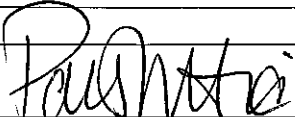


Catholic Charities Disabilities Services	
Agency Standard and Procedure	
<b>Standard Category</b>	Administration
<b>Standard Title</b>	Individual Choice/Input into Staff Selections
<b>Regulations</b>	
<b>Original Issue Date</b>	11/19/2015
<b>Latest Revision Date</b>	3/3/2023
<b>Number of Pages</b>	2
<b>Attachments</b>	
<b>Approved by:</b> Paula Jubic, Executive Director	

**Standard:**

Individuals will be able to choose the staff who work with them.

**Values Statement:**

Individuals who receive services from this agency receive them from individual staff members. Our services are given almost exclusively in a personal interaction between an individual and a staff member. Due to the importance of this contact, we believe that in most instances the individual should have the opportunity to choose with whom he or she interacts.

**Procedure:**

1. For individuals receiving self-directed services, in cooperation and with the support of the agency of record, individuals will interview, hire, and terminate staff. There may be instances when the agency needs to terminate employment relationship with a staff for reasons related to service integrity (compliance, background check, etc.).
2. For individuals receiving community habilitation or respite services, they and their families or advocate will interview potential staff and give input into the hiring decision. Additionally, they will be asked for feedback about the staff and are encourage to express their feedback including displeasure or request of the removal of a particular staff member.
3. Potential direct support professionals for the residential program will visit a residence and be interviewed by some or all of the individuals who live in the house. These individuals will then give input into the hiring decision. Additionally, they will be asked for feedback about the staff and are encourage to express their feedback including displeasure or request of the removal of a particular staff member.
4. Individuals receiving service coordination may request a specific Traumatic Brain Injury (TBI) service coordinator or request not to work with a particular TBI service coordinator. Additionally, they will be asked to provide feedback regarding their satisfaction with services.
5. There may be times in which an individual's choice will not be clinically appropriate, and at other times an individual's choice cannot be honored for administrative or business reasons. The agency will not be able to honor an individual's choice in these circumstances.

Standard: *Individual Choice/Input into Staff Selections, 2015.11.19.*

6. Any time an individual's choice is not honored, the reason for the decision will be explained to the individual, their family and advocate if appropriate, and the individual will be given an opportunity to appeal the decision to the appropriate Department Director.
7. At the annual review of rights, individuals will discuss satisfaction with staff and follow up as appropriate.