

IMB Investigator – PANEL QUESTIONS

Name of Interviewee:

Name of Interviewer:

Date:

Begin the interview by spending a few minutes explaining the job position and duties.

Questions	Interpretive Guide	Score
General		
1. Where did you hear about this job?	Do not score	
2. Why are you interested in this position with the Incident Management Bureau?	The question gives insight into the motivation of the applicant. Do not score	
3. Please describe how your work and educational experience has prepared you for the responsibilities of this position, which are to investigate allegations of abuse, neglect and/or exploitation in community-based programs that provide services to individuals with intellectual and developmental disabilities to ensure compliance with State and Federal Regulations and to write formal reports of investigative findings.	Previous experience in investigations, or knowledge of the waivers, oversight of critical aspects in a previous position Score: 1 - 10	
Customer Service		
4. What do you know about the Division of Health Improvement and the Incident Management Bureau?	What do they know about DHI / QMB. Have they looked up the DHI or IMB website or asked other people? Score: 1 - 5	

<p>5. What experience do you have working with individuals with Intellectual and Developmental Disabilities, home and community-based services and other Medicaid waiver services?</p>	<p>Experience working with waiver populations is preferred. Assign points per the rating scale.</p> <p>Score: 1 – 10</p>	
<p>6. Please describe the experience you have with investigations of abuse, neglect and exploitation.</p>	<p>Score: 1 – 10</p>	
Technical and Functional Expertise / Data Analytics		
<p>7. What experience do you have in writing reports that required you to document and analyze information, reach conclusions and decide what actions are necessary to remedy problems or issues you have identified?</p>	<p>What is their relevant experience, ask for examples of when they've written reports at this level, analyzed the information collected and had to draw conclusions.</p> <p>Score: 1 – 10</p>	
<p>8. Please review the following definitions of Abuse, Neglect, and Exploitation (ANE). "Abuse" means knowingly, intentionally, and without justifiable cause inflicting physical pain, injury or mental anguish; the intentional deprivation by a caretaker or other person of services necessary to maintain the mental and physical health of a person; or sexual abuse, including criminal sexual contact, incest and criminal sexual penetration. "Neglect" means failure of the caretaker to provide basic needs of a person, such as clothing, food, shelter, supervision, and care for the physical and mental health of that person. Neglect causes, or is likely to cause harm to a person. "Exploitation" means an unjust or improper use of a person's money or property for another person's profit or advantage, financial, or otherwise. (NMAC 7.1.14) Please give 2 examples of each based on the definitions provided above.</p> <p>Abuse:</p> <p>Neglect:</p> <p>Exploitation:</p>	<p>Was the interviewee able to use the definitions provided to provide examples or ANE? This should provide insight to whether the interviewee is familiar with our unique population</p> <p>Score: 1 – 10</p>	

<p>9. What is your skill level using, MS Word and Excel, (beginner, intermediate or advanced)?</p> <p>Have you used any other types of computer programs databases?</p>	<p>Computer skills and experience with computers is required.</p> <p>Score: 1-5</p>	
Professional Decision Making		
<p>10. As an Investigator, you will be reviewing large amounts of documents, completing observations in homes and the community, as well as conducting interviews of individuals receiving services, direct service personnel and administrative personnel. How do you ensure that the information that you obtain and consider to make your determination is accurate and correct?</p>	<p>Desired responses include: Identify the specific information needed, clarify a situation, get information by checking multiple sources, Probe, ask questions to clarify a situation.</p> <p>Score: 1 – 5</p>	
<p>11. What is the biggest error or failure that you made in a previous job? Why did you make it? How did you correct it?</p>	<p>Does the interviewee admit error and show ownership, have they made mistakes they have learned from?</p> <p>Score: 1 – 5</p>	
<p>12. When faced with a situation in which there are only two direct witnesses: one who reports that abuse happened and the other reports that abuse did not happen, what investigative steps should be taken next?</p>	<p>Does the interviewee state a method to get the information through other appropriate means, such as reviewing documents or recordings, do they mention asking the consumer?</p> <p>Score: 1 – 10</p>	
<p>13. Scenario: You are assigned to investigate a neglect allegation. The consumer involved, lives alone, and has two staff during waking hours. The information received in the Incident Report indicates</p>	<p>Did the interviewee provide all required information, do</p>	

<p>that the consumer exited through his bedroom window between 1:00PM and 2:00PM. He was later located by police officers who were directing traffic at a busy intersection. According to the incident report, the consumer's bedroom windows are equipped with alarms and when the consumer is in his bedroom, his staff is to visually check on him every 15 minutes. Please tell us three questions you would want answered, three people you would want to interview, and three specific documents you would request. Do you see a possible issue of neglect? Please explain your answer.</p> <p><u>3 Questions:</u></p> <p><u>3 Docs:</u></p> <p><u>3 Interviews:</u></p> <p><u>Neglect:</u></p>	<p>they provide an opinion of whether there was neglect, were responses indicative of a familiarity of the waiver or other structured system and its requirements?</p> <p>Score: 1 – 10</p>	
<p>14. What do you do when priorities change quickly? Give me an example of when this happened and how you handled it.</p>	<p>Does the interviewee provide examples of how they manage multiple important tasks? Do they use tools or other methods to keep track of tasks? Prioritization.</p> <p>Score: 1 – 10</p>	
<p>15. As an investigator, you could have a sizeable caseload, each with multiple different timelines to meet. How can you assure us that you will be able to adequately track all your cases and ensure each timeline is met as it comes up?</p>	<p>Does the interviewee provide examples of how they maintain high caseloads? Do they use tools or other methods to keep track of tasks? Monitoring.</p> <p>Score: 1 – 10</p>	
<p>Effective Communication</p>		

<p>16. Please describe a situation where you needed to effectively communicate with an individual who was experiencing a barrier in communication. What specific strategies did you use to communicate with the individual? What was the outcome?</p>	<p>Skills/experience working with individuals that use alternative communication methods is desired but not required. Assign points according to the rating scale.</p> <p>Score: 1-5</p>	
<p>17. This position requires interaction and involvement with individuals with I/DD, their families and team members in the community. If you are conducting interviews and the individual is non-verbal, how do you engage the individual and conduct the interview?</p>	<p>Desired response includes: Observation, asking DSP for assistant, talking to individual and look for body language and use of communication devices and AT</p> <p>Score: 1 - 5</p>	
<p>Additional Info</p>		
<p>18. What do you enjoy the most about your current job? What do you least enjoy about your current job and why are you considering leaving?</p>	<p>do not score</p>	
<p>19. What makes you the most suitable candidate to become an IMB Investigator?</p>	<p>Additional education and experience is desirable if it applies to the requirements of the position. Assign points according to the rating scale.</p> <p>Score: 1 - 5</p>	
<p>20. What would be your salary expectations for this position?</p>		

If a current State employee what is current pay band?	do not score	
21. What questions do you have for us?	If the interviewee demonstrates interest in the duties of the position and asks questions about what is expected of the position. Asking no questions, particularly about a brand-new position, may reflect a lack of interest. Do not score	
	/125 Total score possible	