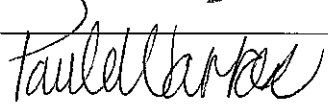


Catholic Charities Disabilities Services	
Agency Standard and Procedure	
Standard Category	Administration
Standard Title	Individual Choice/Input into Staff Selections
Regulations	
Original Issue Date	11/19/2015
Latest Revision Date	03/03/2023 10/21/2025
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Attachments	
Approved by: Paula Warika, Executive Director	

Standard:

Due to the importance of the personal interactions within the services we provide, we believe that in most instances the individual should have the opportunity to choose with whom they interact.

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 encouraged 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 at least one individual residing in the house. These individuals then give input into the hiring decision. Additionally, they will be asked for feedback about the staff and are encouraged 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.
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.

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