

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's, Nurse Practitioner,

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?

.42 cents a mile. (we only pay mileage if the direct support staff have to transport the individuals they are providing services for, to a location which is located outside of the parish the individual resides.)

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

50% turn over rate

21. What are the common reasons for agency turnover?

Lack of initiative by the individuals hired to fulfill their job expectations in addition to other job opportunities in cities that offer higher hourly wages, competitive job market in larger areas.

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

3 day training (24) hours. 16 hours for annual staff

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

Policies/Procedures, Emergency/Safety, 911, Client Rights, Universal Precaution, Infection Control, Documentation, Implementing Service Plans, Confidentiality, Detecting signs and symptoms of illness that warrants medical or nursing intervention, Abuse Neglect, (Reporting procedures, documentation), Management of aggressive behaviors, Positive behavioral supports, Crisis De-escalation, CPR, First Aid, Defensive Driving

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

at least 40 +

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

Management Training, Hiring Procedures Practices, Reporting Incidents, Management Review weekly basis, to review week of incidents, accidents, employee related issues. ie. Client Admissions/Discharges. Staffing needs, agency needs.

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?

Arc of Acadiana Employee Policy Manuall

INDIVIDUALS SERVED

28. Identify the total number of persons served by your agency? 720

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?

QA plan is made available upon request.

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

Satisfaction surveys are conducted either in person interview with the individual themselves and also family members, are phone surveys are conducted on a quarterly basis.

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?

If a complaint or grievance is made, the Grievance/complaint is submitted to the QMRP, who then reviews with the Program Manager or Director of the program who address all related issues, and immediately contacts the person who is making the complaint with results. If a client or person is not satisfied with the action of the agency, then the person or family has a right to bring the grievance or complaint to the Executive Director, or Director of

39. How are complaints resolved?

Complaints are resolved by the QMRP, Program Manager and Director by acknowledging and reviewing all facts are gathered and a solution is offered. Arc of Acadiana's ultimate goal is to provide the best possible services and to support the individuals. The response to each grievance or complaint is handled in a professional manner, in addition to the response being provided in a timely manner.

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

41. Who is overall satisfaction reported to?

Executive Committee:
Chief Executive Director, Chief Operations Officer, Directors, Program Managers, QA Director reports a quarterly review of the QA plan which includes client satisfaction.

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.