please clarify where procedures may be different between programs. Also, please indicate areas in which your agency's practice may not be the formal policy. The interview results will be used alongside all of the other data collection tools to develop a full understanding of your agency's practices, strengths, and challenges.

1. What is your role/position with HCBS waiver programs?
 - a. What is the name of the department and/or unit you work in?
 - b. How long have you been in this position?
 - c. What were you doing before?
 - d. Who do you supervise and which programs do they work with?

2. Which of the following HCBS programs do you work with?
EW AC CAC CADI BI DD All

3. Please share with us how your lead agency is structured.
 - a. What are the roles of Human Services and Public Health departments in the waiver programs?
 - b. What are the roles of social workers and nurses in serving participants?
 - c. Describe your intake system.
 - i. Does your current process work well for your staff?
 - ii. Does your current process provide the public with straight-forward and prompt access to an assessment?
 - d. How do cases get assigned to assessors and ongoing case managers?
 - e. Please share with us how your staff work with other internal services or units.
 - i. Financial workers or eligibility specialists
 - ii. Adult protection and child protection
 - iii. Mental health
 - iv. Any other areas within your agency that waiver staff interact with a lot

4. Does your lead agency currently have or recently had persons waiting for waiver services? If yes, how do you assure compliance with state requirements?

5. How do you approve additional waiver allocation spending? Who has access to the Waiver Management System?

6. Describe the workflow process for determining DWRS rates, completing MMIS service agreements, and monitoring them for accuracy.

7. How do you oversee the work of your staff?
 - a. Are there regular staff meetings?
 - b. How do you maintain program expertise?
 - c. How do you share information within your agency about policy and procedural changes?
 - d. Do you audit your staff's compliance with program requirements?
8. Does your agency use non-enrolled providers for HCBS waiver/AC services? If yes, what is your process for authorizing these services, and who is responsible?
9. What does your agency do to monitor provider performance to ensure services outlined in a person's support plan are actually being delivered?
 - a. Do you collect feedback from people in a systematic way?
 - b. How are the results shared with providers?
 - c. What impact does this have on a provider's performance? Do you see improvements?
10. Have you and your staff had any training on person-centered practices? If yes...
 - a. Who has provided the training? When, how and to whom?
 - b. How do you ensure your staff apply their training in the field?
 - c. What procedures and policies are in place to support implementation by case managers?
11. Do you serve Jensen Settlement members? If yes...
 - a. Are you doing anything differently to serve these people?
 - b. What are your processes and how are expectations communicated to case managers?
12. Do you serve people who require Positive Support Transition Plans? If yes...
 - a. Are you doing anything differently to serve these people?
 - b. What are your processes and how are expectations communicated to case managers?
13. As a supervisor, what DHS resources have been the most useful to you in managing programs and what resources need improvement?
 - Bulletins
 - [Community Based Services Manual](#)
 - [CountyLink](#)
 - [DB101.org](#)
 - Disability Linkage Line
 - [E-Docs](#)
 - [HB101.org](#)
 - [MHCP Provider Manual](#)
 - [MinnesotaHCBS.info](#)
 - [MinnesotaHelp.Info](#)
 - [MMIS Helpdesk](#)
 - Ombudsmen (LTC, DD/MH, MCO)
 - [PolicyQuest](#)
 - [DHS PCA Consumer Information](#)
 - [DSD Regional Resource Specialists](#)
 - [DSD Response Center](#)
 - Senior Linkage Line
 - Videoconference trainings
 - Webinars

14. Is there anything else you would like us to know about your agency?