

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?

51 cents per mile

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

about 10%, we currently have staff employed 15, 10, and 5 years

21. What are the common reasons for agency turnover?

found another job, not able to work schedule that accommodaes schedule of 2nd or 3rd job

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

20

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

Independent Living Philosophy, person centered approaches, basic mediation, Medication administration, body mechanics, various health topics , safe driving, infection control, emergency procedures, Plans of care, Abuse and Neglect, HIPPA, confidentiality, etc.

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

20 plus

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

Same topics as for DSW plus various human resource trainings, management skills such as communication, time management, documentation, needs assessment, etc.

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?

Written Policy and Procedures are available to all employees and consumers. Anyone not in these groups can call Administrator and ask general questions. Patricia Yoruw, 318 671-8131

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 '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?

Call the Administrator, Patricia Yoruw at 318 671-8131

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

We have at least monthly contact with consumer and their family and ask for information about how their staff is doing. We send an annual satisfaction survey as part of our QA plan.

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

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

complaints should be given to the immediate supervisor for resolution. If the supervisor doesn't address the complaint satisfactorily, then the complaint should be given to the Administrator by phone, email, or in writing. Administrator contact info is 318 671-8131, cell 318 208-6318, email pyoruw@nhlc.org, and address is 1111A Lewis Ave. Shreveport, La 71107

39. How are complaints resolved?

Supervisor and/or Administrator will investigate complaint, make immediate plans to resolve the complain, and share this with the consumer.

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

41. Who is overall satisfaction reported to?

Executive Director, Gale Dean

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.