

# Provider Directory Regional Center Communication Support Toolkit - Awareness

April 2024



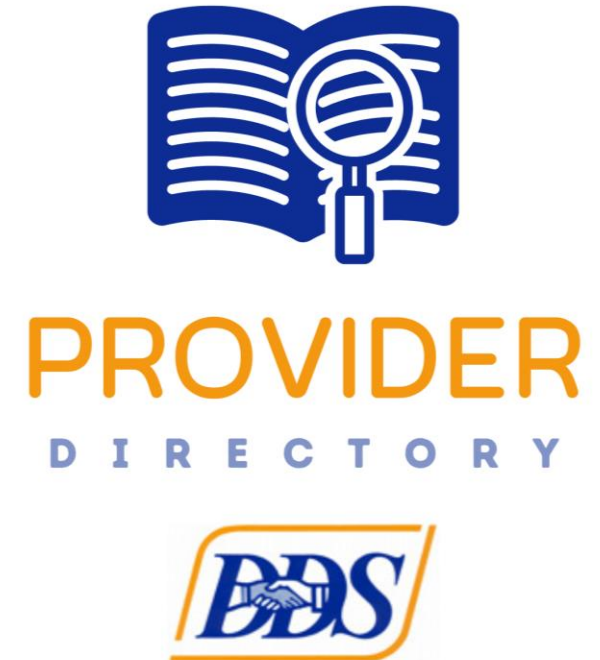
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You can copy & paste the Provider Directory logo from this slide, or email [Provider.Directory@dds.ca.gov](mailto:Provider.Directory@dds.ca.gov) if you need the logo in an alternative format.



# TOOLKIT PURPOSE & USE

<b>Purpose</b>	The toolkit is designed to aid Regional Centers (RC) in communicating news about the Provider Directory to Service Providers through a variety of channels. It is up to each RC to determine which tools to use from this kit in support of this goal.
<b>Focus</b>	This first toolkit is focused on generating awareness of the Directory among Service Providers.
<b>Timing</b>	Materials in this awareness tool kit are good through <b>June 30, 2024</b> . Additional, updated toolkits highlighting new activities and messages will be shared as they become available.
<b>Questions?</b>	<p>A <a href="#">website</a> with information about the Provider Directory, training tools, and FAQ has been established.</p> <p>Questions and feedback can be direct to: <a href="mailto:providerdirectory@dds.ca.gov">providerdirectory@dds.ca.gov</a>.</p>

# AWARENESS EMAIL TO SERVICE PROVIDERS (YOU CAN COPY & PASTE)



Subject: New DDS online Provider Directory launching in Spring/Summer 2024!

Dear Community Partners:

DDS is committed to helping Californians with developmental disabilities and their families access information about regional center services. During community engagement efforts we have heard from self-advocates, families, and service providers, the value of having information about services available both at a local and state level. In support of our commitment, DDS is actively developing a statewide Provider Directory. The goal of the Provider Directory is to:

1. Have visibility into California's developmental services network of providers
2. Establish consistency and standards for provider vendorization
3. Make it easier for individuals and families to understand what service options are available, leading to greater empowerment when selecting their services and supports.

The **Provider Directory** is an online portal that will be used to input, store, and view information about service providers statewide. A Provider Directory will centralize information about service providers that work with multiple regional centers, help to clarify the organizational structure within companies, maintain up-to-date contact information, and enable direct communication among DDS, regional centers, and service providers. When fully developed, the Provider Directory will make it possible to determine where services are available and needed, track development of new resources and be searchable by self-advocates and families to identify service options in their community.

## **How is the Provider Directory getting started?**

The Provider Directory will be developed in phases, adding features over time that will be useful to our community. The first phase, which launches in Spring/Summer 2024, begins with gathering information about all service providers and verifying that the information is accurate and categorized in the same way. For Phase 1, only regional centers and service providers are able to access the directory to help enter and confirm data. Future phases will focus on making the Provider Directory accessible to individuals and families. We will keep you informed as we get closer to having a search function available to individuals and families. Since the Provider Directory is a new system and one that includes approximately 46,000 distinct vendored services, it will take time, but we will provide updates on the progress.

This is a big task and to be successful we need all service providers to participate. Training will be available for service providers to help them complete the process. DDS will offer incentive payments to service providers through the [Quality Incentive Program](#) (QIP). More information about the incentive payout will be provided in future communications. We will rely on the Provider Directory information for future QIP activities, including payment for outcome and quality measures.

## **What will happen in future phases of the Provider Directory project?**

DDS will build upon the information collected in Phase I to add features that focus on:

- Making vendorizations electronic and more consistent between regional centers so that it is an easier process for service providers
- Integrating the Provider Directory with the State's case management and fiscal systems
- Helping individuals and families find services in their communities, and identifying providers that have staff that speak their preferred language

This exciting project will serve our entire community. As a comprehensive and accessible source of information, the Provider Directory will improve transparency, evaluation of systemwide resources, and most importantly, help individuals and their families get information that can support making informed decisions about their services.

Questions? Email us at [providerdirectory@dds.ca.gov](mailto:providerdirectory@dds.ca.gov) or visit us online at <https://www.dds.ca.gov/initiatives/provider-directory/>.

# FOR EXISTING MEETINGS WITH SERVICE PROVIDERS



**PROVIDER**  
D I R E C T O R Y



DDS is launching a new online Provider Directory in Spring/Summer 2024. Quick facts are:

- The Provider Directory will make service provider information **easier** for providers to manage and more accessible for consumers. The full capabilities of the Directory will be released in phases.
- Phase 1 of the Directory launch will **empower** Service Providers to view and validate their information in the Directory and to enable future phases.
- **Support**, including on-demand training materials, will be available.
- Future phases may include improvements to vendorization and deployment of a customer-facing portal.

# POST ON YOUR REGIONAL CENTER'S WEBSITE

Recommendation: This message is designed for posting on an RC's home page or within news & events.

## **Wording for the message -**

Subject: New DDS Provider Directory launching in Spring/Summer 2024!

Text: In Spring/Summer 2024, DDS is launching an online Provider Directory. Its full capabilities will be released in phases. In the first phase, service provider owners and designated regional center representatives will be invited to create an account and collaborate to ensure accurate provider information is in the system. Support, including on-demand training, will be available soon. Questions? Email us at [providerdirectory@dds.ca.gov](mailto:providerdirectory@dds.ca.gov) or visit us online at <https://www.dds.ca.gov/initiatives/provider-directory/>.



## Wording Options:

- New DDS online Provider Directory launching in Spring/Summer 2024! Get ready to validate your provider information.
- Service Providers: Get ready to validate your information in DDS' new online provider directory.
- Providers: watch for news & updates on what you need to do for DDS' new, online provider directory – Launching Spring/Summer 2024.

**ANNOUNCEMENT:** New DDS online Provider Directory launching in Spring/Summer 2024!

In Spring/Summer 2024, DDS is launching an online Provider Directory. Its full capabilities will be released in phases. In the first phase, service provider owners and designated regional center representatives will be invited to create an account and collaborate to ensure accurate provider information is in the system.



**PROVIDER**  
D I R E C T O R Y



Support, including on-demand training, will be available soon.

Sign up to be added to the Provider Directory [email distribution list here.](#)

Questions? Email [providerdirectory@dds.ca.gov](mailto:providerdirectory@dds.ca.gov) or visit <https://www.dds.ca.gov/initiatives/provider-directory/>.