

# **FACIT WARMLINE INTERVIEW QUESTIONS (PROGRAM DIRECTOR)**

## **General Questions**

1. What expectations should consumers have about being a Staff member, Responder or Caller at this Warmline?
2. Do you feel you that the Callers are expected to be accountable for their actions here?
3. Is the pace at which the Caller wishes to participate or be involved respected here?
4. Is recovery an important component here and how is it defined?
5. Is spirituality an important component of the Warmline protocol for Responders and Callers?



11. How would you describe your relationship with traditional mental health providers in your service area?
12. If you could change anything you wanted about the (*name of COSP*), what would you change first?

### **FACIT Questions**

#### **Structure/Consumer-Operated**

##### **1.1.1 Board Participation**

Do you have a board or decision-making group?

Is the board elected and by whom?

What percent of the board identify themselves as consumers?

Does the board make binding policy?

How often does the board meet?

Record percentage of board members who identify as consumers: \_\_\_\_%

### **1.1.2 Consumer Staff/Responders**

What percentage of the Staff/Responders identify as consumers?

What staff/leadership positions do they hold?

Record percentage of Staff/Responders who identify as consumers \_\_\_\_%

### **1.1.3 Hiring Decisions**

Is there a written policy regarding who can be hired as Staff/Responders of the program?

### **1.1.4 Budget Control**

Who develops the budget? Are consumers involved?

Who signs checks? Is this a consumer?

Who decides the salaries of the Staff/Responders? Are consumers involved in these decisions?

Who is authorized to sign contracts on behalf of the agency? Is this a consumer?

### **1.2.1 Planning Input**

Are there organizational or strategic planning meetings? If yes, how is Staff/Responder/Caller input solicited?

Are there membership meetings in which Staff/Responders/Callers can state their desired changes? If accommodations are requested, are the needs met?

Are there accommodations/changes to be responsive to staff and participants that your organization would like to make but that your funding sources or laws/ regulations preclude you from making?

### **1.2.2 Satisfaction/Grievance**

Does your program have a grievance policy?

Does your program conduct satisfaction surveys?

Are there forums at which members can raise their concerns?

### **1.3.1 TMHS**

To what extent do you exchange information with traditional service providers? Provide referrals to them? Receive referrals from them? Exchange resources with them?

### **2.2.1 Lack of Coerciveness**

Are there requirements of Caller participation in the Program?

Are Callers threatened by Responders with undesired referrals to traditional mental health services, other social service agencies, or law enforcement.

### **3.3 Recovery**

Are there Staff/Responders/Callers who were able to recover and move on with their lives because they got the support and information they needed from the program?

What is the Warmline doing to promote recovery or to show that it embraces recovery?

#### **4.4 Crisis Prevention**

What are some of the ways that the Program helps people in crisis?