

DEPARTMENT OF DEVELOPMENTAL SERVICES

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September 30, 2022

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: QUALITY INCENTIVE PROGRAM – SERVICE ACCESS AND
WORKFORCE CAPACITY

The Department of Developmental Services' (Department) September 23, 2022 [letter](#) described the Quality Incentive Program (QIP) for service providers. The purpose of this correspondence is to provide information regarding service providers' participation in the Service Access and Workforce Capacity focus areas of the [QIP](#).

This document describes the Direct Support Professional (DSP) workforce data collection incentive payment that supports the Workforce Capacity and part of the Service Access focus areas within the QIP (Enclosure A). These focus areas provide an incentive for the voluntary provision of information through the DSP Workforce Data Collection survey completed in June 2022. The DSP workforce data collection will establish baseline data to begin measuring vacancy rates, language access, turnover rates, and average tenure throughout the developmental services system. More information about the DSP workforce data collection is available at <https://www.dds.ca.gov/rc/vendor-provider/dsp-workforce-survey/>.

Quality Measures and Desired Outcomes

The desired outcomes of the quality measures of DSP vacancy rates, language fluency, turnover rates and average tenure are:

- Individuals have timely access to services;
- Individuals and families are supported by staff who communicate in the individuals' preferred language; and
- Individuals are satisfied with the continuity of their DSP.

Provider Participation

Only one incentive payment will be paid per eligible provider agency. Over 2,000 surveys were submitted. Enclosure B is a list of provider agencies with validated survey submissions. Additional survey submissions continue to be validated by the Department for other provider agencies.

“Building Partnerships, Supporting Choices”

Incentive Amount

Eligible provider agencies that completed the DSP Workforce Data Collection survey by June 30, 2022 will receive a single incentive payment. Although participation in the survey supports several QIP measures, a single incentive payment of \$8,000 will be made to each eligible provider agency that submitted a complete DSP Workforce Data Collection survey.

Incentive Payment Processing

Enclosed is a list of 1,503 eligible provider agencies that will receive the incentive payment based upon validated survey submissions (Enclosure B). The Department is validating other submitted surveys and anticipates sending regional centers a subsequent list of additional eligible provider agencies that will receive an incentive payment after validation of their submissions is complete.

Regional centers must issue an \$8,000 payment to each provider agency on the enclosed list using the identified vendor number and the subcode "QIP1." This can be done using a contract authorization and a service code associated with the identified vendor number. Only one incentive payment may be paid per eligible provider agency on the enclosed list.

Details of incentive payments for subsequent phases of this measure will be provided in future directives from the Department. If you have any questions regarding the QIP or the incentive payments, including questions about vendor names or vendor numbers, please email QIPquestions@DDS.CA.gov.

Sincerely,

Original Signed by:

BRIAN WINFIELD
Chief Deputy Director

Enclosures

cc: Regional Center Administrators
Regional Center Directors of Consumer Services
Regional Center Community Services Directors
Association of Regional Center Agencies
Nancy Bargmann, Department of Developmental Services
Carla Castaneda, Department of Developmental Services
Pete Cervinka, Department of Developmental Services
Ernie Cruz, Department of Developmental Services
Leslie Morrison, Department of Developmental Services
Jim Knight, Department of Developmental Services