

**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
Measure Description	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
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 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 plan document.