

PCG HCBS Site Visits: Waiver Participant Interviews

As part of the HCBS Site Visits conducted by PCG, SCDHHS has instructed site surveyors to interview willing waiver participants to get direct feedback from them on the setting(s) they use and the programs in which they participate.

Advocating for oneself is a learning experience that ultimately leads to further community inclusion. Self-advocacy fosters self-worth and promotes personal empowerment. For individuals who don't often get to share their experiences in a way that will so directly impact them, this is a one-time opportunity for them to be heard in this unique way.

We want waiver participants to share their thoughts and experiences with us; however, it should be on their terms and not at the convenience of the provider or the site surveyor. Here are some helpful tips and reminders for providers:

1. The interview is **optional** for any waiver participant and they should be asked if they want to participate. It is not a problem if they do not want to participate, however advocating for oneself is an important lesson for us all to learn.
2. If a waiver participant *does* want to participate in an interview, the interview should work with their schedule and preferences. They do not need to miss work. The PCG scheduling staff will coordinate with providers and the site surveyors to arrange a reasonable time for the waiver participant.
 - a. For waiver participants who will be interviewed about their residential setting, they can remain at their home for the interview, or if they work at a Day Program/Workshop and are comfortable being interviewed there in a private space, then that can be arranged.
 - b. For waiver participants who will be interviewed about their Day Program/Workshop, the interview can take place in a private space while at the setting.
3. At **no time** should a waiver participant be told they **must** be interviewed or that they have to miss work to participate in an interview.