

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

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September 23, 2022

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: QUALITY INCENTIVE PROGRAM

The Department of Developmental Services (Department) is implementing a voluntary Quality Incentive Program (QIP) for service providers, pursuant to Welfare and Institutions Code section 4519.10. The QIP is designed to improve consumer outcomes, service provider performance, and the quality of services. Participating service providers that meet or exceed quality measures developed by the Department with input from stakeholders, will be eligible for incentive payments. The funding available for the QIP will be updated annually through the budget process. The QIP quality measures will be implemented in several phases and aligned with stakeholder input and updated data strategies and information.

Through the collective work of the QIP workgroup, the QIP has six areas of focus: Prevention and Wellness; Employment; Early Intervention; Workforce Capacity; Service Access; and Informed Choice and Satisfaction. Each focus area has one or more quality measure(s) tied to specific desired outcomes, with corresponding performance targets and incentives. Details about the QIP can be found at <https://www.dds.ca.gov/rc/vendor-provider/quality-incentive-program/>.

The Department will issue future directives for the quality incentive measures. The directives will provide information for regional centers and service providers on how service providers can participate in the QIP, including but not limited to the target population and eligibility, performance targets, reporting criteria, and methodology for incentive payments. These directives will include instructions for regional centers regarding the incentive payment invoicing and reimbursements.

Regional centers must inform consumers, families and providers about the QIP. This can be done using the information available at the link provided above and in the Enclosure.

**“Building Partnerships, Supporting Choices”**

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Questions regarding the QIP or the incentive payments may be directed to  
[QIPquestions@dds.ca.gov](mailto:QIPquestions@dds.ca.gov).

Sincerely,

*Original Signed by:*

NANCY BARGMANN  
Director

Enclosure

cc: Regional Center Administrators  
Regional Center Directors of Consumer Services  
Regional Center Community Services Directors  
Association of Regional Center Agencies  
Brian Winfield, Department of Developmental Services  
Carla Castaneda, Department of Developmental Services  
Pete Cervinka, Department of Developmental Services  
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