

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)

\$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)

\$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?

Forty-four cents per mile

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

Twenty-five percent

21. What are the common reasons for agency turnover?

Employee has obtained other employment, personal reasons, and/or medical issues.

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

16 hours mandated and an additional 24 hours for a total 40 hours annually

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

Abuse and Neglect, people first person centered planning, Universal Precaution, emergency preparedness, CPI, Stress Management, Grievance, Client Rights, Confidentiality, Policies and Procedures, SIL Scald Prevention, Cultural Awareness, Emergency Medical Care, Documentation, Incident Reporting, Safe Driving, Client Rights, Plan of Care, Employee Conduct, Code of Ethics, RN delegation, medication administration, Basic First Aid, Police

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

Forty hours annually for program director and supervisors

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

Supervisory, Leadership, Conflict Resolution, Abuse and Neglect, Critical Incident reporting, Cultural Awareness, client rights, grievance, confidentiality, policies and procedures.

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?

Agency has a standard of conduct policy on the website voagbr.org and also you can request a copy of the DSP manual from the program director this include expectation requirements of the workers providing services.

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?

This information can be requested through the Program Director by contacting the agency directly (225) 925-2372

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

The agency uses satisfaction surveys that are mailed out, in person(face to face) or via telephone.

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?

If someone has concerns about the denial or quality of services provided they can make a verbal or written report to the Volunteers of America Greater Baton Rouge agency.

39. How are complaints resolved?

A verbal or written report is sent to the supervisor who is directly responsible for services giving full and accurate details, including witnesses. If the direct supervisor is not able to adequately resolve the problem then a verbal or written report should then be made to the Program Director who will collect and review all available information pertaining to the problem and make a prompt decision within ten working days. If the supervisor/Director's action

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

41. Who is overall satisfaction reported to?

Quality Assurance and Compliance Director, Division Director and Regional Director

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.