

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) LPN and Master's degreed Educator

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)

\$8.26-\$9.25

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)

\$8.26-\$9.25

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?

.45 cents per mile

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

25 percent

21. What are the common reasons for agency turnover?

termination due to not following agency policy and procedure or abandonment of job no call/no show

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

25 to 35 for continuing education and 40+ for new hires in year one

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

Agency Policy and Procedure, Ethics, People first Language, Confidentiality, HIPPA, Human and Civil Rights, Environmental Emergencies, Safety Procedures, Standard Precautions, Defensive Driving, Abuse and Neglect, Critical Incident Reporting, Plan of Care compliance, Seizures, Safe Lifting, Substance Abuse, Fire Safety, Recognizing and Responding to Medical Emergencies and Illness, Relationship and Intimacy, Communication

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

25 to 35 hours

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

supervision, interviewing, staff management, medication, behavior, communication, stress management, positive reinforcements, evaluation of staff, documentation, disability specific training, labor law, fundraising, ethics, grant writing and all of the above topics covered with DSWs.

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?

visit or phone the office for information

INDIVIDUALS SERVED

28. Identify the total number of persons served by your agency? 50+

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.

We work with all disabilities but we specialize in working with forms of Autism and other related

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?

visit or phone the office

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

Verbal communication, written responses, and staff evaluation through communication with families and clients.

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

Quarterly

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

The agency has a procedure in place for handling grievances. The individual making a complaint can visit or phone the office and state that they would like to file a complaint and that will initiate the process.

39. How are complaints resolved?

Please see above response.

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

41. Who is overall satisfaction reported to?

Consumers, staff, board of directors, discretionary agencies, and the public.

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

Quarterly

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