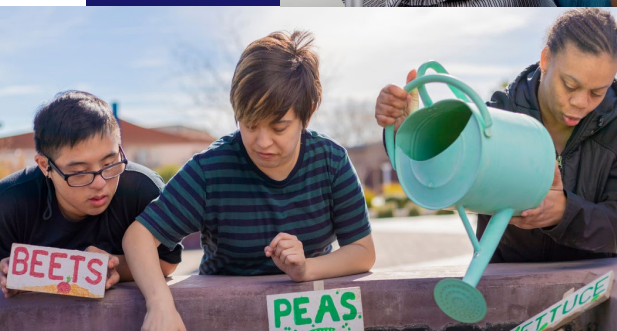
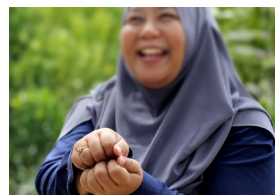


# Quality Incentive Program (QIP) Measure Workgroup

January 25, 2023



# Housekeeping



Interpretación en español: haga clic en el globo blanco en la parte inferior de la pantalla con la etiqueta "Interpretation." Luego haga clic en "Spanish" y seleccione "Mute original audio."



ASL interpreters have been "Spotlighted" and live closed captioning is active

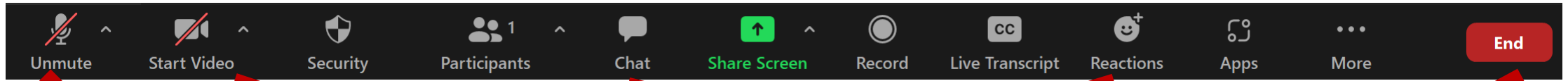


This meeting is being recorded



Materials are available at:  
<https://www.dds.ca.gov/initiatives/stakeholder-events/>

# Zoom Tips



Unmute mic only when it's your turn to speak



Turn your webcam on/off

Type questions and comments into the chat

Use "Reactions" to raise your hand when you want to speak

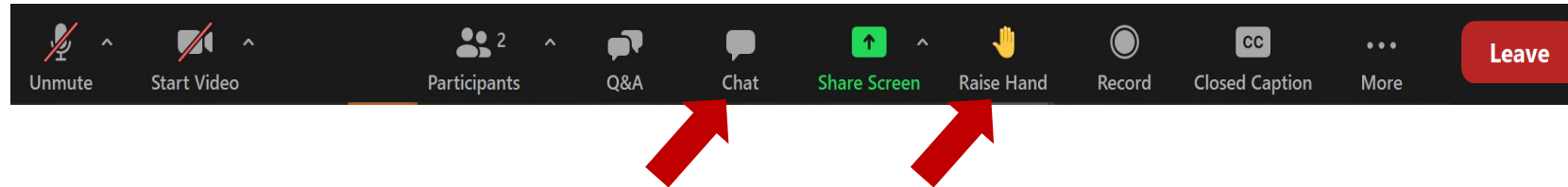
Leave at the end of the meeting



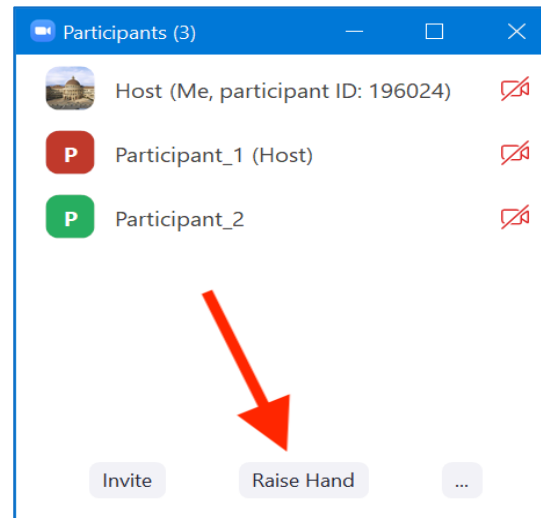
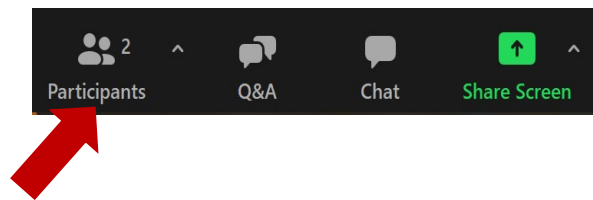
- Features may vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

# Providing Comments – Workgroup Members

**Workgroup Members:** Please use the “Chat” or “Raise Hand” to comment



You may need to click on “Participants” and a new window will open where you can “Raise Hand”



# Agenda

- Welcome
- QIP Measures Utilizing the DSP Workforce Survey
- DSP Workforce Survey 2022
  - Provider Demographics and Preliminary Analysis
  - Lessons Learned
- Enhancing Participation in DSP Workforce Survey 2023

# Recap: QIP Measures Utilizing the DSP Workforce Survey

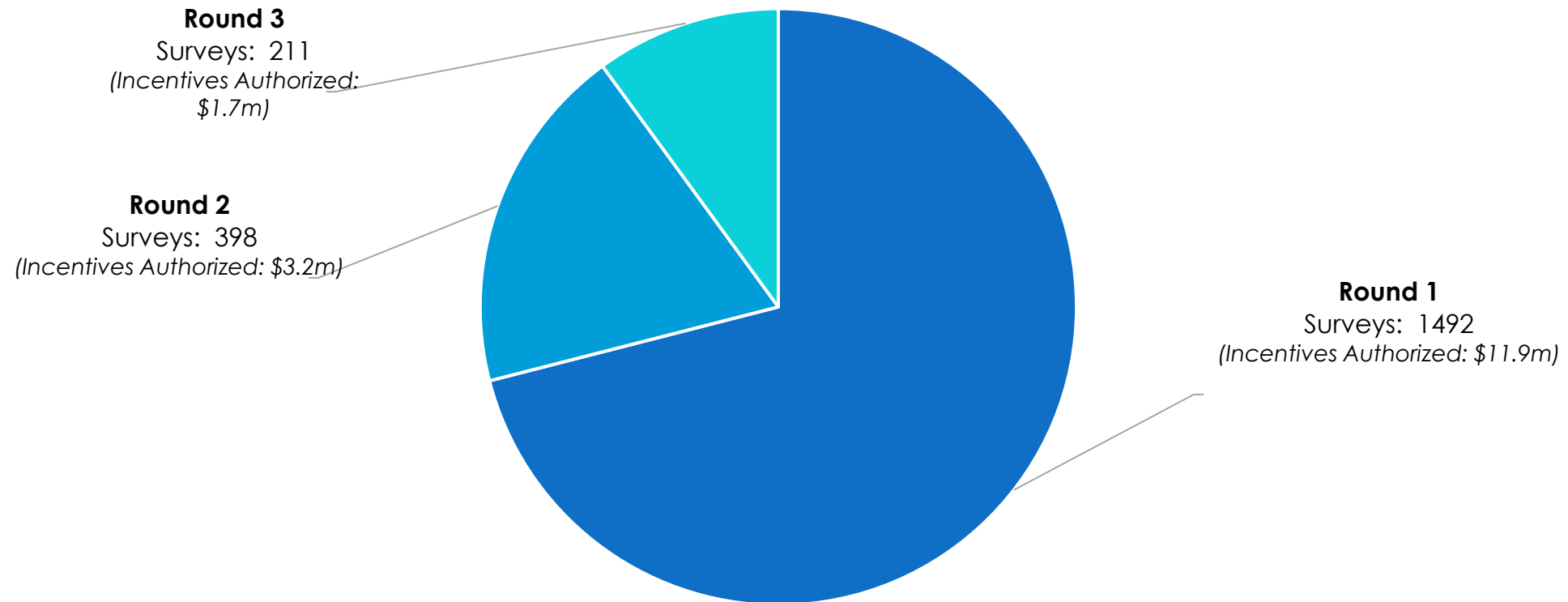
**Focus of Survey**

Category	QIP Measures	Uses DSP Workforce Survey?
Employment	Competitive Integrated Employment (CIE) Placement Capacity	
	Access to CIE	
	Consumer Satisfaction with CIE and Supports	
Prevention & Wellness	Access to Preventive Services in ARFPSHNs	
Service Access	Direct Service Professional (DSP) Vacancy Rate	<b>Yes</b>
	DSP Language Fluency	<b>Yes</b>
Workforce Capacity	DSP Turnover Rate	<b>Yes</b>
	DSP Average Tenure	<b>Yes</b>
	DSP Training	
Early Intervention	Access to Early Start Services	
Informed Choice & Satisfaction	Individual and Family Satisfaction	

# DSP Workforce Survey 2022: Surveys Responses

## Number of DSP Workforce Surveys: 2,101

(note: all counts are preliminary and may change after further data analysis)



In total, 2,101 surveys were received (42% response rate) and \$16.8m in incentives were authorized.

## Data Observations

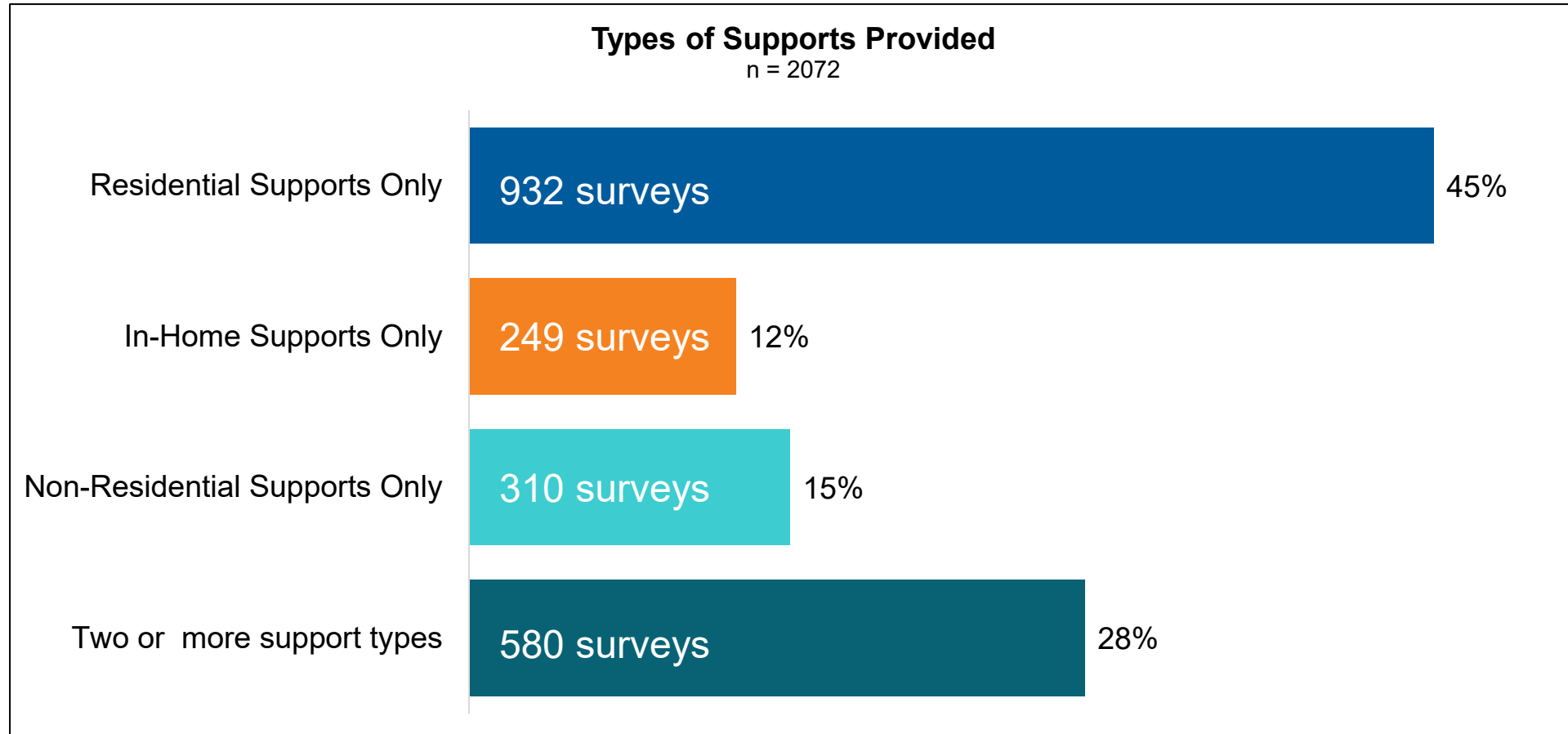
- Sample sizes vary by survey questions dependent on responses received
- Some surveys were received incomplete
- Some survey question response options were not mutually exclusive



# DSP Workforce Survey 2022: Preliminary Analysis

## Survey Respondents (Vendors)

(note: all counts are preliminary and may change after further analysis)

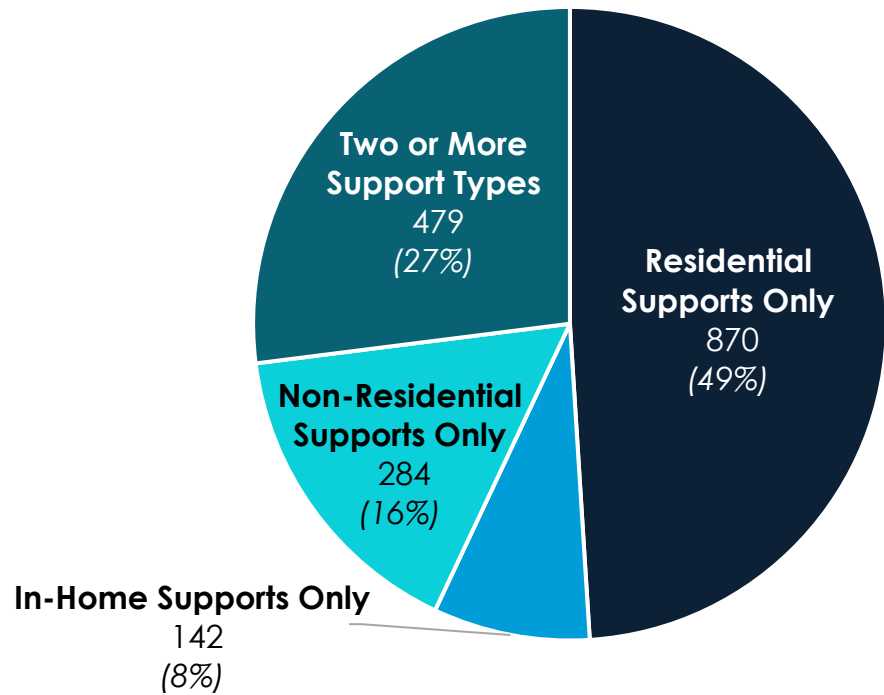


# DSP Workforce Survey 2022: Preliminary Analysis

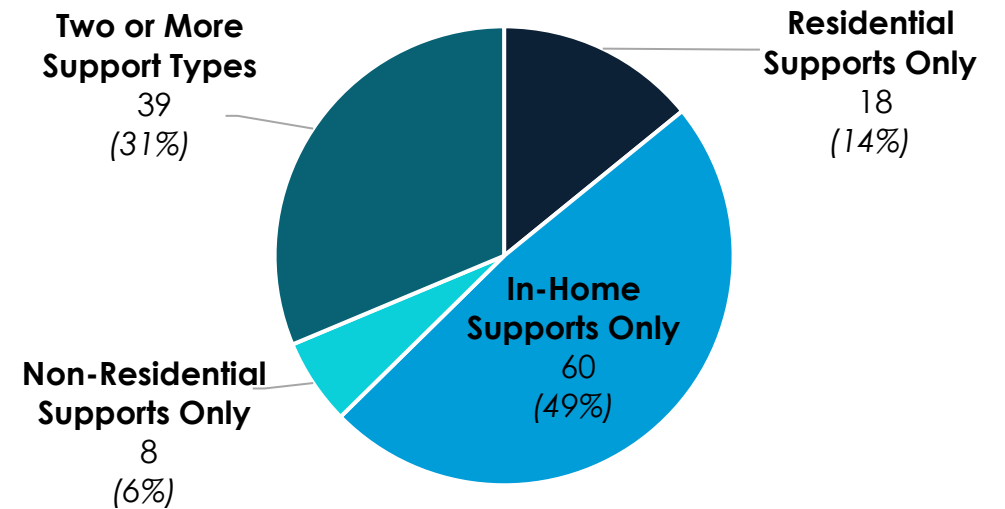
## Distribution of Vendor Services By Age Group

(note: all counts are preliminary and may change after further data analysis)

### Vendors Serving Adults Only by Type (n=1,775)



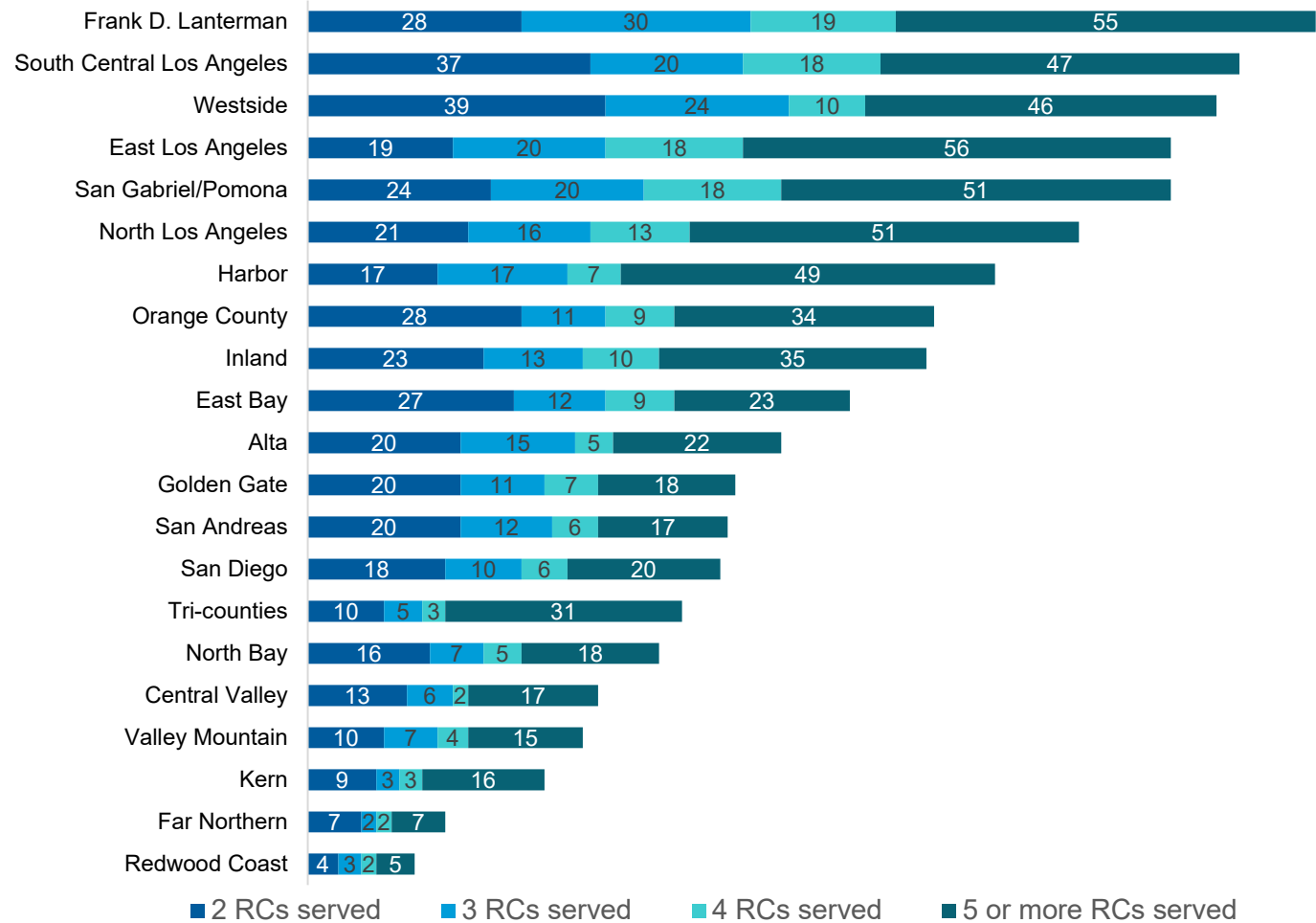
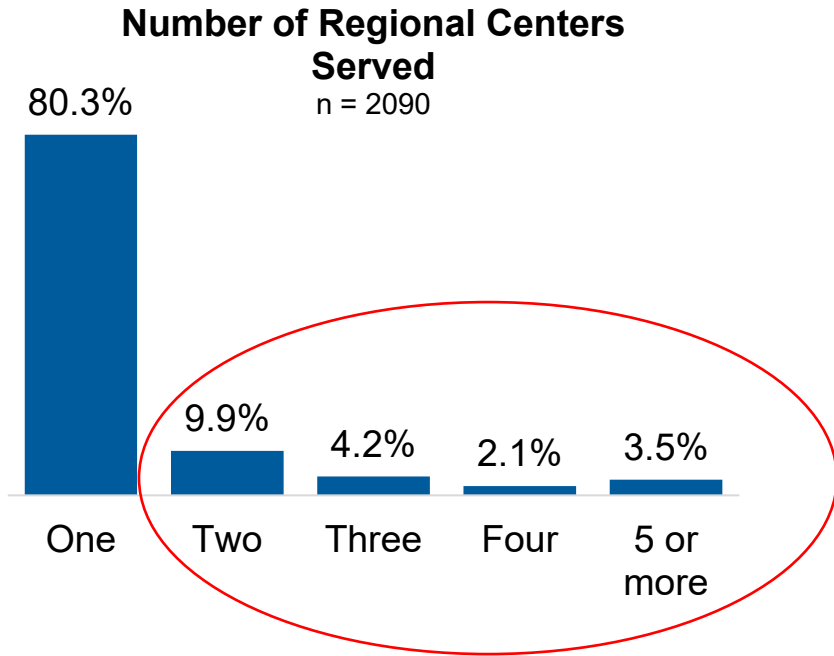
### Vendors Serving Children Only by Type (n=125)



Future data analysis will address vendors and DSPs serving both children and adult populations.

# DSP Workforce Survey 2022: Preliminary Analysis

## Number of Vendors Serving Multiple Regional Centers



# DSP Workforce Survey 2022: Preliminary Analysis

## Number of DSPs on Payroll – per Vendor

*(note: all counts are preliminary and may change after further data analysis)*

Range of DSPs per  
Vendor on Jan. 1, 2021

**0 - 4,448**

Range of DSPs per  
Vendor on Dec. 31, 2021

**1 – 5,060**

Median Number of DSPs  
on Jan. 1, 2021

**9**

Median Number of DSPs  
on Dec. 31, 2021

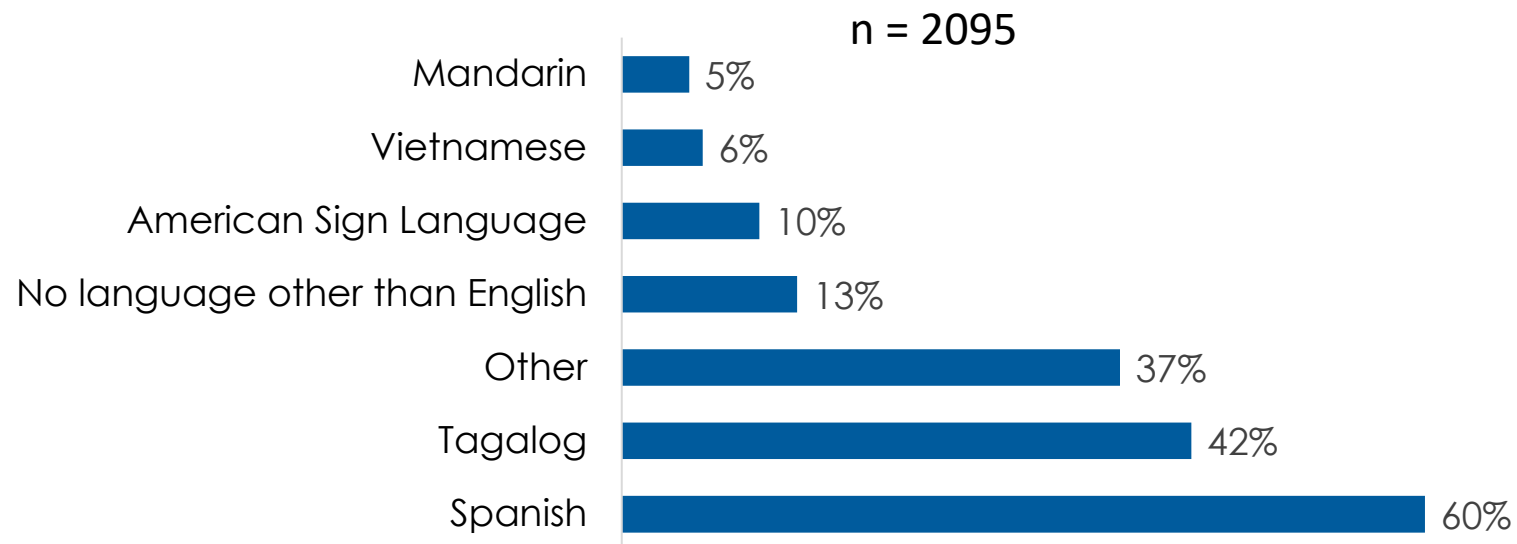
**9**

The median is the 50<sup>th</sup> percentile, or middle, of each group. Large providers would affect the average.

# DSP Workforce Survey 2022: Preliminary Analysis

## DSP Language Fluency

*(note: all counts are preliminary and may change after further data analysis)*



"Other" includes all languages selected by less than 5% of the sample including: Arabic, Farsi, Hindi, Korean, Armenian, Cantonese, Japanese, Russian, Hmong, Khmer, Laotian.

**Languages are not mutually exclusive, and DSPs may be counted in multiple language categories.**

# DSP Workforce Survey 2022: Lessons Learned

- Reinforce the purpose and benefits of survey
- Ensure clear and specific terminology (e.g., definitions, instructions, FAQs)
- Vendor data must be more easily confirmed for payment authorization
- Continue outreach and promotion throughout survey cycle
- Provide anticipated schedule of payment timelines to Regional Centers

# DSP Workforce Survey 2023: Strategies to Enhance Participation

- Use DSP provider networks to:
  - Target outreach to areas where participation was low
  - Message benefits of participating in the survey
- Pre-registration to improve verification of provider information to pay incentives
- Outreach material for vendors and regional centers
- Other ideas?

# Next Steps

- ❑ **Continue meeting with focus groups** to refine measures
  
- ❑ **Reconvene Quality Incentive Program Workgroup**
  - Wednesday, February 22<sup>nd</sup> 1:00 – 2:30 pm



Email QIP or Incentive Payment questions to:  
[qualityincentives@DDS.CA.gov](mailto:qualityincentives@DDS.CA.gov)

***Thank you for attending!***

# Workgroup Members

**Elizabeth Arreola**, Family Member of Early Start Recipient

**Elizabeth Barrios Gomez**, Family Member & Integrated Community Collaborative

**Sascha Bittner**, Self-Advocate and State Council on Developmental Disabilities (SCDD)

**Boyd Bradshaw**, Family Member & Provider

**Jessica Carter**, ABA Provider, Special Needs Network

**Eric Ciampa**, Provider, UCP Sacramento

**Veronica Contreras**, Family Member

**Pebbles Dumon**, Provider, Community Catalysts of CA

**Jacque Dillard Foss**, Provider, STEP

**Peter Frangel**, CA Department of Rehabilitation

**Jonathan Fratz**, Self-Advocate

**Lucina Galarza**, San Gabriel Pomona Regional Center

**David Gauthier**, Self-Advocate

**Lisa Gonzales**, Provider, Deaf Plus Adult Community

**Amy Hao**, Self-Advocate, Self-Advocate Group Empowerment (SAGE)

**Vivian Haun**, Disability Rights California

**Carlene Holden**, Easter Seals Southern CA

**Barry Jardini**, CA Disability Services Association

**Adrienne Jesso**, Self-Advocate

**Diva Johnson**, Tri-Counties Regional Center

**Mark Klaus**, San Diego Regional Center

# Workgroup Members (cont.)

**Dorrie Koenig**, Provider, Mains'l

**Meuy Lee**, Provider, Level Up NorCal

**Jordan Lindsey**, The Arc California

**Victor Lira**, Aveanna Health Care

**Judy Mark**, Family Member, Disability Voices United

**Karen Mejia**, South Central LA Reg Center

**Mark Melanson**, California Community Living Network

**Kimberly Mills**, Provider, A Better Life Together

**Tania Morawiec**, SCDD

**Matt Omelagah**, Provider, Omelagah, Inc.,

**Mike Pereira**, Provider, Ala Costa Centers

**Michael Pham**, Self-Advocate

**Magdalena Pruitt**, Provider, Mentor California

**Michelle Ramirez**, Provider, On My Own

**Sheri Rosen**, Provider, Sunny Days of CA

**Carolyn Tellalian**, Family Member

**Pablo Velez**, Provider, Amigo Baby

**Tiffany Whiten**, Service Employees International Union (SEIU)

**Alona Yorkshire**, Family Member & Provider, The Adult Skills Center

**Eric Zigman**, Golden Gate Regional Center