



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?

0.44 per mile

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

2-4 resignations/terminations per month

21. What are the common reasons for agency turnover?

higher paying position in another field of work; graduating college or nursing school, termination by supervisor

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

All must complete 16; however many more are offered to accommodate thei

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



Medication Administration, Defensive Driving, Person Centered Planning, Abuse and Neglect, Positive Behavior Supports, Emergency Preparedness, Human and Civil Rights, Staff professionalism & Ethics, Crisis De-escalation, Detecting signs of Illness, Recognizing and Responding to Medical Emergencies, HIPAA/Confidentiality, Teaching Strategies for people with DD, Systematic Instruction, Teachings of Tom

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

at least 20

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

Employment trainings provided by LSUHDC & LRS, They attend Annual Conferences conducted by AAIDD, CARSA, LRC, the ARC, LA APSE, They also attend quarterly provider meetings. Management training, Human Resources training, Labor Laws, Affordable Care Act, Keeping up with Managed Care and EVV initiatives.

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?

Our Mission, Vision and Core Values are posted throughout the agency. This is expanded upon in our Employee Manual.

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.

However, about 1/4 of our day hab population is elderly(dementia, greater physical needs, etc)

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 hard copy may be obtained from Wendy Bernard, MSW, LMSW, one may attend our Quality Team meeting, which is scheduled each quarter.

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

Surveys are conducted each year, and re-visited at the plan of care meeting. (sooner if something needs to be addressed)

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

Every 6 months

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

There is a complaint form that may be completed by the individual or with a member of administration. Also, the Executive Director has an "Open Door" policy and is happy to meet with families as her schedule permits.

39. How are complaints resolved?

This depends on the nature of the complaint. Some may require an investigation, while others may have a quick solution.

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

41. Who is overall satisfaction reported to?

The Executive Director and the Board of Directors.

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.

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HIPAA/confidentiality, Teaching Strategies for people w/DD, Systematic Instruction, Lectures of Tom Pomeranz, Ph.D.