

# Quality Incentive Program (QIP)

## Phase I

### July 2022



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# Reminder: DDS Vision and Measure Areas of Focus

With input from the consumer and stakeholder communities, DDS has defined a vision and six measurement priorities for both RCs and providers to guide the development of measures for SFY 2022-2025:

## California Department of Developmental Services Vision

People with intellectual and developmental disabilities experience **respect** for their culture and language preferences, their choices, beliefs, values, needs, and goals, from a **person-centered** service system made up of a network of community agencies that provide **high quality, outcome-based** and **equitable services**.

## Supporting Regional Center Performance Measurement Priorities to Advance Vision

Early Intervention

Employment

Equity and Cultural Competency

Individual and Family Experience and Satisfaction

Person-Centered Services Planning

Service Coordination and Regional Center Operations

## Supporting Provider Quality Incentive Program Measurement Priorities to Advance Vision

Early Intervention

Employment

Service Access

Informed Choices and Satisfaction

Prevention and Wellness

Workforce

# Summary of Phase I Measures and Incentives

Priority Area	Phase I Measure	Incentive Type(s)	Incentive Amount Range
Prevention and Wellness	Access to Preventive Services in Adult Residential Facilities for Persons with Special Health Care Needs (ARFPSHN)	Pay for Reporting and Pay for Performance	\$5,000 per ARFPSHN for reporting for all consumers and \$1,000 per ARFPSHN when preventative health screenings are at or above pre-COVID levels
Employment	Access to Competitive Integrated Employment (CIE)	Pay for Performance	\$500 – \$3,500 per CIE placement
	CIE Placement Capacity		\$300 – \$1,900 per provider who receives ACRE or CESP certification
Service Access	Direct Service Professional (DSP) Vacancy Rate	Pay for Reporting	Single incentive for completion of the Provider DSP Workforce Data Collection survey
	DSP Language Fluency		
Workforce Capacity	DSP Turnover Rate		
	DSP Average Tenure		

*Note: Updates, and additional incentives for employment, early intervention and informed choice/satisfaction, will be addressed in future phases.*

**Focus Area:** Prevention and Wellness

**Measure:** Access to Preventive Services in Adult Residential Facilities for Persons with Special Health Care Needs (ARFPSHN)

**Desired Outcome:** Individuals supported in ARFPSHNs\*\* receive preventative health services at medically recommended frequency.

	Phase 1	Phase 2	Phase 3
<b>Measure Description</b>	Percentage of consumers who received select preventative health services at an ARFPSHN based on the medically recommended frequency using standards defined by the U.S. Preventive Services Task Force, including: <ul style="list-style-type: none"> <li>• Physical exam in past year</li> <li>• Dental visit in past year</li> <li>• Pap smear in past three years (if applicable)</li> <li>• Mammogram in past two years (if applicable)</li> <li>• Colorectal screening (if applicable)</li> </ul>		
<b>Target Population</b>	Adult consumers determined eligible for services under the Lanterman Act who receive care in ARFPSHNs		
<b>Incentive Type</b>	Pay for Reporting and Pay for Performance	Pay for Performance	
<b>Performance Target and Incentive Methodology</b>	1) Incentive payment of \$5,000 for an ARFPSHN that reports required data for all consumers 2) An additional incentive payment of \$1,000 when the ARFPSHN's reported data demonstrates consumers have received preventative health screenings matching or exceeding pre-COVID levels based on NCI data	Incentive payment based on meeting a defined percent increase (TBD) in the number of resident consumers who received select preventative health services relative to previous year	Incentive payment based on matching or exceeding the statewide rate of timely provision of select preventative health services to resident consumers who receive care

\*\*Expansion to additional populations will be explored in future measure phases.

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation document.

## Focus Area: Employment

Measure: Access to Competitive Integrated Employment (CIE) (all adults)

Desired Outcome: Individuals who want CIE are employed.

	Phase 1	Phase 2	Phase 3
<b>Measure Description</b>	Number of consumers achieving CIE placement in accordance with their preferences and needs.	Measure updates for Phase 2 and beyond will be based on effectiveness and results of Phase 1 incentives.  Future measures for consideration may include tiered incentives for employment placement that scale with: <ul style="list-style-type: none"> <li>• The complexity of the consumer's needs (i.e., higher incentives to secure placements for consumers with more complex needs); and/or,</li> <li>• Length of time the consumer remains employed beyond 6 months (e.g., 12 months, 24 months).</li> </ul>	
<b>Target Population</b>	All consumers determined eligible for services under the Lanterman Act who want CIE (e.g., consumer identified employment as a goal).		
<b>Incentive Type</b>	Pay for Performance		
<b>Performance Target and Incentive Methodology</b>	1) For each consumer <u>above</u> four consumers achieving CIE placement during the reporting period, an incentive payment of \$500 to the provider agency after CIE for 30 days, and an additional incentive payment of \$1,000 for continued employment for six (6) months. Additionally: <ol style="list-style-type: none"> <li>For each consumer who exits a Paid Internship Program (PIP) internship, an incentive payment of \$500 to the provider agency after CIE for 30 days, and \$500 for continued employment for six (6) months.</li> <li>For each consumer who exits sub-minimum wage employment [14(c) certificate], an incentive payment of \$500 to the provider agency after CIE for 30 days, and \$500 for continued employment for six (6) months.</li> </ol>		

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation document.

# Summary of Existing & New Employment Incentive Payment Types

Type of Incentive Payment		Minimum Length of Employment		
		30 days	6 months	12 months
<b>Existing:</b> Competitive Integrated Employment (CIE) Incentive Payment <small>(W&amp;I Code section 4870)</small>	For each consumer who achieves CIE placement between July 1, 2021 and June 30, 2025	\$2,000	\$2,500	\$3,000
<b>New:</b> Quality Incentive Payment	For each consumer <u>above</u> four consumers who achieves CIE placement during the reporting period	\$500	\$1,000	
<b>New:</b> Quality Incentive Payment	For each consumer who exits an internship through the Paid Internship Program and achieves CIE placement during the reporting period	\$500	\$500	
<b>New:</b> Quality Incentive Payment	For each consumer who exits sub-minimum wage employment [14(c) certificate] and achieves CIE placement during the reporting period	\$500	\$500	
<b>Potential Total Per Consumer:</b>		<b>\$3,500</b>	<b>\$4,500</b>	<b>\$3,000</b>

**Focus Area:** Employment

**Measure:** Competitive Integrated Employment (CIE) Placement Capacity (all adults)

**Desired Outcome:** Individuals receive CIE placement support that is in accordance with their preferences and needs.

	Phase 1	Phase 2	Phase 3
<b>Measure Description</b>	<ol style="list-style-type: none"> <li>1) Number of service provider employees who become certified or re-certified as trained employment specialists through the ACRE Basic Employment Services or ACRE Basic Customized Employment Services training during the reporting period.</li> <li>2) Number of service provider employees who become certified or re-certified in Certified Employment Support Professional (CESP) training during the reporting period.</li> </ol>	<p>Measure updates for Phase 2 and beyond will be based on effectiveness and results of Phase 1 incentives.</p> <p>Future measures may consider incentivizing:</p> <ul style="list-style-type: none"> <li>• Attaining certification to train other staff in the Customized Employment Specialist curriculum;</li> <li>• Ensuring that a majority of staff have been certified (e.g., incentive for each group of five staff who are certified);</li> <li>• Attaining advanced levels of certification beyond the Basic level; and,</li> <li>• Retaining trained service providers employees.</li> </ul>	
<b>Target Population</b>	All consumers determined eligible for services under the Lanterman Act who want CIE (e.g., consumer identified employment as a goal).		
<b>Incentive Type</b>	Pay for Performance		
<b>Performance Target and Incentive Methodology</b>	<ol style="list-style-type: none"> <li>1) Incentive payment of \$1,900 to the provider agency for employee who becomes certified or re-certified in ACRE Basic Employment Services or ACRE Basic Customized Employment Services.</li> <li>2) Incentive payment of \$550 to the provider agency for each employee who becomes certified in CESP and \$300 for each employee who becomes re-certified in CESP.</li> </ol>		

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation document.

## Focus Area: Employment

### Measure: Consumer Satisfaction with Competitive Integrated Employment (CIE)

**Desired Outcome:** Individuals are satisfied with their employment supports and CIE placement.

	Phase 1	Phase 2	Phase 3
Measure Description	Percentage of consumers who are satisfied with their employment supports and CIE placement after three months. <i>(Note: Satisfaction survey to be developed in collaboration with the State Council on Developmental Disabilities by Fall 2022, informed by stakeholder input.)</i>	Percentage of consumers who are satisfied with their employment supports and CIE placement.	Percentage of consumers who are satisfied with their employment supports and CIE placement.
Target Population	All consumers determined eligible for services under the Lanterman Act who achieve CIE placement on or after July 1, 2022 and have been employed for at least three months.	All consumers determined eligible for services under the Lanterman Act who achieve CIE placement on or after July 1, 2023 and have been employed for at least three months.	All consumers determined eligible for services under the Lanterman Act who achieve CIE placement and have been employed for at least three months.
Incentive Type	N/A	Pay for Performance	Pay for Performance
Performance Target and Incentive Methodology	N/A	TBD	TBD

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation document.



**Focus Area:** Service Access

**Measure:** Direct Service Professional Vacancy Rate

**Desired Outcome:** Individuals have timely access to services.

	Phase 1	Phase 2	Phase 3
<b>Measure Description</b>	Percentage DSP vacancy rate of provider agency as calculated using standardized formula across all providers (TBD)		Measure updates for Phase 3 and beyond will be based on effectiveness and results of Phase 2 incentives
<b>Target Population</b>	All consumers determined eligible for services under the Lanterman Act		
<b>Incentive Type</b>	Pay for Reporting	Pay for Performance	
<b>Performance Target and Incentive Methodology</b>	One incentive payment for Service Access and Workforce Capacity measures based on provider agency completion of the Provider DSP Workforce Data Collection survey	Incentive payment based on meeting a defined target (TBD) for the percent reduction in the DSP vacancy rate compared to the prior reporting period	

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation document.

**Focus Area:** Service Access

**Measure:** Direct Service Professional Language Fluency

**Desired Outcome:** Individuals and their families (where applicable) are supported by staff who communicate in individuals' preferred language.

	Phase 1	Phase 2	Phase 3
<b>Measure Description</b>	Percentage of DSPs within a provider agency who are fluent in at least one non-English language, including American Sign Language (ASL)		Percentage of DSPs within a provider agency who are fluent in at least one non-English language (including ASL) of the population served
<b>Target Population</b>	All consumers determined eligible for services under the Lanterman Act		
<b>Incentive Type</b>	Pay for Reporting	Pay for Performance	
<b>Performance Target and Incentive Methodology</b>	One incentive payment for Service Access and Workforce Capacity measures based on provider agency completion of the Provider DSP Workforce Data Collection survey	Incentive payment based on the provider agency meeting a target (TBD) for percent increase in the number of DSPs who are fluent in at least one non-English language (including ASL) compared to the prior reporting period	Incentive payment based on the provider agency meeting a target (TBD) for percentage of DSPs who are fluent in at least one non-English language (including ASL) of the populations served

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation document.

**Focus Area:** Workforce Capacity  
**Measure:** Direct Service Professional Turnover Rate

**Desired Outcome:** Individuals are satisfied by the continuity of their Direct Service Professional (DSP).

	Phase 1	Phase 2	Phase 3
Measure Description	Percentage provider agency turnover rate as calculated using a standardized formula (TBD) across all providers		Percentage of individuals who are satisfied with the continuity of their staff
Target Population	All consumers determined eligible for services under the Lanterman Act		
Incentive Type	Pay for Reporting	Pay for Performance	
Performance Target and Incentive Methodology	One incentive payment for Service Access and Workforce Capacity measures based on provider agency completion of the Provider DSP Workforce Data Collection survey	Incentive payment based on the provider agency meeting a target (TBD) for percent reduction in provider agency turnover rate	TBD

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation document.

**Focus Area:** Workforce Capacity

**Measure:** Direct Service Professional Average Tenure

**Desired Outcome:** Individuals are satisfied by the continuity of their Direct Service Professional (DSP).

	Phase 1	Phase 2	Phase 3
<b>Measure Description</b>	Average tenure of DSPs employed by the provider agency, as calculated by a standardized formula (TBD) across all providers	Percent increase in the average tenure of the DSPs employed by the provider agency, as calculated by a standardized formula (TBD) across all providers	To be addressed by prior measure Phase 3 (Percentage of individuals who are satisfied with the continuity of their staff)
<b>Target Population</b>	All consumers determined eligible for services under the Lanterman Act		
<b>Incentive Type</b>	Pay for Reporting	Pay for Performance	
<b>Performance Target and Incentive Methodology</b>	One incentive payment for Service Access and Workforce Capacity measures based on provider agency completion of the Provider DSP Workforce Data Collection survey	Incentive payment based on the provider agency meeting a target (TBD) for percent increase in the DSP average tenure	

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation document.

**Focus Area:** Workforce Capacity  
**Measure:** DSP Training

**Desired Outcome:** DSPs have the skills needed to provide high quality supports Increased core competencies.

	Phase 1	Phase 2	Phase 3
<b>Measure Description</b>	N/A	Percentage of DSPs within a provider agency participating in DSP University in the reporting period	
<b>Target Population</b>		All consumers determined eligible for services under the Lanterman Act	
<b>Incentive Type</b>		Pay for Performance	
<b>Performance Target and Incentive Methodology</b>		Incentive payment based on the provider agency meeting a target (TBD) for the percentage of DSPs participating in DSP University in the reporting period	Incentive payment based on the provider agency meeting a target (TBD) for the increase in the percentage of DSPs participating in DSP University compared to the prior reporting period

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation document.

**Focus Area:** Early Intervention

**Measure:** Access to Early Start Services for Children and Families

**Desired Outcome:** Children and families receive timely access to Early Start services.

	Phase 1	Phase 2	Phase 3
Measure Description	Establish data source to measure point of service from referral by regional center	Percentage of families for whom provision of service begins in less than 31 days from date of RC referral	
Target Population	All child consumers (ages 0-2) who are identified for Early Start assessment		
Incentive Type	N/A	TBD	
Performance Target and Incentive Methodology	N/A	TBD	TBD

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation document.

**Focus Area:** Informed Choice and Satisfaction

**Measure:** Individual and Family Satisfaction

**Desired Outcomes:**

- Individuals make everyday choices, such as how they spend their time, and choices about their life decisions, such as where they live.
- Individuals and families are satisfied with the services and supports received.

	Phase 1	Phase 2	Phase 3
Measure Description			
Target Population			
Incentive Type	Collaboration with PAVE to establish reliable measures and data	Collaboration with PAVE to establish reliable measures and data	TBD
Performance Target and Incentive Methodology			

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation document.