

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

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## Direct Support Professional Workforce Survey Frequently Asked Questions (FAQ)

1. Q: What type of survey will be used in California?

A: The survey instrument that will be used in California is called the National Core Indicators (NCI) Staff Stability Survey. This is a national survey tool developed by the Human Services Research Institute (HSRI) in collaboration with the National Association of State Directors of Developmental Disabilities Services (NASDDDS). It is used by 26 other states and is the only nationally used and recognized survey that specifically focuses on the Direct Support Professional (DSP) workforce serving individuals with IDD.

The survey collects data pertaining to DSP tenure, turnover, vacancy rates, wages, and other compensation including benefits, recruitment and retention, and front-line supervisor support. The survey also will include questions specifically tailored to the California workforce and IDD service system, and the impact of the COVID-19 pandemic on the DSP workforce. This customized California version of the survey is called the DSP Workforce Survey.

2. Q: Why is my agency being asked to complete the survey?

A: All agencies that employ Direct Support Professionals (DSPs) funded by regional center(s) are requested to participate in this voluntary survey to collect quantitative information about factors impacting this workforce during the 2021 calendar year. The DSP workforce is a primary workforce delivering services to individuals with intellectual and developmental disabilities yet experiences increasingly high turnover and is typically paid low wages. The Department of Developmental Services (Department) recognizes the need to collect and publish aggregate data to assess DSP workforce challenges in California, to inform policy changes, and to evaluate the impact of current and future initiatives.

**“Building Partnerships, Supporting Choices”**

3. Q: When must the survey be completed online?

A: Surveys must be completed by June 30, 2022.

4. Q: When will the survey results be available?

A: Once the survey has closed, the Department will complete data analysis with the goal of publishing initial survey results in late 2022.

5. Q: How is a Direct Support Professional (DSP) defined?

A: DSPs are paid workers whose primary responsibility is to provide direct support to children and adults with intellectual and developmental disabilities (IDD) to experience the quality of life they desire. They provide support and supervision, support people to learn new things, or to continue, to do as much as they can on their own, ensure optimal health and safety, and help with upkeep of a person's home to assure it is clean, safe, and hazard free. Support services performed by DSPs include helping individuals with IDD with skills development, guidance, and personal assistance. DSPs must spend at least 50% of their hours doing direct support tasks.

For purposes of this survey, responses should be limited to DSPs funded through a regional center, including self-directed or participant-directed services. Please do not include DSPs funded through other sources such as by health insurance paid directly to the provider agency or by a school district. Please also see Question #6 below.

If, after reviewing the definition of DSP above, your agency determines that it employs DSPs, please proceed with completing the survey. If you have questions about whether your agency should complete the survey, please contact [DSPWorkForce@dds.ca.gov](mailto:DSPWorkForce@dds.ca.gov).

6. Q: Who is **not** considered a DSP for the purpose of this survey?

A: The following are not included as a DSP, even if a portion of their work involves providing direct support:

- Staff paid through a funding source other than the regional center, such as by health insurance or school district,
- Behavioral specialists, behavioral technicians or behavioral clinicians (RBTs, BCBA's),
- Clinically licensed or certified staff (CNAs, nurses, therapists, social workers),
- Those who **only** provide transportation, home modification and/or meal delivery,
- Staff hired through temporary personnel agency,
- Contract or 1099 workers,
- On-call or PRN workers,
- Volunteers,

- Administrative or supervisory staff, unless they spend 50% or more of their time doing direct support work.

7. Q: How is a child defined?

A: A child is anyone under the age of 18 years old.

8. Q: How is an adult defined?

A: An adult is anyone 18 years of age or older.

9. Q: How are the categories of supports defined (residential, in-home supports, and non-residential supports)?

A: The survey categorizes services into three categories of supports. The table below describes each category and suggests which category of supports California’s service codes likely fall within. Some service codes may fall within more than one category of supports. Data should be reported separately for each category of support if possible. If a service code is not listed, please respond based on which category of supports (residential, in-home, non-residential) best describes the service. For additional information about services codes please visit [17 CCR § 54342: Types of Services](#).

Residential Supports	In-Home Supports	Non-Residential Supports
<p><b>Provided to a person in a home or apartment that is owned or operated by your agency.</b></p> <p><i>This includes residential services delivered to people who DO NOT live in their family’s home or their own private home/apartment which they rent or own.</i></p> <p><i>Residential supports include:</i></p> <ul style="list-style-type: none"> <li>• Residential Services</li> <li>• 24-hour supports such as a group home or Agency-operated apartments</li> <li>• Host home or foster home services</li> </ul> <p><i>If the service recipient holds a lease with your provider agency, this is considered a residential support or service.</i></p>	<p><b>Provided to a person in a home or apartment that is not owned or operated by your agency.</b> This includes:</p> <ul style="list-style-type: none"> <li>• Supports provided to a person in their own private home or apartment, or a private home/apartment they live in with their family (only if their home or apartment is not owned or operated by your agency)</li> </ul> <p><i>This category can include homemaker / personal care services (in many states).</i></p>	<p><b>Provided in a day program, community program, or work setting.</b> This includes:</p> <ul style="list-style-type: none"> <li>• Adult day services</li> <li>• Community supports such as supports provided to assist a person to participate in community activities</li> <li>• Employment or vocational services. This can include supports to help people who are looking for work or work supports such as job coaching or employment support.</li> </ul> <p><b>PLEASE NOTE:</b> Because of COVID-19, many traditionally ‘non-residential’ supports and services began to be provided in the person’s residence or home. If services provided by your agency fit the description above but because of COVID-19</p>

<b>Residential Supports</b>	<b>In-Home Supports</b>	<b>Non-Residential Supports</b>
		<i>were provided in a person's residence/home, they are still considered "non-residential supports."</i>

<b><i>Residential Supports Service Codes Include</i></b>	<b><i>In-Home Supports Service Codes Include</i></b>	<b><i>Non-Residential Supports Service Codes Include</i></b>
90 Crisis Intervention Facility/Bed	28 Socialization Training Program	055 Community Integration Training Program
91 In-Home Day Program	62 Personal Assistance	063 Community Activities Support Services
96 Geriatric Facility	111 Supplemental Program Support (Other)	094 Creative Art Program
109 Supplemental Residential Program Support	465 Participant-Directed Respite Service - Family Member	110 Supplemental Day Services Program Support
113 DSS Licensed - Specialized Residential Facility (Habilitation)	515 Behavior Management Program ( <i>May Apply to Non-Residential Supports</i> )	455 Participant-Directed Day Care Service - Family Member
114 Specialized Residential Facility (Health)	520 Independent Living Program	475 Participant-Directed Community-Based Training Service for Adults
868 Out-Of-Home Respite Services	635 Independent Living Specialist	505 Activity Center
869 Respite Facility	805 Infant Development Program	510 Adult Development Center
900 Enhanced Behavioral Supports Home - Facility	856 Home Health Aide	515 Behavior Management Program ( <i>May Apply to In-Home Supports</i> )
901 Enhanced Behavioral Supports Home - Individual Services	858 Homemaker	525 Social Recreation Program
902 Community Crisis Home Facility Component	860 Homemaker Service	702 Adult Day Health Center
903 Community Crisis Home Individualized Services and Supports Component	862 In-Home Respite Services Agency	851 Child Day Care
904 Family Home Agency	864 In-Home Respite Worker	855 Adult Day Care
905 Residential Facility Serving Adults	891 Personal Support Service	892 Training And Habilitation Service ( <i>May Apply to In-Home Supports</i> )
910 Residential Facility Serving Children	892 Training And Habilitation Service ( <i>May Apply to Non-Residential Supports</i> )	950 Supported Employment Program - Group Services
915 Residential Facility Serving Adults	896 Supported Living Service	952 Supported Employment Program
920 Residential Facility Serving Children - Staff Operated	805 Infant Development Program	954 Work Activity Program
925 Intermediate Care Facility/Developmentally Disabled (ICF/Dd)	856 Home Health Aide	

<i>Residential Supports Service Codes Include</i>	<i>In-Home Supports Service Codes Include</i>	<i>Non- Residential Supports Service Codes Include</i>
930 Intermediate Care Facility/Developmentally Disabled-Habilitative (ICF/Dd-H)	858 Homemaker	
935 Intermediate Care Facility/Developmentally Disabled-Nursing (ICF/Dd-N)	860 Homemaker Service	
940 Nursing Facility	862 In-Home Respite Services Agency	
	864 In-Home Respite Worker	
	891 Personal Support Service	
	892 Training And Habilitation Service (May Apply to Non-Residential Supports)	
	896 Supported Living Service	

10.Q: Should agencies that provide self-directed services and participant directed services complete the survey?

A: Yes. These are considered regional center funded services as long as the staff providing the services meets the definition of a DSP. However, participant-directed services provided by a family member may not meet the definition of a DSP for the purpose of this survey.

11.Q: Why are some service codes not on the list above? Are they excluded from taking the survey?

A: A number of services codes have been determined as *likely* not employing DSPs as defined in this survey or are listed among workers not to be included as DSPs. For additional information about services codes, please visit [17 CCR § 54342 Types of Services](#).

Some examples of service codes not likely employing DSPs include:

017 Crisis Team – Evaluation and Behavioral Intervention	691 Art Therapist
048 Client/Parent Support Behavior Intervention Training	692 Dance Therapist
074 Out-of-Home Respite Acute Care Facility	693 Music Therapist
102 Individual or Family Training	694 Recreational Therapist
108 Parenting Support Services	743 Nurse’s Aide or Assistant
115 Specialized Therapeutic Services	850 Camping Services
116 Early Start Specialized Therapeutic Services	854 Home Health Agency
117 Specialized Therapeutic Service	875 Transportation Companies
	880 Transportation – Additional Component
	883 Transportation Broker

414	Nursing Services, Family Member	885	Medical Transportation
420	Respite Services, Family Member	890	Transportation Auto Driver
612	Behavior Analyst		
613	Associate Behavior Analyst		
615	Behavior Management Assistant		
616	Behavior Management Technician		
620	Behavior Management Consultant		

12. Q: Are ICFs precluded from participating in this survey?

A: ICFs may participate in the survey but must confine their survey responses to DSPs funded through the regional center. DSPs funded through non-regional center funds may not be included in survey responses, such as those paid directly to the provider by MediCal or MediCare.