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QUALITY INCENTIVE PROGRAM (QIP) EMPLOYMENT ACCESS FREQUENTLY ASKED QUESTIONS (FAQs)

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GENERAL INFORMATION

1. **Q: What is the objective of the Quality Incentive Program (QIP) Employment Access Measure?**

A: The desired outcome of the QIP Employment Access measure is to increase participation in competitive integrated employment (CIE) for all adults with intellectual and developmental disabilities (I/DD) who want CIE.

QIP Employment Access incentives are available to service providers who assist consumers in achieving CIE placement for 30 days and 6 months.

2. **Q: Are QIP Employment Access incentives in addition to the existing Competitive Integrated Employment Incentive Payments from the Community Service Division?**

A: Yes. The QIP Employment Access incentive payments are in addition to the existing incentive payments described in the Department's [correspondence](#) issued on August 24, 2021.

3. **Q: What is the definition of CIE?**

A: CIE is full or part-time work for which an individual is paid minimum wage or greater in a setting with others who do not have disabilities. CIE offers individuals with a disability benefits and opportunities for advancement comparable to those offered to employees who are not individuals with disabilities. See [Welfare and Institutions \(W&I\) Code section 4868](#) for more information about CIE.

4. **Q: What QIP Employment Access incentives are available?**

A: There are six QIP Employment Access incentives available:

QIP Employment Access Incentive Milestones	QIP Employment Access Incentive after Paid Internship Program (PIP) Milestones	QIP Employment Access Incentive after Subminimum Wage Employment [14(c)] Milestones
30 days in CIE <i>\$500 after initial 4 consumers achieve CIE at 30 days</i>	30 days in CIE after PIP <i>\$500</i>	30 days in CIE after Subminimum Wage Employment [14(c)] <i>\$500</i>
6 months in CIE	6 months in CIE after PIP <i>\$500</i>	6 months in CIE after Subminimum Wage Employment [14(c)] <i>\$500</i>

<i>\$1,000 after initial 4 consumers achieve CIE at 30 days</i>		
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5. **Q: Can a service provider qualify for more than one QIP Employment Access incentive payment milestone for the same consumer?**

A: Yes. For the QIP Employment Access measure, after having met the requirement of four individuals achieving CIE initially, service providers may qualify for any of the milestones and incentive payments if the individual meets the requirements of each milestone. For example, if an individual has reached 30 consecutive days of CIE after having exited a PIP, they are eligible for both the “30 days in CIE” milestone and the “30 days in CIE after PIP” milestone.

6. **Can a service provider claim a QIP Employment Access incentive payment for the same milestone more than one time for the same consumer?**

A: No, a service provider may claim an incentive payment for the same milestone once per consumer. For example, a consumer may have multiple jobs, but only one incentive payment for 30 days CIE milestone may be claimed by any service provider for that consumer.

The QIP Employment Access milestone incentive payment limitation does not impact the CIE incentive payments that the service provider may receive in accordance with Welfare and Institutions Code section 4870.

7. **Q: Can any service provider participate in the QIP Employment Access incentives?**

A: These QIP Employment Access incentives are open to all service providers included in the rate study (see Appendix A for specific service codes). Service providers currently fully funded at their benchmark rate (e.g., Hold Harmless) are not eligible for QIP incentives. Service providers must meet eligibility criteria for vendorization under [Subchapter 2, Chapter 3, Division 2 of Title 17 of Code of California Regulations](#), as evidenced by being a current regional center vendor.

8. **Q: Does a service provider need to be vendored for supported employment to be eligible for QIP Employment Access incentives?**

A: Service providers do not need to be vendored for supported employment to be eligible for QIP Employment Access incentives. A service provider must demonstrate their active assistance led to the QIP Employment Access CIE milestone for the consumer served. For example, a service provider’s active assistance that led to the CIE milestone includes assistance with completing an application/resume, preparing for the job interview, job search/job development, the interview, and/or providing job coaching or follow-along services at the job site.

QIP EMPLOYMENT ACCESS CIE MILESTONE

9. Q: What are the eligibility requirements for the QIP Employment Access incentive payments?

- A:**
- 1) QIP Employment Access 30-day or 6-month milestone was reached on or after July 1, 2022, and before June 30, 2024,
 - 2) The service provider actively assisted with job development and/or placement services of the consumer in CIE, and
 - 3) The service provider has already placed four (4) consumers in CIE for 30 days.
 - 4) The service provider must also meet eligibility criteria in Question 8 above.

10. Q: What does “actively assist to achieve CIE” mean?

A: Examples of active assistance by a service provider that leads to CIE milestones include assistance with completing an application/resume, preparing for the job interview, job search/job development, supporting the consumer at the interview, and/or providing job coaching or follow-along services at the job site.

11. Q: Is there a 12-month QIP Employment Access CIE incentive?

A: No. The QIP Employment Access incentives are for CIE milestones of 30 days and 6 months.

12. Q: Does the service provider need to assist four consumers to achieve CIE for 30 days in order to get the QIP Employment Access incentive payments?

A: Yes, the service provider needs to assist four consumers to achieve CIE for 30 days on or after July 1, 2022, to be eligible for the \$500 incentive payment for all other consumers who achieve the 30-day milestone and for \$1000 incentive payment for all other consumers who achieve the 6-month milestone.

13. Q: For the QIP Employment Access measure, can the required initial four consumers to achieve CIE for 30 days be from two regional centers?

A: Yes. However, the initial four consumers to achieve CIE for 30 days must be served by the same vendor ID.

For example, if consumers from two regional centers are served by the same vendor ID, then consumers under that vendor ID can count towards the initial four.

If consumers from two regional centers are served by the two different vendor IDs, then the service provider will need to place four initial consumers per vendor ID at each regional center.

- 14. Q: What if a service provider has multiple vendor IDs, will each vendor ID need to assist four consumers to achieve CIE for 30 days?**

A: Yes. If a service provider has more than one vendor ID, each vendor ID would need to assist an initial four consumers achieve CIE for 30 days in order to be eligible for the CIE milestone incentive at 30 days and 6 months.

In contrast, the CIE after PIP and subminimum wage 14(c) is available for the first consumer who achieves CIE for 30 days and CIE for 6 months.

- 15. Q: If a consumer had two CIE jobs, can they both be used to reach the initial four consumers at 30 days in CIE?**

A: No. The initial four consumers must be unduplicated, different consumers.

- 16. Q: Is there a minimum number of hours that the consumer has to work per week in order for the service provider to be eligible for the QIP Employment Access incentive payment?**

A: No, there is no minimum number of hours worked. The number of hours worked per week at the CIE placement is based on the individual needs and wants of the consumer and their employer.

- 17. Q: If a consumer has reached the CIE milestone for two jobs, can the service provider receive two QIP Employment Access incentive payments for the same milestone?**

A: No, the service provider can only receive one QIP Employment Access incentive payment per CIE milestone, regardless of the number times the consumer has reached the same milestone.

- 18. Q: If two service providers assisted the consumer to achieve a CIE milestone, do they both receive the QIP Employment Access incentive payment?**

A: No, only one incentive payment will be paid per consumer per QIP Employment Access CIE milestone.

The service provider who actively assisted the consumer with job development and/or job placement services is the service provider who would be eligible for the QIP Employment Access incentive payment.

- 19. Q: If the service provider assisted a consumer to achieve CIE and the consumer met both the 30-day and 6-month milestones, is the service provider eligible for the 6-month milestone QIP Employment Access incentive payment even if the consumer's support needs were met before 6 months on the job?**

A: Yes, the service provider can qualify for the 6-month QIP Employment Access incentive if the service provider's initial support led to continued employment up to the 6-month milestone.

20. Q: If a service provider receives the 30-day QIP Employment Access incentive payment but then the consumer exits their employment, can the service provider qualify for another 30-day QIP Employment Access incentive payment if the service provider assists with another CIE placement?

A: No, the service provider would not qualify for another 30-day QIP Employment Access incentive since there is only one incentive milestone available per consumer. However, if the consumer continues on the new job for 6-months, then the service provider can request the 6-month QIP Employment Access incentive payment.

21. Q: If a service provider receives a QIP Employment Access incentive payment for a consumer but the consumer loses their job and is then served by another service provider, can the new service provider receive another QIP Employment Access incentive payment for the consumer?

A: No, the new service provider would not qualify for another 30-day QIP Employment Access incentive payment since there is only one incentive milestone available per consumer. However, if the consumer continues on the new job for 6-months, then the service provider can request the 6-month QIP Employment Access incentive payment if it has not already been claimed by the prior service provider.

22. Q: If a consumer obtained a job on their own but the service provider supported the consumer with job coaching services, does that qualify as actively assisting to achieve CIE?

A: Yes, active assistance can be to obtain CIE and/or maintain CIE if the consumer obtained their job on their own.

QIP EMPLOYMENT ACCESS - CIE AFTER Paid Internship Program (PIP)

23. Q: What are the eligibility requirements for the QIP Employment Access incentive payments for CIE after Paid Internship Program (PIP)?

A: 1. Consumer participated in a PIP pursuant to Welfare and Institutions (W&I) Code section 4870, on or after July 1, 2021,

2. CIE milestone was reached on or after July 1, 2022, and before June 30, 2024,

3. Consumer employed for 30 days or six (6) months in CIE, and

4. The service provider actively assisted with job development and/or placement services for the consumer in CIE.

5. The service provider must also meet eligibility criteria in Question 8 above.

This incentive is available to service providers for all consumers who met the above requirements.

24. Q: If the consumer was in a PIP internship prior to achieving the QIP Employment Access CIE milestone, who is eligible for the PIP to CIE incentive payment?

A: The service provider who actively assisted the consumer to achieve the QIP Employment Access CIE milestone is eligible for the incentive. This service provider does not need to be the same service provider who assisted the consumer to obtain the PIP internship.

25. Q: Can an internship that is not through the Paid Internship Program qualify for the QIP Employment Access PIP before CIE incentive?

A: No, the PIP has to be in accordance with Welfare and Institutions (W&I) Code section 4870.

26. Q: Is the internship through PIP to CIE incentive available to the service provider for all consumers who achieve the CIE milestones or only after 5+ consumers achieve the 30-day CIE milestone?

A: The incentive payment is available to the service provider for all consumers who were in a PIP on or after July 1, 2021, and achieve 30 days or 6 months in CIE on or after July 1, 2022 and before June 30, 2024.

For the PIP to CIE milestone for 30 days, the incentive is \$500. For PIP to CIE milestone for 6 months, the incentive is also \$500.

27. Q: If a consumer had two internships through PIP on or after July 1, 2021, can the service provider receive two PIP incentive payment for the CIE milestone reached by the consumer?

A: No, the service provider will only receive one incentive payment per CIE milestone achieved on or after July 1, 2022 and before June 30, 2024, regardless of the number of internships through PIP.

28. Q: For the CIE after PIP incentive payment, does the client have to be hired on at the same company with which they completed the PIP?

A: No, the PIP does not need to be the same job as the CIE placement but the service provider does need to have actively assisted with job development and/or placement services for the consumer for the CIE placement.

CIE AFTER SUBMINIMUM WAGE EMPLOYMENT [14(C) certificate] MILESTONE

29. Q: What are the eligibility requirements for the CIE after subminimum wage employment [14(c) certificate]?

A:

- a) Consumer participated in subminimum wage employment [14(c) certificate] on or after July 1, 2021,**
- b) CIE milestone was reached on or after July 1, 2022 and before June 30, 2024,**
- c) Consumer employed for 30 days or six (6) months in CIE, and**
- d) The service provider actively assisted with job development and/or placement services of the consumer in CIE.**

This incentive is available to service providers for all consumers who met the above requirements.

30. Q: Is the subminimum wage employment [14(c) certificate] to CIE incentive available to the service provider for all consumers who achieve the CIE milestones or only for the 5+ consumer who achieve the CIE milestone?

A: The incentive payment is available to the service provider for all consumers who were in a subminimum wage employment [14(c) certificate] on or after July 1, 2021, and achieve 30 days or 6 months in CIE on or after July 1, 2022 and before June 30, 2024.

For the subminimum wage employment [14(c) certificate] to 30 consecutive days in CIE, the incentive is \$500, and from subminimum wage employment [14(c) certificate] to 6 consecutive months in CIE, the incentive is also \$500.

31. Q: If a consumer was in a group placement prior to CIE, does that qualify for the subminimum wage incentive payment?

A: Yes, if the consumer earned below minimum wage and the service provider holds a 14 (c) certificate for this employment site, then this qualifies for the incentive payment.

REPORTING REQUIREMENTS

32. Q: How do service providers request an incentive payment?

A: In order to establish eligibility for CIE 30-day and 6-month incentives and to request incentive payments, service providers complete the Incentive Certification and Payment Form available on the Department website at: [Quality Incentive Program \(QIP\) - CA Department of Developmental Services](#), and email to DDS at QIPEmpAccess@dds.ca.gov.

33. Q: Does a copy of the Incentive Certification and Payment Form need to be submitted to the regional center Employment Coordinator?

A: No, the form only needs to be submitted to the Department.

34. Q: If an Incentive Certification and Payment Form is submitted when a consumer meets the CIE 30-day eligibility, does the 30-day information need to be completed again when requesting the 6-month incentive for the same consumer?

A: No, if the service provider has already requested the 30-day incentive, then the service provider will only provide information for the 6-month incentive for the consumer.

35. Q: The Incentive Certification and Payment Form only has space for 20 consumers. If more space is needed, what should the service provider do?

A: The service provider should utilize a new copy of the form in order to submit for additional consumers. For example, to submit for 60 consumers in a given quarter, the service provider will need to fill out 3 copies of the Incentive Certification and Payment Form.

36. Q: Does the service provider need to have four qualifying placements each time that an Incentive Certification and Payment Form is submitted?

A: No, after including the initial four qualifying placements on the first form per vendor ID, this requirement has been met and is no longer required to be included.

37. Q: What consumer information is required when submitting the Incentive Certification and Payment Form to the Department?

A: In order to validate incentive eligibility, the following consumer information is required: name, UCI, job start date, phone number, and email address.

38. Q: What documentation does the service provider need to maintain?

A: In case of audit, the service provider will need to maintain documentation for the type of incentive requested. Documentation may include the following:

- a) For CIE incentive (employer information, position information, job title, job duties, hourly wage, hire date, benefits, how job is integrated, how the service provider actively assisted in CIE achievement);
- b) For, PIP incentive (employment site, job duties, job title, hourly wage, start date, end date, total hours of internship, skills learned); and
- c) For subminimum wage [14 (c) certificate] employment incentive (employment site, job title, hourly wage, start date, end date).

ISSUANCE OF INCENTIVE PAYMENTS

39. Q: Will the service provider be notified if an incentive is denied?

A: The Department will notify the service provider if additional information is required to determine eligibility for an incentive payment or if an incentive payment request is denied including the reason for the denial.

40. Q: When will service providers begin receiving incentive payments?

A: The Department anticipates communicating with regional centers quarterly about the QIP Employment Access incentive amounts to be paid to service providers for participating in the QIP.

The Department will send to regional centers specific instructions about how and whom to pay quarterly.

- **Quarter 1: (forms received in July, August, September 2023)**
- **Quarter 2: (forms received in October, November, December 2023)**
- **Quarter 3: (forms received in January, February, March 2024)**
- **Quarter 4: (forms received in April, May, June 2024)**

41. Q: After the Department sends the allocation list to the regional centers, will an actual individual regional center authorization also be required for each payment?

A: Service providers will follow the regional center's regular process related to authorizations. However, assuming that the service provider has followed their regional center's authorization process, the Department instructions to the regional center will contain all the information that is needed for regional centers to make the payments.