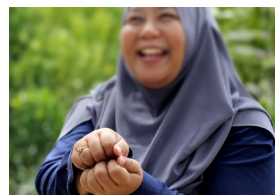


# Quality Incentive Program (QIP) Measure Workgroup

September 27, 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



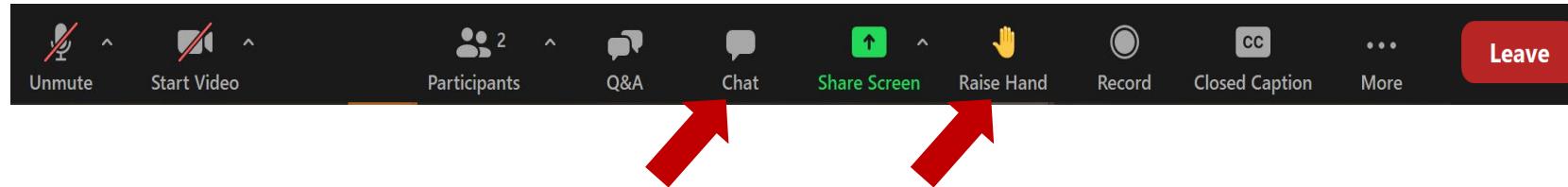
This meeting is being recorded



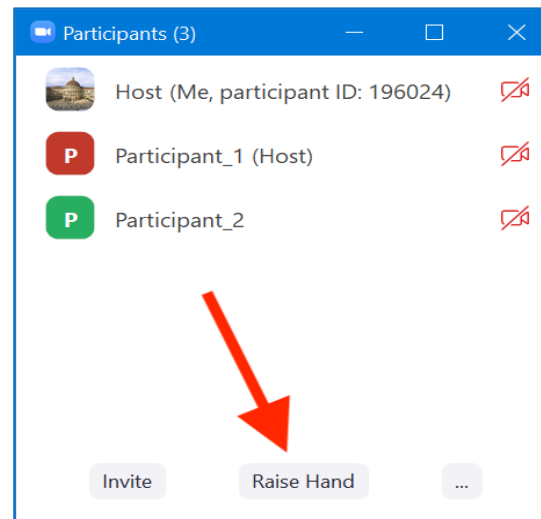
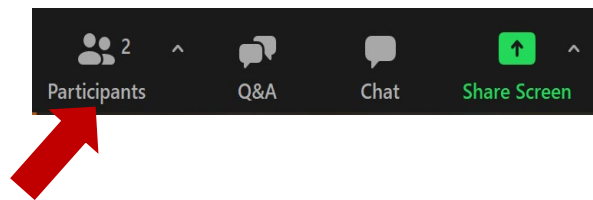
Materials are available at:  
<https://www.dds.ca.gov/initiatives/stakeholder-events/>

# 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

- Rate Model Alignment with QIP
- Universal QIP Measure – Service Provider Agency Directory
- QIP Focus Area Implementation Update
- Next Steps

## Rate Model Alignment with QIP

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# Rate Model Alignment with QIP



# Universal QIP Measure – Service Provider Directory

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# Service Provider Directory

Will enable the digital, comprehensive, statewide collection of service provider data, to be utilized in several ways:

- **Accountability** – greater insight into provider networks and corporate structure
- **Access and Equity** – more closely monitor the availability of a variety of service providers across the state
- **Increased Transparency** – plans to publish a statewide provider look-up tool for individuals & families
- **Streamline Quality Incentive Payment Process** – access to current & complete provider data
- **Standardize Vendorization** – create a consistent starting point for new providers statewide





## QIP Measures – Implementation Updates

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# Proposed QIP Measures for Fiscal Year 2023 – 2024

Focus Area	QIP Measures	
	FY 23/24	FY 24/25
<b>QIP Core Measures – Greater Provider Eligibility</b>		
<b>Statewide Service Provider Directory</b>	Service provider validates vendor information	Evolve the measure
<b>Continue to Implement QIP Measures in Focus Areas</b>		
<b>Workforce Capacity: Average Tenure</b>	Pay for participation in DSP Workforce Survey for 2023	Evolve the measure
<b>Workforce Capacity: DSP Turnover Rate</b>	Pay for participation DSP Workforce Survey for 2023	Evolve the measure
<b>Service Access: DSP Language Fluency</b>	Pay for participation DSP Workforce Survey for 2023	Evolve the measure
<b>Prevention &amp; Wellness</b>	Measure Participants: ARFPSHN, EBSH, RCFEs, and FHAs	Establish incentive approach based on participation: Incentive for reporting foundational data and continue to evolve measure
<b>Employment: Access</b>	Data collection, validation, and incentive payments	Continue data collection, validation, and incentive payments
<b>Employment: Capacity</b>	Data collection, validation, and incentive payments	Continue data collection, validation, and incentive payments.
<b>Informed Choice and User Satisfaction</b>	Engage stakeholders and develop pilot	Pilot at 4 regional centers
<b>Early Intervention</b>	*Pay for early intervention services delivered within 45 days	Evolve measure to pay for services delivered within 31 days

# DSP Workforce Survey – FY 2022 Data (2023 Data Collection)

- **Survey Addresses Four QIP Measures:**
  - Workforce Capacity: Average Tenure
  - Workforce Capacity: DSP Turnover Rate
  - Service Access: DSP Vacancy Rate
  - Service Access: DSP Language Fluency
- **2023 Data Collection (CY 2022 Data)**
  - Ended in July 2023
  - Over 1800 completed surveys collected
  - Data currently being reviewed
  - Payment instructions to be sent to regional centers in October 2023
- **2022 Data Collection (CY 2021 Data)**
  - Data dashboard currently being developed by UC Davis

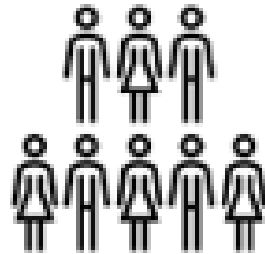
# 2021 DSP Workforce Survey Data

The Department of Developmental Services (DDS) invited all agencies that employ Direct Support Professionals (DSPs) who provide services and supports to individuals with intellectual and developmental disabilities funded through a regional center to complete this survey. The DSP Workforce Survey collected quantitative information about factors impacting provider agencies and the DSP workforce during the 2021 calendar year.



## Response Summary

- Population Served
- Size of the Organization
- Support Type



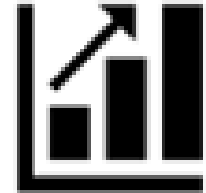
## Demographics

- DSP Race
- Supervisor Race
- Client Race
- DSP Language
- Client Language



## Language

- Agencies with Multi-Lingual DSP Staff
- Language of Individuals Served by DDS



## Quality Incentive Program

- Turnover
- Tenure
- Vacancy Rate

# Prevention and Wellness

- **CY 2022 Data Collection**
  - Data collected for ARFPSHNs only
  - Payment instructions to be sent to RCs by October 2023
- **CY 2023 Data Collection**
  - Data collection to begin in early CY 2024
  - Training to begin in fall 2023
  - Measure expansion to three additional residence types:
    - ARFPSHN
    - Family Home Agency (FHA)
    - Residential Care Facility for the Elderly (RCFE)
    - Enhanced Behavioral Support Home (EBSH)

# Employment Access and Capacity

- **Training:**

- Training for Employment Access and Capacity held via webinar in September 2023.
- Training videos and resources available on the DDS QIP webpage:  
<https://www.dds.ca.gov/rc/vendor-provider/quality-incentive-program/>

- **Data Collection:**

- Data collection now open for both measures
  - Employment Access: Collects data on individuals who achieve 30 day and/or 6 months in competitive integrated employment (CIE)
    - [July 14, 2023 Employment Access Directive to RCs](#) and [Enclosure](#)
  - Employment Capacity: Collects data on service provider employees who complete training and/or achieve employment specialist certification through ACRE or CESP
    - [July 14, 2023 Employment Capacity Directive to RCs](#) and [Enclosure](#)
- Quarterly payment processing to continue through June 30, 2024

# Questions and Discussion

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## **Upcoming QIP Workgroup meetings** *(Tentative)*:

- December 14, 2023 (2:30 – 4 pm)
- March 28, 2024 (2:30 – 4 pm)
- June 27, 2024 (2:30 – 4 pm)



# Questions & Support

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

**Jacquie 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

**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