

Customer Interview

Name of Interviewer: _____

Date: _____

Name of Person Interviewed: _____

Please rate the competency of the Direct Support Professional that provides your support services.

Instructions:

1. Interviewer reads the item. Interviewer then asks, “ (Name) , do you think this is statement true or false?” The question can be repeated if necessary.
2. If the individual responds “I don’t know” then the interviewer marks “3” (I don’t know).
3. If the respondent says the statement is true: The interviewer asks, “Is this statement Always True” (5) or “Sometimes True” (4). The statement can be repeated if necessary. The interviewer records the response.
4. If the respondent says the statement is false: The interviewer asks, “Is this statement true,”None of the time” (1) or “Some of the time” (2). The statement can be repeated if necessary. The interviewer records the response.

99	1	2	3	4	5	Items
NA	Completely Untrue	Mostly Untrue	Neither True or False - I don't know	Mostly True	Completely True	1. Communicates Appropriately
						1a. My DSP understands what I say. (e.g., my feelings, interests, choices, questions, concerns, and comments). (Or if the person communicates primarily through his behavior the interviewer should say, “My DSP understands what I’m trying to tell him with my words or my behavior).
						1b. My DSP communicates respectfully. (e.g., doesn’t interrupt or finish my thoughts, checks to make sure he understands what I have to say, and that I understand what the DSP is trying to tell me, uses person first language,)
						1c. My DSP gets my permission before talking with others. (e.g., my family members, my doctor, friends, significant others, professionals, and other members of my team).
						1d. My DSP tells my family and friends about the important things in my life. (e.g., lets them know about important events and issues in my life)
						Subtotal =
						Number of items rated =

99	1	2	3	4	5	Items
NA	Completely Untrue	Mostly Untrue	Neither True/False Don't know	Mostly True	Completely True	2. Provides Choice and Access to Preferences
						2a. My DSP provides me with many new choices and options (e.g., choice of which stores to shop in, leisure activities, sequence of daily events, etc.).
						2b. My DSP asks me what I want to do instead of telling me what to do.
						Subtotal= Number of items rated =
99	1	2	3	4	5	Items
NA	Completely Untrue	Mostly Untrue	Neither True/False Don't know	Mostly True	Completely True	3. Identifies Personally Meaningful Activities and Settings
						3A. My DSP is aware of things that are important to me. (e.g. favorite foods, clothes, hair cut, hobbies, television programs, etc.)
						3B. My DSP supports me to <u>go places</u> that are important to me. (For example, Hooters, casino, movies, park, church, college, work, etc.) The statement can be repeated if necessary. The interviewer records the response.
						Subtotal= Number of items rated =
99	1	2	3	4	5	Items
NA	Completely Untrue	Mostly Untrue	Neither True/False Don't know	Mostly True	Completely True	4. Advocacy
						4a. My DSP assists me to identify things that interfere with or prevent me from living my life the way I want. (i.e., where I live, who my friends are, where I spend free time, what I do...)
						4b. My DSP helps me develop positive solutions to accessing services and/or community resources that allow me to live my life the way I want. (e.g., arranging ride on MITS, joining a parks and recreation program...)
						Subtotal = Number of items rated =
99	1	2	3	4	5	Items

NA	Completely Untrue	Mostly Untrue	Neither True or False - I don't know	Mostly True	Completely True	5. Provides Person Centered Supports	
						5a. My DSP supports me to participate in events that are part of my cultural, ethnic, religious background. (e.g., support to attend temple or church of your affiliation, support to participate in your religious holidays, support to attend Greek Festival, Black History Festival, etc.)	
						5b. My DSP encourages and supports me to live my life the way I choose. (For example, dating, leisure/entertainment, employment, hobbies, etc.)	
						Subtotal =	Number of items rated =
99	1	2	3	4	5	Items	
NA	Completely Untrue	Mostly Untrue	Neither True or False - I don't know	Mostly True	Completely True	6. Builds Community Connections	
						6a. My DSP assists me to maintain relationships with my family and friends. (i.e., emphasis actions that the DSP – phone calls, letters, cards, arranging visits...) Emphasis MAINTAINING relationships	
						6b. My DSP identifies and arranges for people (other than my family) to help me participate in the community. (i.e., arranges natural supports- such as <u>arranging transportation</u> with a neighbor or friend)	
						6c. My DSP supports me to meet people and make new friends. (Emphasis on NEW friends/relationships)	
						Subtotal =	Number of items rated =

99	1	2	3	4	5	Items
NA	Completely Untrue	Mostly Untrue	Neither True or False - I don't know	Mostly True	Completely True	7. Supports Skill Enhancement and Development
						7a. My DSP encourages me to <u>do things more independently using skills I already have.</u> (e.g., laundry, cooking, hobbies, travel throughout the community, etc.)
						7b. My DSP supports me to develop new skills. (e.g., budgeting, cooking, cleaning, gardening,
						7c. My DSP makes it easier for me to do things. (e.g., uses pictures, symbols, color coding, or completing parts of the task/activity for me. [partial participation]).
						Subtotal =
						Number of items rated =
	1	2	3	4	5	Items
	Completely Untrue	Mostly Untrue	Neither True or False - I don't know	Mostly True	Completely True	8. Provides Positive Behavior Support
						8a. My DSP understands what makes me upset, frustrated, angry, scared.... (The reason WHY-)
						8b. My DSP helps express my feelings in a positive way (i.e., without hurting self or others or drawing negative attention to myself).
						8c. My DSP supports me to make changes in the settings where I spend time, to help me calm down- or not become upset- at home or community. (i.e., reduce or eliminate over stimulation to prevent my challenging behavior. (For example, noise, smells, temperature, confusion, etc.)
						Subtotal =
						Number of items rated =

These items are to be completed by Supervisor and/or other team/family members

NAME OF PERSON COMPLETING THESE ITEMS: _____

PHONE NUMBER: _____

Rarely	Consistently	Always	Items
			Pursue Professional Development
			DSP identifies his/her own strengths and weaknesses.
			DSP has a plan for professional development/improvement.
Rarely	Consistently	Always	Items
			Completes Documentation
			Progress notes/logs completed by DSP convey accurate descriptions of events and issues.
			DSP uses person first language in all progress notes/logs.