

PROVIDER AGENCY QUESTIONNAIRE

Last Updated:

AGENCY INFORMATION

1. How many years has your agency been in business?
2. List licenses.
3. List other certifications/credentials.
4. Is your agency accredited Yes or No
5. If your agency is accredited, by whom?
6. Has your agency had an external audit/survey? Yes or No
7. If your agency had an external audit/survey was it voluntary? Yes or No
8. If your agency has had an external audit/survey, were there any deficiencies? Yes or No
9. If there were any deficiencies, were they resolved? Yes or No

SERVICES PROVIDED

10. Does your agency provide direct care services? Yes or No
11. If yes, select all that apply and identify the number of persons supported in each
 - Supported Independent Living
 - Individual and Family Support
 - In-home Respite
 - Center-based Respite
 - Supported Employment
 - Day Program
 - Transportation
 - Other: (specify services)
12. If your agency provides Supported Employment Services, how many persons supported are competitively employed?
13. What is the average rate of pay for the persons supported that are working competitively? (Select one of the following)

EMPLOYEES

14. How many people are employed by your agency? (Select one of the following)

51 +

15. What types of professionals are employed by your agency? (Select all that apply)

Psychologist

Behavior Specialist

Registered Nurse

Licensed Social Worker

Other (Specify)

16. What is the average rate of pay for the direct care professionals working for your agency for Individual and Family Support (IFS) day services? (Select one of the following)

\$7.25-\$8.25

17. What is the average rate of pay for the direct care professionals working for you agency for IFS night services? (Select one of the following)

\$7.25-\$8.25

18. Does your agency reimburse staff for mileage when they are providing transportation to persons supported in their own vehicle? Yes or No

19. If your agency reimburses for mileage, how much do they reimburse?

N/A

20. If your agency provides direct care services, what is your annual direct support professional turnover rate?

10%

21. What are the common reasons for agency turnover?

Client not satisfied with direct support professional

22. How many hours of training per year are provided to your direct support professionals?

16 hours per year

23. What training topics are provided to your direct support professionals?

Critical Incidents Reporting, correct documentation, Patient safety, Abuse & Neglect, Staff Ethics, Infection & Universal Precautions, Hippa ,

24. How many hours of training are provided to your professional staff?

5 hours

25. What training topics are provided to your professional staff?

Implementing Medication Administration, Building Key Leadership Skills, Person-Centered Planning, License Requirements and Holding employees accountable for their performance.

26. Does your agency have a written policy regarding expectations of employee's behavior when providing services? Yes or No

27. If yes, how can persons interested in your agency access this information?

They can come into the office in person and request the information.

INDIVIDUALS SERVED

28. Identify the total number of persons served by your agency?

57

29. Does your agency serve children? Yes or No

30. Does your agency serve persons that require support with medication administration and/or non-complex tasks? Yes or No

31. Does your agency serve persons with more intense behavioral support needs, such as aggression, pica, self-injurious behaviors, etc.? Yes or No

32. Does your agency serve persons with more intense medical support needs, such as medical vents, tube feeding, etc.? Yes or No

33. Does your agency specialize in services for specific populations (Autism, Prader-Willi, etc.)? Yes or No If Yes, specify specialties.

QUALITY ASSURANCE

34. Is your agency's Quality Assurance Plan available for current persons supported and potential persons interested in your agency to review? Yes or No

35. If yes, how can persons that are interested access this information?

They must come in person to the office.

36. How does your agency assess individual and/or their families satisfaction with the services provided?

The agency sends out the satisfaction surveys by mail to the families.

37. How often does your agency assess an individual and/or their family's satisfaction? (Select one of the following)

Annually

38. What is your agency's process for receiving individual complaints?

Once the agency receives a complaint from the client/or employee, the agency's supervisor will follow up on the complaint to resolve the matter. The supervisor will inform client(depending on the nature of the complaint) that if the issue or issues occur again, then the Director of the agency will be notified and a meeting will be held to address the issue.

39. How are complaints resolved?

If the complaint is against the worker, the supervisor will call the worker into the office to address the issues and if the situation calls for further action, then the staff will be given a written warning or terminated (depending on the situation). If the complaint is against the client, the supervisor will meet with the client to address the issue, and if ~~needs further action, the supervisor will notify the Agency's Executive Director of the situation~~ +

40. Does your agency report overall individual satisfaction? Yes or No

41. Who is overall satisfaction reported to?

Administrator

42. How often is overall satisfaction reported? (Select one of the following)

Annually

Service providers should submit this form electronically to the Office for Citizens with Developmental Disabilities, attention Christy Johnson at christy.johnson@la.gov.