



Direct Support Professional (DSP) Internship Program

The DSP Internship Program is a up to three – month training and internship program that provides standardized, new direct care workforce entry-level training and practical work experience. This program will focus outreach efforts on populations that reflect California's diverse population and do not traditionally have a pathway towards jobs in the field of providing services to individuals with developmental and intellectual disabilities.

All's WELL Healthcare Services (All's WELL) will serve as the Department's contractor to recruit and train DSP Interns and serve as the employer of the DSP Intern while they are placed with a regional center service provider, learning the functions of a DSP alongside a qualified DSP.

For more information, please contact us at: workforce@dds.ca.gov

Service Provider FAQ

Q1. What is the process for Service Providers interested in participating to the DSP Internship Program?

A1. See the following steps below on how Service Providers can participate in the DSP Internship Program.

Step 1: Service providers will notify the Department of their interest in participating in the Program. Providers will need to give the Department their vendor name and address, vendor number, the regional center associated with the vendor number, primary service code where the DSP Intern will be mentored, the name of the provider's point of contact, their email address and telephone number. All information must be submitted by the provider through the Department's online portal: [DSP Internship Program - Provider Registration](#)

Step 2: The Department will determine whether the provider meets the basic eligibility requirements to participate in the program.

- **2A:** If the Department determines that the provider meets the basic eligibility requirements, the Department will then verify with the regional center, via the regional center portal, whether the provider is under a current sanction.
- **2B:** If the Department determines that the provider does not meet the basic eligibility requirements, the Department will notify the vendor's point of contact. In this case, Steps 3 thru 6 do not apply.

Step 3: Once the Department receives confirmation from the regional center of the vendor's sanction status, or if the regional center does not verify the status within 10 days, a final eligibility determination will be made by the Department.

- **3A:** If the Department determines that the provider is eligible to participate, the Department will have the vendor's information made available to All's WELL so that All's WELL may contact the vendor directly.
- **3B:** If the Department determines that the provider is not eligible to participate, the Department will notify the vendor's point of contact. In this case, Steps 4 thru 6 do not apply.

Step 4: Once the DSP Provider Participation Agreement has been executed and a DSP intern has been identified, All's WELL will work with the eligible service provider to collaboratively make the intern placement. Service providers shall be actively engaged in the DSP Intern selection process.

Step 5: Once the DSP Intern has been placed, the eligible service provider is required to work with All's WELL to report any concerns and provide feedback about the DSP Intern when such arise.

Step 6: Service providers are encouraged to hire the DSP Intern as their own employee at any time during the internship; All's WELL will assist with the conversion as part of their contract with the Department.

Q2. What are the eligibility requirements for service providers?

A2. Participating service providers must:

- Be in good standing with the regional center and not be subject to any sanction while participating in the Program.
- Execute and abide by the DSP Provider Participation Agreement (Enclosure B) with All's WELL.
- Have a qualified DSP employee willing to and capable of mentoring and supervising, at all times, an entry-level DSP Intern.
- Provide the DSP Intern with orientation and task-oriented training.

Q3. If I am a service provider, will I serve as the Employer of Record?

A3. No, the department has contracted with an outside agency, All's WELL, to manage background and Livescan checks, placement, payroll, and serve as the Employer of Record for the DSP Interns.

Q4. What type of training will the provider be responsible for providing?

A4. Providers should expect to provide site-based orientation, and on the job, site specific training. DSP Interns must be supervised by a qualified DSP employee as stated in the DSP Intern Agreement.

Q5. What should the provider do to prepare to have a DSP Intern?

A5. Providers are encouraged to call the DSP Intern before their start date to welcome them and provide necessary information. Providers are also encouraged to give DSP Interns an overview of what to expect on their first day and during their first week and highlight any essential documents or information they should bring.

Q6. Who recruits the DSP Interns?

A6. All's WELL will serve as the Department's contractor to recruit and train DSP Interns and serve as the employer of the DSP Intern while they are placed with a regional center service provider, learning the functions of a DSP alongside a qualified DSP. All's WELL will recruit and interview potential DSP Interns, facilitate and pay for background checks, provide interactive trainings, and make recommendations for placement of DSP Interns with each service provider.

Q7. Is the service provider responsible for conducting background checks for DSP Intern candidates?

A7. All's WELL will conduct background checks, fingerprinting, and health screening of DSP Intern candidates before presenting the DSP Intern to the provider. Although All's WELL is unable to provide the DSP Interns clearance forms or disclose personal information, providers are encouraged to gather tuberculosis (TB) test results and other relevant details from DSP Interns during their first week for records.

Q8. Are there qualification requirements for the interns?

A8. Interns are required to have a high school diploma or a GED, be at least 18 years of age, pass background check, and pass health screening tests.

Q9. If I am a service provider, what information should I share with an All's Well recruiter?

A9. Service providers will be required to share the following information for each intern:

- License number (if applicable)
- Service code
- Program type
- First week schedule

Q10. How will the match between a provider and DSP Interns be made?

A10. All's WELL will contact interested providers and survey their needs and programs. All's WELL will provide a list of potential DSP Interns to the provider for a meet and greet. The provider will notify the recruiter from All's WELL about which potential DSP Intern will be a good match.

Q11. What if a DSP Intern is not a good match or there are concerns the DSP Intern may not be a DSP candidate?

A11. All's WELL values feedback on DSP Intern performance and will check in periodically. However, providers are encouraged to contact their assigned All's WELL recruiter and report their specific concerns and provide feedback about the DSP Intern throughout the DSP Internship.

Q12. How does All's WELL prepare DSPs Interns to be hired by service providers?

A12. All's WELL will:

- Ensure each DSP Intern meets essential requirements, including, but not limited to Livescan fingerprinting and background checks.
- Provide the required Department-approved training for DSP Interns prior to placement.
- Work directly with the service provider to establish the DSP Intern's start date and work schedule.
- Onboard the service provider to All's WELL timecard system; and
- Pay all wages due to the DSP Intern weekly and maintain workers' compensation insurance for each DSP Intern.

Q13. Who pays the DSP Intern?

A13. All's WELL serves as the employer of record and shall also handle payroll processing for the DSP Interns. However, when a DSP Intern is converted to or becomes a permanent DSP employee, the Service Provider becomes the responsible party to pay their staff.

Q14. When do I submit DSP Intern timecards to All's WELL?

Q14. Providers must establish a procedure to review and approve DSP Intern timecards no later than Monday, 12:00PM. Timely approval is critical; failure to meet this deadline may result in delayed payment for the DSP Intern.

Q15. What happens to interns when the period of internship is over?

A15. Service providers have the opportunity to hire interns as permanent employees anytime within the 3-month DSP Internship Program. Through this Program, DSP Interns who become permanent DSP employees with a regional center service provider will earn a \$625 (before taxes) retention stipend after six months of continuous employment and another \$625 (before taxes) retention stipend after 12 months of continuous employment.

Q16. If I am a provider and wish to hire a DSP Intern permanently, who should we contact, and what information do I need to provide?

A16. If you are considering hiring a DSP Intern permanently, please inform your All's WELL recruiter of the tentative start and end dates of the DSP Internship, and All's WELL will handle the process accordingly on their end.

Q17. If hiring a DSP Intern in a licensed facility, do I need to contact Guardian?

A17. As a provider, it will be up to the provider to access Guardian to assign the employee to their facility. For information and assistance with Guardian, please see the California Department of Social Services, Community Care Licensing, Caregiver Background Check website [Guardian \(ca.gov\)](http://Guardian.ca.gov).

Q18. Who should I contact if I have questions, comments, or feedback with the process or a DSP Intern?

A18. All's WELL values feedback on DSP Intern's performance and will check in periodically. Providers may reach out to the All's WELL recruiter who placed the DSP Intern for assistance at any time to share feedback about DSP Interns. Please email All's WELL at dspinterns@allswell.com.

Q19. Who is responsible for submitting the converted employees six-month and one year employment dates for the retention stipend payments?

A19. All's WELL manages the retention stipend payments. On a monthly basis, All's WELL will generate a report and will communicate with the provider to validate that the DSP is still employed.