

**PRSN  
QRT Reviews  
Ancillary Provider Interviews: Policies and Protocols**

Protocol

The PRSN staff schedules Ancillary Provider interviews with the QRT. The PRSN staff prioritizes the scheduling process using the QRT identified “Standardized Ancillary Providers” list, and the QRT identified “Optional Ancillary Providers” list (usually two providers). PRSN staff will use the priority assigned by QRT during the Pre-Review discussion.

FY 2009-2011 Standardized Ancillary Providers include (in no particular order):  
Jails/ Law Enforcement, Schools, Hospitals, DCFS, Tribes/Minorities

FY 2009-2011 Optional Ancillary Providers include (in no particular order):  
Senior Services, Homeless Housing, Juvenile Services facilities, Courts, other Children’s Services, Public Health, Sexual Abuse, Substance Abuse, Community Service Office.

Interviews will be confidential with 45 minutes or more scheduled for each.

Questions

1. QRT Chair will:
  - a. Greet and introduce Ancillary Provider representative
  - b. Ask QRT members, Ombuds, and PRSN staff to introduce themselves
  - c. Share QRT brochures
2. A Designated Lead QRT member will ask the following questions-
  - a. *“What is your agency’s primary mission?”*
  - b. *“What services does the Mental Health agency provide for shared clients?”*
  - c. *“What are some strengths you’ve observed the Mental Health agency demonstrating?” “...In working with the mutually shared clients?”*
  - d. *“What improvements are needed to better serve your shared clients?”*
3. The Designated Lead and other QRT members will ask follow up questions.
4. QRT Chair will thank the visitors, express appreciation for the representative’s time to meet with the QRT, and adjourn the meeting.