

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 plan document.