

## Focus Area: Service Access

### Measure: Direct Service Professional Vacancy Rate

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

	Phase 1	Phase 2	Phase 3
Measure Description	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
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 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 plan document.