

**Developmental Services Task Force  
Public Meeting on Provider Survey Analysis**

**Meeting Summary**

**Thursday, November 15, 2018**

**Presentation:**

- On November 15, 2018, Burns and Associates (B&A), the contractor for the rate study, presented to the DS Task Force and Rates Workgroup an overview of responses to the Provider Survey.
- Overview included presenting statistics on survey participation, which was 52% of total claims with response, survey data for questions included in the survey including wages and benefits, turnover and training, productivity, and administrative and program operations.
- The Consumer & Family Survey, conducted in response to requests from stakeholders and advocates, has closed and the contractor who conducted the survey, Human Services Research Institute, will hold public comment meetings to provide consumers and family members the opportunity to contribute their thoughts and opinions regarding the study. The dates and locations of these meeting are to be determined.

**Public Comments:**

- Turnover numbers are higher than expected for day programs
- \$17 per hour wage should be used as a floor for the San Francisco Bay Area
- How does the survey account for quality of services?
- How will data from Provider Survey help establish rates for future years when things will have changed?
- Simplification of service codes and an adequate supply of vendors should be addressed and will that be reflected in the study?
- The number of staff hours reported in the Provider Survey are based on how services are currently being provided and not the number of staffing hours that would be needed to provide quality services

**Next Steps:**

- DDS will share progress and updates in the near future on the rate study.