



PROVIDER AGENCY QUESTIONNAIRE

Last Updated: 09/03/2014

AGENCY INFORMATION

1. How many years has your agency been in business? 29
2. List licenses. LCD; PCA; NOW; Community Choice Waiver; Children's Choice; +
3. List other certifications/credentials. We are an Independent Living Center,
4. Is your agency accredited ☒ Yes or ☐ No
5. If your agency is accredited, by whom? BBB
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 13
 - ☒ Individual and Family Support 46
 - ☐ In-home Respite
 - ☐ Center-based Respite
 - ☒ Supported Employment 81
 - ☐ Day Program
 - ☒ Transportation
 - ☒ Other: (specify services) For hard of hearing & The deaf, Independent Living
12. If your agency provides Supported Employment Services, how many persons supported are competitively employed? 54
13. What is the average rate of pay for the persons supported that are working competitively? (Select one of the following) \$8.26-\$9.25

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?

.34 per mile

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

38%

21. What are the common reasons for agency turnover?

Consumer dies, DSW no longer wants to work in the home of the Consumer, DSW finds other employment

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

first year 16 hours plus 4 hours each quarter. 16 hours Med. Admin.

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

2008 DSW MONTHLY TRAININGS
SEPTEMBER: HUMAN & CIVIL RIGHTS
OCTOBER: GETTING TO KNOW SWLA INDEPENDENCE
CENTER

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

40 hours a year

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

Medication Administration – OCDD
Incident Reporting
Supervisory Training
West Nile Virus (Lice Prevention)

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 ask for the information.

INDIVIDUALS SERVED

28. Identify the total number of persons served by your agency? 774 this year

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?

ask for it

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

We send a survey every year. We also have a Quality Assurance person call consumers randomly to make sure people are happy with our services.

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?

If a consumer has a complaint about the DSW they can inform the Case Coordinator. If the consumer has a complaint about the Case Coordinator, they can inform the Office Administrator. then the Assistant Director, then the Executive Director.

39. How are complaints resolved?

SLIC has a team to discuss the complaints and come up with a resolution.

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

41. Who is overall satisfaction reported to?

Executive Director, Board of Directors & Quality Assurance team

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.

Rocky Fuselier
Assistant Director