

Interview With Individual And Advocates Regarding MSC Services

- For individuals who live in certified residential sites, excluding family care, an NCI interview may be conducted in lieu of a MSC review and used to answer the protocol questions.
- For all other individuals in the MSC sample, conduct interviews of the individual, and the advocate if appropriate, to obtain the answers to the protocol questions as noted in the Guideline/Probe section.

CODE	QUESTIONS	# INTRVWD	# Not OK	COMMENTS	PROBES/GUIDELINES
	<p style="text-align: center;">SATISFACTION WITH MSC SERVICES, ADVOCACY</p> <p>1. Do you know who your service coordinator is? Have you met him/her?</p>				These first 14 questions should be asked to obtain the information needed to answer protocol questions # 11 to 14 on the MSC Vendor Protocol and questions #54 and 55 on the <u>Routine</u> Review Protocol.
	2. Do you see or talk to your service coordinator as often as you like?				
	3. Do you know what your services are?				
	4. What is important to you to learn or do?				
	5. Are your services helping you to do what you want to do with your life?				
	6. What is a new thing you have learned or done recently? (this year)				
	7. Is there anything about your services you would like to change?				
	8. Have you asked for a change?				
	9. What happened?				
	10. Does anyone ask you if you like your services?				(besides friends or advocates)
	11. Does anyone ask you if you like your service coordinator?				(besides friends or advocates)
	12. If you have a complaint about your services or your service coordinator, what do you do?				
	13. Does anyone listen to your complaint or concern?				(besides friends or advocates)
	14. Does anyone try to help you take care of your complaint or make it better?				(besides friends or advocates)
	<p style="text-align: center;">AVAILABILITY/RESPONSIVENESS OF MSC</p> <p>15. Can you talk to your service coordinator when needed either in person or by phone?</p>				Ask these questions (15 – 21) to get the information you need to answer questions # 41, 41, 47 and 49 on the routine MSC protocol.
	16. If you feel you need to see your service coordinator face to face or you need your service coordinator to come to your home, will your service coordinator do so?				

Interview With Individual And Advocates Regarding MSC Services

CODE	QUESTIONS	# INTRVWD	# Not OK	COMMENTS	PROBES/GUIDELINES
	17. Do you think it is OK to ask your service coordinator to meet with you in person?				Can you ask for a meeting or can only the service coordinator do so? Who schedules your meetings? What do you do if you want to see your service coordinator but no meeting is scheduled?
	18. Do you know how to reach your service coordinator when you need to do so?				When you call your service coordinator do you feel like you are bothering him/her? Do you feel like he/she is happy to hear from you?
	19. Do you think it is OK to call your service coordinator when you need to talk to him/her?				
	20. If you call and leave a message, does your case manager/service coordinator take a long time to call you back, or does s/he call back right away?				
	21. Have you been given a phone number to reach your service coordinator after regular hours in an emergency?				Have you ever called the emergency number? Does a real person answer the phone?
	PARTICIPATION IN ISP DEVELOPMENT				Ask these questions (22 - 29) to get the information you need to answer questions # 25 and 26 on the routine MSC protocol
	22. Do you have a service plan (do you have a list of services your case manager service coordinator will help you get)?				
	23. If yes, did you help make your service plan? How?				
	24. Do you get to invite people to your meetings who you want to help you make your plan?				Who have you invited? How would/did you let your service coordinator know to invite
	25. Do your planning meetings focus on what you would like to do with your life?				
	26. Does your service coordinator ask you what you want?				
	27. Do you feel OK about telling your service coordinator about the things you want and need?				Is it easy to talk to your service coordinator? Can you talk about your life? Do you feel good about yourself when you talk to your service coordinator? Does your service coordinator treat you with respect when you talk about your life choices?
	28. Do people listen to you when you talk about what you want?				
	29. If you ask for something, does your				Can you tell me about some things

Interview With Individual And Advocates Regarding MSC Services

CODE	QUESTIONS	# INTRVWD	# Not OK	COMMENTS	PROBES/GUIDELINES
	service coordinator help to get it for you?				your service coordinator has helped you with?
	CHOICE				Ask these questions (30 - 41) to obtain the information you need to answer questions # 15 & 16 on the routine MSC protocol
	30. How did you choose your services or your job?				
	31. Did someone help you choose?				
	32. If yes, how were you included in making the choices?				
	33. How did you decide these were the services you want?				
	34. How did you choose the people who provide your services?				
	35. How did you decide these were the people you wanted to work with you?				
	36. Does anyone tell you about all the services that are available to you?				
	37. Does your service coordinator tell you about other services or jobs you could have or other people who could work with you?				
	38. Who chose where you live?				
	39. Did anyone show you or talk to you about different places you could live?				
	40. Who chose your work?				
	41. Did anyone show you or talk to you about different jobs you could have?				
	42. If you could change your home or work, is there something you would like better?				
	ADVOCACY/MONITORING – Health Services				Ask questions # 43 – 45 to get some of the information you will need to determine whether/how the MSC advocates for or monitors health services (Question #58 on the routine MSC protocol)
	43. Do you like your doctor(s)?				
	44. Can you see your doctor(s) when you need to?				Does your doctor call you by name & talk to you?
	45. Does someone talk to you about things to do to stay healthy?				Ask if anyone (could be a MSC or Dr. or RN or PA or clinician) talks to the person or advocates about preventative medical tests or screenings, healthy eating or Exercise.
	ADVOCACY/MONITORING – Fire Safety				Ask these questions (# 46 – 49) to get some of the information you

Interview With Individual And Advocates Regarding MSC Services

CODE	QUESTIONS	# INTRVWD	# Not OK	COMMENTS	PROBES/GUIDELINES
	46. Do you know what to do in a fire?				will need to determine whether/how the MSC advocates for or monitors the person's fire safety (Question #57 on the routine MSC protocol.)
	47. Is there a smoke detector in your home?				
	48. If there was a fire in your home, would you be able to escape?				
	49. Does anyone talk to you about what to do in a fire or what you need to be safe?				
	ADVOCACY/MONITORING – Natural Supports 50. Do you have family who help you choose your services and make sure you are safe?				Ask questions # 50 – 57 obtain information you will need to answer Question # 56 on the routine MSC protocol
	51. Do you visit with your family when you want to?				
	52. Do you have friends you can call to do things with or who call you?				
	53. Can you see your friends when you want to?				
	54. Do any of your friends help you choose your services?				Home? Job? Hobbies?
	55. Are there places you like to go in your community?				Clubs? Church? Stores? Restaurants? Gym? Other?
	56. Do people at these places know you and say hello?				Do people talk to you and ask how you are doing?
	57. Do you go to these places as often as you would like?				What would stop you from going to places you like?