

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)

Eligibility Requirements

1. Q: What are the eligibility requirements to participate in the survey?

A: Vendor agencies who employ Direct Support Professionals (DSPs) (Please see questions # 2 and 3 for definitions); AND,

- Provide residential support, in-home support, and/or non-residential support (Please see question #6 for more on service codes); AND,
- DSPs spend at least 50 percent of their time doing direct support tasks for individuals with intellectual/developmental disabilities (IDD); AND,
- DSPs are funded by the regional center; AND
- Agency was in operation for at least six consecutive months between January 1, 2022, and December 31, 2022; AND
- Agency had DSPs on the payroll as of December 31, 2022.

2. Q: How is a Direct Support Professional (DSP) defined?

A: DSPs are paid workers:

- Their primary responsibility is to provide direct support to children and/or adults with intellectual and developmental disabilities (IDD)
- They provide support and supervision,
- Support people to learn new things, or to continue, to do as much as they can on their own,
- Ensure optimal health and safety and help with the upkeep of a person's home to assure it is clean, safe, and hazard free.
- Help individuals with IDD with skills development, guidance, and personal assistance.
- They spend at least 50% of their hours doing direct support tasks.
- Are funded by the regional center

If, after reviewing the definition of DSP above, your agency determines that it employs DSPs, please proceed with completing the survey.

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If you have questions about whether your agency should complete the survey, please contact DSPWorkForce@dds.ca.gov.

3. Q: Who is not considered a DSP for the purpose of this survey?

A: The following are not included as a DSP, even if a portion of their work involves providing direct support:

- Staff paid through a funding source other than the regional center, such as health insurance or a school district,
- Behavioral specialists, behavioral technicians, or behavioral clinicians (RBTs, BCBAAs),
- Clinically licensed or certified staff (CNAs, nurses, therapists, social workers),
- Those who only provide transportation, home modification, and/or meal delivery services,
- Staff hired through a temporary personnel agency,
- Contract or 1099 workers,
- On-call or PRN workers,
- Volunteers,
- Administrative or supervisory staff, unless they spend 50% or more of their time doing direct support work.

4. Q: How is a child defined?

A: Children are defined as individuals under the age of 18 who are receiving services from a regional center.

5. Q: How is an adult defined?

A: An adult is 18 years of age or older.

6. Q: How are the categories of supports defined (residential, in-home supports, and non-residential supports)?

A: The table below describes each category and suggests which category of supports California’s service codes likely fall within. Some service codes may fall within more than one category of supports. Data should be reported separately for each category of support if possible. If a service code is not listed, please respond based on which category of supports (residential, in-home, non-residential) best describes the service. For additional information about services codes please visit [17 CCR § 54342: Types of Services](#).

Residential Supports	In-Home Supports	Non-Residential Supports
<p>Provided to a person in a home or apartment that is owned or operated by your agency.</p> <p><i>This includes residential services delivered to people who DO NOT live in their family’s home or their own private home/apartment which they rent or own.</i></p> <p><i>Residential supports include:</i></p> <ul style="list-style-type: none"> • Residential Services • 24-hour supports such as a group home or Agency-operated apartments • Host home or foster home services <p><i>If the service recipient holds a lease with your provider agency, this is considered a residential support or service.</i></p>	<p>Provided to a person in a home or apartment that is not owned or operated by your agency. This includes:</p> <ul style="list-style-type: none"> • Supports provided to a person in their own private home or apartment, or a private home/apartment they live in with their family (only if their home or apartment is not owned or operated by your agency) <p><i>This category can include homemaker / personal care services (in many states).</i></p>	<p>Provided in a day program, community program, or work setting. This includes:</p> <ul style="list-style-type: none"> • Adult day services • Community supports such as supports provided to assist a person to participate in community activities • Employment or vocational services. This can include supports to help people who are looking for work or work supports such as job coaching or employment support. <p>PLEASE NOTE: Because of COVID-19, many traditionally ‘non-residential’ supports and services began to be provided in the person’s residence or home. If services provided by your agency fit the description above but because of COVID-19 were provided in a person’s residence/home, they are still considered “non-residential supports.”</p>

Residential Supports Service Codes Include	In-Home Supports Service Codes Include	Non-Residential Supports Service Codes Include
90 Crisis Intervention Facility/Bed	28 Socialization Training Program	055 Community Integration Training Program
91 In-Home Day Program	62 Personal Assistance	063 Community Activities Support Services
96 Geriatric Facility	111 Supplemental Program Support (Other)	094 Creative Art Program
109 Supplemental Residential Program Support	465 Participant-Directed Respite Service - Family Member	110 Supplemental Day Services Program Support
113 DSS Licensed - Specialized Residential Facility (Habilitation)	515 Behavior Management Program (May Apply to Non-Residential Supports)	455 Participant-Directed Day Care Service - Family Member

<i>Residential Supports Service Codes Include</i>		<i>In-Home Supports Service Codes Include</i>		<i>Non- Residential Supports Service Codes Include</i>	
114	Specialized Residential Facility (Health)	520	Independent Living Program	475	Participant-Directed Community-Based Training Service for Adults
868	Out-Of-Home Respite Services	635	Independent Living Specialist	505	Activity Center
869	Respite Facility	805	Infant Development Program	510	Adult Development Center
900	Enhanced Behavioral Supports Home - Facility	856	Home Health Aide	515	Behavior Management Program (<i>May Apply to In-Home Supports</i>)
901	Enhanced Behavioral Supports Home - Individual Services	858	Homemaker	525	Social Recreation Program
902	Community Crisis Home Facility Component	860	Homemaker Service	702	Adult Day Health Center
903	Community Crisis Home Individualized Services and Supports Component	862	In-Home Respite Services Agency	851	Child Day Care
904	Family Home Agency	864	In-Home Respite Worker	855	Adult Day Care
905	Residential Facility Serving Adults – Owner Operated	891	Personal Support Service	892	Training And Habilitation Service (<i>May Apply to In-Home Supports</i>)
910	Residential Facility Serving Children – Owner Operated	892	Training And Habilitation Service (<i>May Apply to Non-Residential Supports</i>)	950	Supported Employment Program - Group Services
915	Residential Facility Serving Adults – Staff Operated	896	Supported Living Service	952	Supported Employment Program
920	Residential Facility Serving Children - Staff Operated			954	Work Activity Program
925	Intermediate Care Facility/Developmentally Disabled (ICF/Dd)				
930	Intermediate Care Facility/Developmentally Disabled-Habilitative (ICF/Dd-H)				
935	Intermediate Care Facility/Developmentally Disabled-Nursing (ICF/Dd-N)				
940	Nursing Facility				

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7. Q: Should agencies that provide self-directed services and participant-directed services complete the survey?

A: Yes. These are considered regional center-funded services as long as the staff providing the services meets the definition of a DSP.

However, participant-directed services provided by a family member may not meet the definition of a DSP for the purpose of this survey.

8. Q: Why are some service codes not on the list above? Are they excluded from taking the survey?

A: Several service codes have been determined as *likely not* employing DSPs as defined in this survey or are listed among workers not to be included as DSPs. For additional information about service codes, please visit [17 CCR § 54342 Types of Services](#).

Some examples of service codes not likely employing DSPs include:

017	Crisis Team – Evaluation and Behavioral Intervention	691	Art Therapist
048	Client/Parent Support Behavior Intervention Training	692	Dance Therapist
074	Out-of-Home Respite Acute Care Facility	693	Music Therapist
102	Individual or Family Training	694	Recreational Therapist
108	Parenting Support Services	743	Nurse’s Aide or Assistant
115	Specialized Therapeutic Services	850	Camping Services
116	Early Start Specialized Therapeutic Services	854	Home Health Agency
117	Specialized Therapeutic Service	875	Transportation Companies
414	Nursing Services, Family Member	880	Transportation – Additional Component
420	Respite Services, Family Member	883	Transportation Broker
612	Behavior Analyst	885	Medical Transportation
613	Associate Behavior Analyst	890	Transportation Auto Driver
615	Behavior Management Assistant		
616	Behavior Management Technician		
620	Behavior Management Consultant		

9. Q: May Intermediate Care Facility (ICF) vendors participate in this survey?

A: Yes, ICF vendors may participate in the survey but must confine their survey responses to DSPs funded through the regional center. DSPs funded through non-regional center funds may not be included in survey responses, such as funds paid directly to the vendor agency by MediCal or Medicare.

10.Q: Can fiscal intermediaries participate in the survey?

A: No, agencies that function solely as fiscal intermediaries or employers of record should not complete the survey.

However, agencies that function as fiscal intermediaries or employers of record *but also* provide direct support may complete the survey about their eligible DSPs only. These agencies cannot include in their survey responses, DSPs hired and managed by individuals/families who receive self-directed services.

11.Q: I am the owner and have no staff, as the sole DSP, should I complete the survey?

A: No, sole proprietors without employees are not eligible to participate in the surveys as they do not have DSP employees.

12.Q: Our vendor agency only employs licensed therapists (physical, occupational, speech) as part of the regional centers' Early Start program. Are we eligible to participate?

A: No, the survey instrument is not designed to collect data on clinically licensed or certified staff, as their wage information could skew the data collection.

13.Q: My agency hires both clinically licensed or certified staff and DSPs. May I complete the survey?

A: Yes. If your DSP employees meet the eligibility criteria defined in question #2, then you may complete a survey. As detailed in this document, survey responses should consider and be confined to only DSP employees.

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