

**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)

Select One

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)

Select One

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?

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

40-50 DSWs per year

21. What are the common reasons for agency turnover?

Getting Jobs with higher pay and benefits  
Family getting sick  
not coming back after maternity leave

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

20-40 hours depending on the population of clients they serve

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

Topics on Bathing and Grooming and Lifting and more specific training on topics such as hypertension, arthritis, fecal incontinence, ect.

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

about 10 hrs. per year

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

Med delegation training  
Train the Trainer training  
managing with a purpose

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?

by mail or email

### INDIVIDUALS SERVED

28. Identify the total number of persons served by your agency? 147

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 can come by the office and take a look at it if they wish but we do not provide a copy of our QED plan to leave outside our office.

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

by monthly consumer satisfaction surveys

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

Monthly

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

by phone, face to face, or by written documentation

**39. How are complaints resolved?**

Depending on the severity of the complaint the board of directors will review the complain and investigate it. If needed, other facilities may need to be involved in resolving a case. A meeting with all participants that are involved in the complaint will take place and a resolution will be made shortly afterwards.

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

**41. Who is overall satisfaction reported to?**

The satisfaction percentage rate is reported in out QED plan to Rosiland Nelson.

**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](mailto:christy.johnson@la.gov).**