

DEPARTMENT OF DEVELOPMENTAL SERVICES

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Direct Support Professional Workforce Survey Frequently Asked Questions (FAQ)

General Information

1. Q: What type of survey will be used in California?

A: The survey instrument is the National Core Indicators (NCI) Staff Stability Survey. This is a national survey tool developed by the Human Services Research Institute (HSRI) in collaboration with the National Association of State Directors of Developmental Disabilities Services (NASDDDS). It is used by 26 other states and is the only nationally used and recognized survey that specifically focuses on the Direct Support Professional (DSP) workforce serving individuals with IDD.

The survey collects data pertaining to DSP tenure, turnover, vacancy rates, wages, and other compensation including benefits, recruitment, retention, and front-line supervisor support. The survey also will include questions specifically tailored to the California workforce and IDD service system, and the impact of the COVID-19 pandemic on the DSP workforce. This customized, California version of the survey is called the DSP Workforce Survey.

2. Q: Why is my agency being asked to complete the survey?

A: All agencies that employ Direct Support Professionals (DSPs) as defined below are invited to complete the survey:

- Funded by regional center(s)
- Been in business for 6 consecutive months in the calendar year 2022
- Serves children and/or adults with intellectual and developmental disabilities

3. Q: Is the survey mandatory?

A: No, the survey is voluntary. Vendor/Provider agencies are invited to complete the survey, however, to establish baseline information from which agencies, the general public, regional centers, and DDS may learn more about the employment of DSPs. Please [click here](#) for more information.

4. Q: When must the survey be completed online?

A: Surveys must be completed by July 31, 2023. All agencies will receive an emailed invitation containing a unique hyperlink to the survey by April 2023.

5. Q: When will the survey results be available?

A: Initial survey results will be available in late 2023.

Incentive Payment

1. Q: What is the purpose of the incentive?

A: The purpose of the incentive is to compensate agencies for the time needed to gather their agency's data and complete the survey.

2. Q: How can my agency qualify for the incentive payment?

A: If your agency completes all survey questions that apply to it, then your agency will be eligible for the incentive payment.

3. Q: My agency completed more than one survey because we have multiple locations, do we receive an incentive payment for each location?

A: No, only one incentive will be paid per vendor organization regardless of the number of surveys completed.

4. Q: When does my agency receive the incentive?

A: By fall 2023, the Department anticipates sending a directive to regional centers that includes a list of vendors eligible for the incentive in Fall 2023.

5. **Q: Who will receive the incentive payment, the agency or the individual completing the survey?**

A: The incentive is payable to the agency.

6. **Q: I started the survey but was found ineligible to continue based on my responses to the screening questions. Am I still eligible for the incentive?**

A: No. The incentive is payable to eligible agencies that complete the survey in its entirety. If you are ineligible to participate in the survey, you are not eligible to receive the incentive.