



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?

N/A

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

5 percent

21. What are the common reasons for agency turnover?

Insufficient training and other employment opportunities.

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

Approximately 56 Hours a years and all training is ongoing and is based on d

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

Abuse Negelect, Misappropriation of Property, Ethics, Human and Civil Rights, Safe Driving, Confidentiality & HIPAA, Safe Lifting, Person-Centered Planning, Personal Outcomes and Self Determination Philosophy, Incident Documentation and Reporting, Documentation of Services, Environmental Emergency Procedures, Infection Control Universal Precautions

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

40 Hours a year, Training is ongoing.

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

Conflict Resolution, How to Handle a Difficult Consumer, Overcoming Stress, Team Building, The Importance of Checking the Checker, Respectful Communication, Collaborative Leadership, Data Driven Decision Making, Mentoring and Coaching, Developing Leadership Skills for Change and Innovative Leadership.

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?

Company/Employee Handbook

INDIVIDUALS SERVED

28. Identify the total number of persons served by your agency? 57

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 'br 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?

Quality Assurance Binder

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

Semi-Annual Consumer Satisfaction Survey

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?

The client shall call the office to report the incident or problem. The incident is reported to the facilitator within 24 hours. The Facilitator has three days to suggest a solution. If the client is not satisfied with the reccomendation of the facilitator the director is notified. If client is unsatisfied with the director's solution, the client is referred to case management

39. How are complaints resolved?

Complaints are resolved through a multilayer system between the Staff, Faciliator, Administrator, and Director. Once a complaint or issue has been touched by the aforementioned parties. The Director's written opinion is final.

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

41. Who is overall satisfaction reported to?

All surveys are used internally to better the organization.

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.