



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)

21-50

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?

36 cents per mile

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

Our agency does not have a big turnover rate.

21. What are the common reasons for agency turnover?

Not following agency's policies and procedures; pay rate, client death.

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

32

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

Medication, Policy and Procedures, Weather, Abuse & Neglect, Safety, Hygiene, Honoring Choices, Signs and Symptoms, Lifting, Transportation, Documentation, Infection Control, Human/Civil Rights, Client Specifics, Staff Ethics, First Aid, etc.

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

N/A

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

RN is responsible for her own training; however, she/he will take advantage of any training provided by DHH and will be notified of the training by the agency.

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?

The employee handbook consists of staff responsibilities, job description, standard of conduct and professional ethics/demeanor which will be available to view upon requests to interested persons.

INDIVIDUALS SERVED

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

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?

A copy of our QA Plan is on file in the agency's office.

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

The agency does an annual survey with each family/client.

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

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

Notify administrator of any complaint and forms are available to file any type of complaint.

39. How are complaints resolved?

Complaints are resolved by direct action from the director or supervisor in charge. Staff are called into the office to fill out complaint forms. The supervisor and staff will then try and resolve any issues at that time.

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

41. Who is overall satisfaction reported to?

This is reported to the director of Community Independent Living Services, LLC

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.