

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) MSW, MEd, LPC, LPN

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)

\$9.26-\$10.25

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)

\$9.26-\$10.25

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?

40 Cents per mile up 300 miles for IFS
40 Cents per mile for SIL (No cap)

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

25%

21. What are the common reasons for agency turnover?

Retirement, taking time off to spend with family or preferred other type of work

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

minimum of 16

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

Critical Incident Reporting, Report Documentation, Confidentiality, HIPAA, Emergency Codes/Responses, Fire Safety, Client Rights & Responsibilities, People First Language, Cultural Diversity, Staff Ethics, Illness/Injury Responding to Medical Emergencies, Documentation, Behavior Management, Abuse & Neglect, Defensive Driving (every 2 years), Blood Borne Pathogens, CPR/FA (every 2 years), Crisis Prevention & Intervention

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

Minimum of 16

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

Same as #23 + Management Training

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?

Online on our website, email for general information, or call and speak to the intake specialist

INDIVIDUALS SERVED

28. Identify the total number of persons served by your agency? 183

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?

Online on our website, email for general information, or call and speak to the intake specialist

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

Surveys at Quarterly Meetings, Annual Surveys

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?

Complaints must be placed in writing. TARC staff or an advocate is available to help a client complete the procedure. The complaint will be made by TARC to TARC's Board of Director's Family & Client Grievance Committee. A person also has the right to appeal directly to the Executive Director.

39. How are complaints resolved?

First, the client and their advocate will first meet with the immediate supervisor and the Program Manager (if necessary, the Department Director), to resolve the problem. The grievance should be in writing at this point. If there is no agreement, an appeal to the Executive Director is the next step. Within ten working days, the Executive Director will render a decision in writing to the client, the immediate supervisor, the Program Manager.

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

41. Who is overall satisfaction reported to?

Directors and Board of Directors

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

Every 6 months

Service providers should submit this form electronically to the Office for Citizens with Developmental Disabilities, attention Christy Johnson at christy.johnson@la.gov.