

DEPARTMENT OF DEVELOPMENTAL SERVICES

1215 O Street
Sacramento, CA 95814
DSPworkforce@dds.ca.gov
916-654-2420



Direct Support Professional Workforce Survey Frequently Asked Questions (FAQ)

Survey Details

1. Q: How do I sign up for the survey?

A: Go to <https://www.dds.ca.gov/rc/vendor-provider/dsp-workforce-survey/> to complete the eligibility checklist to ensure that you meet the requirements to participate in the survey, then you will be redirected to the registration portal. (Please see question #2 for eligibility requirements).

2. Q: What information is needed for the registration portal?

A: After self-certifying that you are eligible to complete the survey, you will be redirected to the registration portal to provide the following information:

- Vendor Tax ID
- Vendor Number/ID
- Regional Center
- Name of Vendor (if different than vendor organization)
- Name of Vendor Organization
- Contact Address1
- Contact Address 2
- Contact Person
- Contact Phone Number
- Primary Email address
- Secondary Email address
- Primary Phone number (landline)
- Secondary Phone number (cell)

After you have self-certified your eligibility and registered, you will receive a survey link within one to three business days.

3. Q: How do I get the survey link?

A: Within one to three business days of self-certifying your eligibility and registering online, you will receive an emailed invitation with a unique survey link sent by staffstability@hsri.org. If you do not see it in your inbox, please check your spam or junk folder.

Your survey link is at the top of the emailed invitation. Simply select the “Begin Survey” button to start the online survey.

4. Q: What if I cannot find my link?

A: If you do not see the survey link email in your inbox, it may be in your spam or junk folder. If you cannot locate the survey link email in your inbox, spam, or junk folders, you may request the link be resent by contacting DSPWorkforce@dds.ca.gov and the link will be resent within one to three business days.

When you request that the link be resent, please provide the following information that was originally provided at registration:

- Vendor Tax ID
- Vendor Number/ID
- Regional Center
- Name of Vendor (if different than vendor organization)
- Name of Vendor Organization
- Contact Address1
- Contact Address 2
- Contact Person
- Contact Phone Number
- Primary Email address
- Secondary Email address
- Primary Phone number (landline)
- Secondary Phone number (cell)

5. Q: Can more than one person in my agency use the same survey link?

A: Yes, your unique survey link may be forwarded to others within your agency to complete the survey or portions of the survey.

Please note that only one person can work on the survey at any time. If two individuals are using the same link at the same time, it can result in overwriting data or unknowingly submitting incomplete data.

6. **Q: If my agency serves both children and adults, should I complete a survey for each age group?**

A: If your vendor agency's data about DSPs working with children can be separated from data about DSPs working with adults, please report them on the same survey, but distinctly between children and adults. If the data can't be separated, you may report your combined data on the same survey.

7. **Q: Do I only receive one survey link for our whole vendor agency even if the agency has multiple locations?**

A: Yes. Complete one survey per agency and include all data from all locations. Only one incentive payment will be paid per agency, however. If you have questions or would like to submit one survey per facility or location, please contact DSPWorkforce@dds.ca.gov.

8. **Q: Do I receive one survey link per agency even if the agency has multiple vendor codes/service codes?**

A: Yes. Please complete one survey per agency and include all data for all services and service codes used by your agency.

9. **Q: If the agency provides services to multiple regional centers, do we receive a survey link for each regional center?**

A: No. Complete one survey per agency and include data on all DSPs employed.

10. **Q: How long does it take to complete the survey?**

A: Completing the survey online can take approximately up to an hour if the data is readily available.

11. **Q: Can I see the survey questions to help me with gathering the required data before I start the survey?**

A: Yes, you can click on "Begin Survey" in your survey invitation and then download a blank PDF copy of the survey questions.

12. **Q: What are the system requirements to complete the survey?**

A: The survey is completed in a secure software platform called Verity Analytics. The software works best on the latest version of Google Chrome.

13. **Q: Can I save my survey and then come back later to complete it?**

A: Yes, you can begin the survey, save it, and then use the survey link in the email to come back to the survey later. Your data will be saved, and you can resume where you left off.

14.Q: I submitted the survey for my agency. How can I confirm that it's complete?

A: We are not able to see your survey data until the data collection period has ended, July 31st, 2023.

If you would like to review your survey answers, simply;

- Select "Begin Survey" from your original survey invitation.
- You will be redirected to the survey portal.
- Select "Review", to download a PDF copy of your survey with your answers.
- Select "Print" at the bottom of your survey to save an electronic copy as a PDF or to print your survey out.

15.Q: I submitted the survey for my agency but need to edit it, what can I do?

A: Please send an email requesting that the survey be reopened to DSPWorkforce@dds.ca.gov and include the following information:

- Vendor Tax ID
- Vendor Number/ID
- Name of Vendor and Vendor Organization
- Agency Name
- Agency Address
- Primary Vendor contact name
- Primary Vendor contact e-mail address

The survey will be reopened within one to three business days. You will receive an email from staffstability@hsri.org after the survey has been reopened. You can then reenter the survey, make the edits, and resubmit the survey.

16.Q: How can I print my results after I complete the survey?

A: From your original survey invitation email:

- Select "Begin Survey" from your original survey invitation.
- You will be redirected to the survey portal.
- Select "Review", to download a PDF copy of your survey with your answers by.
- Select "Print" at the bottom of your survey review to save an electronic copy as a PDF or print your survey out.

Technical Assistance

1. Q: My survey is frozen, and I cannot move forward.

A: The portal times out after being open without any activity for some time.

You may need to save the survey, exit, and then click back into the survey to move forward. In addition, the survey software works best with Google Chrome.

If that has not resolved the issue, please reach out to DSPWorkforce@dds.ca.gov. Your issue will be addressed within one to three business days.

2. Q: I cannot enter a number in question 23 (“Please indicate the number of DSPs on your agency’s payroll as of December 31, 2022, in the following age categories)

A: Question 23 answers need to add up to the total you entered in question 19 (“How many DSPs were on your agency’s payroll as of Dec. 31, 2022?”). If the counts do not match, the system will not allow you to move forward.

If the portal is simply not allowing you to enter anything in question 23, the portal could be frozen. Leave the question blank, log out of the portal, allow 5 minutes for the portal to update your survey responses in the database, then log back in.

If you are still unable to add an answer to question 23, please reach out to DSPWorkforce@dds.ca.gov. Your issue will be addressed within one to three business days.

3. Q: On questions 37 (“What is the average [mean] STARTING hourly wage paid to DSPs in each of the following type of services in 2022?”)

and

38 (“What is the average (mean) hourly wage paid to DSPs (regardless of length of employment) in each of the following types of services in 2022?”), I can’t fill in an amount in the survey. It’s warning me that it’s too high or more than.

A: For these questions, you can enter the correct number for your agency and ignore the error message. The warning displays automatically for any amount over \$20 per hour but the survey will let you continue.

4. **Q: Question 37** [“What is the average (mean) STARTING hourly wage paid to DSPs in each of the following types of services in 2022?”] requests average starting wages across services and settings. What does this mean?

A: Question 37a is asking for the average wage your vendor agency pays across all services (residential, in-home, and non-residential supports) and settings if your vendor agency provides services in more than one type of setting. Question 37 b- d asks for the average wage specific to residential, in-home, and non-residential supports. Below is how the question appears on the survey:

37. What was the average (mean) STARTING hourly wage paid to DSPs in each of the following types of services in 2022?

	Average (mean) STARTING hourly wage for DSPs
a) Average starting wages of DSPs across services and settings	\$ __. __ (per hour)
b) Average starting wages of DSPs providing residential supports (as defined under “Types of Supports” at the beginning of this survey)	\$ __. __ (per hour)
c) Average starting wages of DSPs providing in-home supports (as defined under “Types of Supports” at the beginning of this survey)	\$ __. __ (per hour)
d) Average starting wages of DSPs providing non-residential services and supports (as defined under “Types of Supports” at the beginning of this survey)	\$ __. __ (per hour)

5. **Q: Question 37** [“What is the average (mean) STARTING hourly wage paid to DSPs in each of the following types of services in 2022?”] asks about the average starting wage for DSPs. Should we leave part b of the question blank since we don’t provide residential programs?

A: If there are questions that do not apply to your agency and there is no option to select N/A or it will not accept that as a response, leave them blank. If you are not allowed to advance forward without answering a question regarding counts that do not apply to your agency, enter 0.

6. **Q: Question 55** (“Did your agency offer health (medical) insurance coverage to some or all DSPs in 2022?”) asks about health insurance coverage. My agency did not provide health (medical) insurance coverage. How can I skip the questions related to health (medical) coverage?

A: If you answer “Yes” to question 55, you will be asked to continue on to question 56 (“If health (medical) insurance coverage was offered to some or all DSPs, what were the requirements for a DSP to be eligible?”).

If you answer “No” to this question, the survey will take you automatically to question 62 (“Did your agency offer dental coverage to some or all DSPs in 2022?”).

If you answer “No” to question 55 and the portal does not move directly to question 62, the portal could be frozen. Log out of the portal, allow 5 minutes for the portal to update your survey responses in the database, then log back in.

If you are still unable to skip to question 62, please reach out to DSPWorkforce@dds.ca.gov. Your issue will be addressed within one to three business days.

7. **Q: Question 57 (“If health (medical) insurance coverage was offered to some or all DSPs, what percentage was the DSP contribution for individual coverage of the medical benefits premium? In other words, what percentage of the health care premium did the DSP pay for the individual coverage?”) asks about the percentage of the health care premium that DSPs pay for. None of these options apply since our employees pay more than 10 percent.**

A: If none of the options apply to your agency, please select “Don’t know.” The available options will be updated in the next survey cycle to better address the premiums paid by DSPs.