

# Questions Surveyors Frequently Ask

The following list gives examples of questions that are frequently asked by surveyors during interviews with persons served, funders, management, and staff.

## **Persons Served (including, as appropriate, families, guardians, friends, etc.)**

Describe recent meetings and discussions with staff members and management.

Have you developed or participated in satisfaction surveys?

How has the organization improved its services?

What can you tell me about the grievance procedure?

Is the organization involved in activities in your community?

Do you have a say in your goals, objectives, and services during your individual service planning and review meetings?

How does your plan get revised?

Can you tell me about your rights and responsibilities?

Can you tell me about your emergency and safety awareness training?

Have you had a chance to review your records?

If you wanted to review your records, how would you do so?

How do you participate in the community?

How did you learn about this organization?

Describe the process of being accepted for services.

What natural supports are being developed for and by you?

How will you know when goals are met? What will happen then?

How are family members and friends involved in the service design and delivery process?

How do you know that you are doing a good job?

How do you know that you are receiving the *right* services?

## **Funders (referral sources, case managers, state agency personnel, etc.)**

How satisfied are you with the services provided to your clients at this organization?

Have you participated in any questionnaires or surveys?

Have the individuals' skills improved? How?

How has the organization improved?

Does the organization provide leadership in the community?

Does the organization refer a person served when services are denied or cannot be provided?

Have you participated in the development of the outcomes management system or received reports of the outcomes?

Do individual plans get modified? How often?

Does the organization conform with your agency's guidelines? With other legal requirements?

Discuss the financial stability and cost effectiveness of the organization.

How is the organization viewed in the community?

## **Leadership (board members, owner, advisory committee, etc.)**

How has the organization progressed in reducing accessibility barriers?

Does the organization make reasonable accommodations?

What actions will be taken to improve accessibility?

What comments can you make about the outcomes management/performance analysis system?

How do you review the efficiency and effectiveness of the organization?

How have you dealt with potential conflicts of interest?

How do you orient new board members?

What is the role of the board versus the role of the administration?

Have you reviewed the audit and the annual budget?

How often do you review insurance coverage?

Tell me about the strategic planning process.

Tell me about your risk management process.

Tell me about the ethical codes of conduct that you have developed.

How is the board accessible to the persons served and stakeholders?

## **Administrative and Management Staff (a range of positions)**

How have you used input from persons served to modify your services?

How have you used input from other stakeholders to modify your services?

What are some examples of reasonable accommodations you have made for the persons served?

What promotional efforts do you make or what marketing plans do you have to promote opportunities for persons served in their community?

Tell me about the accessibility plan.

How have customers had input into your outcomes management system?

With whom do you share the outcomes data?

How do you gather information from your customers?

Who is responsible for the health and safety program?

What safety inspections have you had? How did you remedy any problems observed?

How do you maintain a safe and healthy environment day to day?

Describe the personnel policies and practices of your organization.

How do you provide for the professional growth of your staff?

How do you clarify the distinction between the roles of the governance authority and your role as an executive, an administrator, or a supervisor?

What steps do you take to comply with the legal requirements and guidelines of governmental authorities and authorized agencies?

How do you handle confidential records? What are the requirements? Can you show me?

How do you conduct your financial planning process?

Discuss the financial stability and cost effectiveness of the organization.

Discuss your risk management program.

Tell me about the ethical codes of conduct that have been developed.

How do you make yourself accessible to the persons served and your other stakeholders?

## **Direct Service Staff (aides, assistants, instructors, etc.)**

Describe recent meetings and discussions with supervisors and management.

Have you developed or participated in satisfaction surveys?

How has the organization improved its services?

What can you tell me about the grievance procedure?

In what ways do persons served participate in the community?

Do you feel involved during the individual service planning and review meetings?

What is your role at these meetings?

How does the organization change plans of persons served or support services they receive?

How have the individuals' skills improved?

Does the organization refer a person served when services are denied or cannot be provided?

Can you tell me about the rights and responsibilities of employees?

Tell me about your emergency and safety awareness training.

Tell me about the performance evaluation process.

How has the organization improved?

Have you participated in the outcomes management system?

Have you received reports produced by the outcomes management system?

Tell me about the ethical codes of conduct.

Does the organization comply with legal requirements?

What promotional efforts or marketing plans does the organization develop to promote opportunities for consumers in its community?

How have persons served had input into the outcomes management system?

With whom is outcomes information shared?

How is information gathered from customers?

Who is responsible for the health and safety program?

What kind of inspections have been conducted?

How is a safe and healthy environment maintained day to day?

How are opportunities for professional growth provided to the staff?

How are confidential records handled? What are the requirements?

What happens if a person is ineligible for services?

What is the mission of this organization?

How are services outside the organization incorporated?