

## Quality Incentive Program (QIP) Overview

The Department of Developmental Services (Department) implemented the Quality Incentive Program (QIP) for service providers, pursuant to [Welfare and Institutions Code section 4519.10](#). The QIP aims to improve outcomes for individuals and families receiving regional center services, provider performance, and service quality. Providers who meet or exceed quality measures developed with stakeholder input will be eligible for incentive payments.

### INCENTIVES

#### **Q1. What are the different types of QIP program incentives available in FY 2026-27?**

A1. There are two types of incentives: One-time cash incentives and a QIP Incentive Rate.

- Service providers that do not fall under Rate Reform qualify for the one-time cash incentives. These incentives are paid once and do not change the ongoing rate.
- The Quality Incentive rate is part of Rate Reform and is awarded to service providers that meet applicable quality measures. The Quality Incentive rate is specific to the measure period and may require re-qualification as quality measures are updated.

#### **Q2. How do service providers receive their one-time incentive payments or their full benchmark rate (90% Base rate + 10% Quality Incentive rate) in FY 2026-27?**

A2. Residential service providers operating as Group Homes for Children with Special Healthcare Needs (GHCSHNS) (service code 163), Enhanced Behavioral Support Homes (EBSH) (service codes 900 & 901) or Residential Care Facility for Elderly (RCFE) (service codes 096 & 114) will be invited to participate in the FY 2026-27 Prevention and Wellness measure to earn a one-time incentive payment. For more information, please see the Prevention and Wellness Fact Sheet.

All other service providers will be invited to earn their full benchmark rate by registering in the provider directory, complete the requirements described in the [Provider Directory directive](#) and participate in applicable QIP quality measures.

#### **Q3. When will the CY 2023 DSP Workforce Survey one-time cash incentive payments be issued?**

A3. Beginning on March 12, 2025, regional centers have [90 days to begin issuing payments](#) to qualified service providers for participation in the DSP Workforce Survey reporting on CY 2023.

For the latest information, please visit the [DSP Workforce Survey webpage](#).

## **PROVIDER DIRECTORY**

### **Q4. When will service providers who participated in the Provider Directory data collection and validation efforts receive their full benchmark rate?**

A4. For up-to-date service provider submission statuses and next steps, please visit the [Provider Directory website](#).

### **Q5. Is the Provider Directory incentive payment a one-time payment?**

A5. Participation in the Provider Directory by the November 8, 2024, deadline earns providers their full QIP rate in FY 2025-26.

More information on Provider Directory incentive payment processing can be found in the [QIP Provider Directory Directive](#)

For the latest information, please visit the [Provider Directory website](#).

### **Q6. Is there a direct email or phone number for the Provider Directory IT support?**

A6. Email [ProviderDirectory@dds.ca.gov](mailto:ProviderDirectory@dds.ca.gov).

## **QUALITY INCENTIVE PROGRAM**

### **Q7. How do service providers receive their 10% Quality Incentive rate in FY 2026-27?**

A7. Service providers can qualify for their full benchmark rate (90% base rate + 10% Quality Incentive rate) by participating in the Provider Directory and applicable service specific quality measures.

For the latest information, please visit the [Provider Directory webpage](#).

### **Q8. Will QIP outcomes be tied to individual goals?**

A8. The Department is working toward developing QIP outcome measures that are linked to an individual's desired outcomes, such as IPP goals. While the infrastructure is not yet in place to implement these outcome measures, the Department will advance this effort by refining data collection methods and developing the required infrastructure during the upcoming phase of QIP development.

### **Q9. How will the Department create a system that is individualized and person-centered?**

A9. The Department will collaborate with the community through focus groups to develop quality and person-centered measures. Additionally, data collected during the early phases of QIP development will be used to inform the development of individual outcome measures. This will develop more data-driven and person-centered measures.

### **Q10. How can providers join service-specific focus groups?**

A10. Service providers interested in joining a service-specific focus group can fill out the QIP [Focus Group Interest Survey](#). The form is used to identify those interested in participating in future focus groups. Completing the survey allows providers to be selected for relevant focus groups based on their expertise and interests.

**Q11. What is the process to be included in a workgroup?**

A11. QIP Workgroup details are shared on the Department's [stakeholder events website](#). You can register to participate in the ongoing workgroups as they are announced.

**Q12. What QIP measures are used for Specialized Therapeutic & Professional service providers?**

A12. Vendors providing Adaptive Skills Training and Behavioral services will be eligible to complete the FY 2026-27 Provider Capacity.

**Q13. If my service agency has submitted an employment incentive request form, when will I receive my QIP incentive payment?**

A13. The department is processing incentive payment requests on a rolling basis and is continuing to issue quarterly payment instructions to regional centers. Please review the [FY 2024-25 Employment Incentive Payments directive](#) for more information.

**Q14. Can a service provider submit retroactive Competitive Integrated Employment (CIE) data for Quality Incentive payment?**

A14. Providers participating in the QIP Employment Access measure may submit data for milestones achieved between July 1, 2022, and September 15, 2025. Please review the [QIP Employment Access directive](#) for more information.

**Q15. How will QIP targets be developed for CIE?**

A15. Currently, all QIP measures are being collected for reporting purposes only. The Department will set performance targets in later phases of the QIP, after receiving input from the Employment focus group, the QIP workgroup, and Department staff.

**Q16. What is the status of the Informed Choice and Satisfaction outcome measure?**

A16. The Informed Choice and Satisfaction measure is being developed as part of the PAVE pilot project. Review the [PAVE webpage](#) for additional details. PAVE is funded by the Department and is set to conclude in 2027. The Department will provide updates on the PAVE pilot project during its regular QIP workgroup meetings.

To participate in ongoing workgroup meetings, please visit the [Stakeholder Events webpage](#) and register as QIP workgroup meetings are announced.

**Q17. Why aren't behavioral programs or therapists allowed to participate in the DSP survey?**

A17. Behavior service provider information will be collected in the FY 2026-27 Provider Capacity Survey.

## **RATE REFORM**

[Welfare and Institutions Code Section 4519.10](#) sets a multi-year plan for rate reform, combining rate study recommendations with a Quality Incentive Program (QIP) to improve outcomes and measure system performance. During the Rate Reform implementation, some providers might end up getting paid less under the new system. Please review the [Hold Harmless Policy timeline](#) directive for more information.

Rate Reform Timeline:

- January 1, 2025: Full switch to the new rate model, 90% of payments are based on standard rates and 10% are tied to quality performance.
- February 28, 2026: [Hold Harmless period ends](#). All service provider's rates will be adjusted to the Rate Model base rate.

### **Q18. Is there a timeline for when regional centers must implement the new rate models?**

A18. New rate reform benchmark rates will take effect on January 1, 2025. To qualify for the full benchmark rate, service providers must be listed in the Provider Directory. During this time, regional centers need to input new service codes and rates based on the alignment of each service provider's actual services with rate reform's updated service code descriptions.

All Service Acknowledgement Forms (SAFs) must be completed and submitted by May 30, 2025, and service providers who haven't submitted SAFs will lose QIP eligibility and potential termination of vendorization under California regulations. Rate adjustment will continue for compliant service providers, while service providers submitting after May 30, 2025, will have their rates adjusted to the base rate starting June 1, 2025. Beginning July 1, 2025, ongoing monitoring for compliance and participation in the QIP by service providers to maintain full rates will continue. For more information, please refer to the April 1, 2025, letter on [Rate Reform Implementation](#).

### **Q19. What if we haven't received the Rate Acknowledgement from our regional center?**

A19. By May 30, 2025, the [Rate Reform Service Acknowledgement Form](#) shall be completed by the regional center and service provider to acknowledge: the service description, requirements that will need to be met, subcode combination(s), and the rate(s) established by the rate model and includes attaching the rate workbook to the completed form. The rates for each type of service by regional center can be found [here](#).

Providers, individuals and/or families should contact their [regional center](#) with any questions. Questions from regional centers may be directed to [ratesquestions@dds.ca.gov](mailto:ratesquestions@dds.ca.gov).

### **Q20. What is the deadline to complete the Rate Reform Service Acknowledgement?**

A20. The Rate Reform Service Acknowledgement Form shall be completed by May 30, 2025, by the regional center and service provider. For more information please refer to the April 1, 2025, letter on [Rate Reform Implementation](#).