

**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)**

\$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?**

\$0.45 / mile

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

25-30%

**21. What are the common reasons for agency turnover?**

Low pay

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

30+

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

All training topics required by regulations are provided including any other topics based on Client needs.

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

All training hours adhere to the CEU requirements for individual professions.

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

Training topics provided to professional staff are based on our Clients 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?

They can call the main office at 985-345-6269 and request information.

#### INDIVIDUALS SERVED

28. Identify the total number of persons served by your agency? 250

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 call the main office at 985-345-6269 and request information.

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

Individual satisfaction surveys are conducted annually and informally assessed on a quarterly basis. Family satisfaction is assessed monthly via phone contact.

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?

Our complaint procedure is provided to the Individual/Family.

**39. How are complaints resolved?**

After the complaint is brought to the attention of the supervisor, the supervisor will investigate, attempt to resolve, and give a decision within 5 working days. They will prepare a written and dated summary with a proposed resolution.

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

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

The Quality Enhancement Council.

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

Monthly

**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).**