

FY 2026-27 QIP Provider Capacity Measure

October 22, 2025



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

- Raise hand, say first name and **speak slowly**



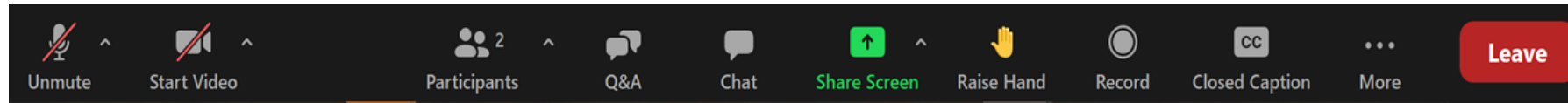
This meeting is being recorded



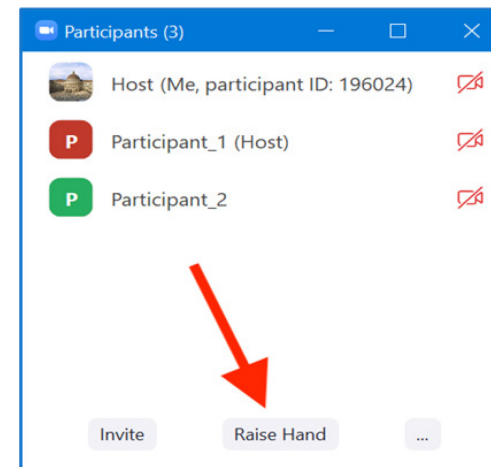
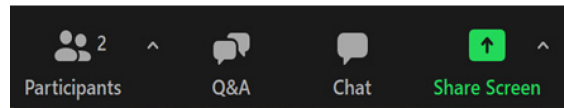
Materials are available at: <https://www.dds.ca.gov/initiatives/stakeholder-events/>

PROVIDING COMMENTS

Please use Q&A for questions or comments, we will answer questions during the live questions period at the end of the webinar.



You may need to click on “Participants” and a new window will open where you can “Raise Hand”



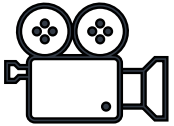
- **Welcome**
- **Things to Know**
- **Overview of QIP**
- **Provider Capacity Measure**
- **Reporting and Logistics**
- **Questions and Supports**



THINGS TO KNOW



- [QIP Webpage](#)



- Training is recorded



- Type questions into the Q&A



- Email questions about the QIP or the Provider Capacity reporting measure to: QIPquestions@dds.ca.gov

QUALITY INCENTIVE PROGRAM

- The QIP allows service providers to earn 10% of their benchmark rate by completing quality measures.
- For the upcoming data collection period (beginning on November 3rd, 2025), **all QIP-eligible service providers** will be invited to complete:
 - **Provider Capacity measure**
 - Report on provider characteristics and workforce capacity





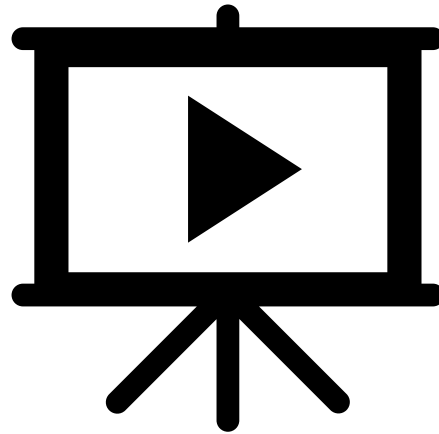
All service providers delivering QIP-eligible services can participate and earn their Quality Incentive rate. Find the list of services here:

<https://www.dds.ca.gov/wp-content/uploads/2025/10/D-2025-QualityIncentiveProgram-015.pdf>

PROVIDER CAPACITY REPORTING:

- Agency-level characteristics
 - Zip codes in which services are provided, and provider is willing to provide services
 - Languages in which agency provides services
 - Ownership structure (i.e., agency/corporation or independent provider)
- Operational data about FY 2024-25 services:
 - Number of part-time and full-time staff on payroll
 - Length of continuous employment for staff on payroll
 - Average starting and average hourly wage for staff, excluding executive and managerial staff
 - Number of vacant full-time and part-time positions
 - Number of staff who permanently left/separated from the service

LIVE DEMONSTRATION





QIP Webinar

FY 2024-2025

Provider Capacity Survey

Today's Goals

Survey Launch:
How and When

Navigating the
Survey

Live
Demonstrations
of Key Pages

Introduction to
Active
Vendorizations

What you
should do now
to prepare

How you can
ask for help

Who qualifies for this survey?

All existing service providers with QIP-eligible Purchase of Service (POS) authorizations during FY 2024-25



PROVIDER
D I R E C T O R Y

How and when
will you receive
this survey?



From: XXX email ←

To: Fake Home Vendor ←

Date: November X, 2025 ←



What will you
need to log in to
the survey?



Survey for

Read all
instructions
carefully

Begin Survey

Click here when ready

To participate in the QIP provider capacity measure, you are invited to submit your agency's data using the survey link listed above. This survey link is unique to your agency and will direct you to the survey's online portal. The deadline to complete this survey is January 31, 2026. Please do not forward this link outside of your agency.

Your agency is required to report on provider capacity characteristics, such as the zip codes that your agency serves, language access options for individuals served, information on your workforce including the number of professionals and their compensation. Depending on the services rendered, your agency will also report data about:

TABLE 1: AGENCY PROFILE RECORD

Use this information when submitting a Help Desk ticket

Parent Name	Fake Home Agency
Parent ID	100001
Contact Email	fake@fakehomeagency.org
Vendor ID(s)	12345, 12345
<u>FY 2024/2025 Service Codes</u>	123, 124, 125

Review table 1
and 2

Note your Parent ID

TABLE 2: REQUIRED WORKFORCE CYCLE

<u>Direct Support Professionals (DSPs)</u>	Yes
<u>Professional Services Staff</u>	Yes
<u>Transportation Services Staff</u>	Yes

Sharing the email is not recommended



This survey link is only sent to the email of the parent agency on file.



We strongly recommend that you do not forward the email to multiple people.



Two people cannot fill out the survey simultaneously without affecting each other's responses.



If multiple people need to collaborate on the survey, we recommend filling it out together.



Email & Survey Link

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Entering Parent ID

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Confidentiality & Introduction

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Agency Profile

Header denotes
section

1. Please review your information and respond to the question below.

TABLE 1: AGENCY PROFILE RECORD	
Use this information when submitting a Help Desk ticket	
Parent Name	Fake Home Agency
Parent ID	100001
Contact Email	fake@fakehomeagency.org
Vendor ID(s)	12345, 12345
FY 2024/2025 Service Codes	123, 124, 125
TABLE 2: REQUIRED WORKFORCE CYCLE	
Direct Support Professionals (DSPs)	Yes
Professional Services Staff	Yes
Transportation Services Staff	Yes

From Provider
Directory

Is this information correct?

☐ Yes

☐ No

Answer the question by
selecting your response

Click here to move back
and change or review
responses

Back

Next

Click here to move
forward



Reporting Incorrect Information

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Vendor IDs/Agency Type

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Language

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REMINDER: To make changes to your responses, click the Back button on the bottom left.

RESPONSE SUMMARY – AGENCY PROFILE

1. Is the Parent Vendor information in table correct?	Yes
2. Did any of your vendor ID(s) transition to a new vendor ID after initial Provider Directory validation? If yes, select each vendor ID that transitions and tell us the new vendor ID(s) and service code(s).	None of these vendor IDs transitioned after initial Provider Directory validation.
3. Is your agency an independent provider or provider agency?	Provider agency
4a. Across all services and supports, what spoken languages do you offer services in?	Hmong
4b. Do you have clients that you are unable to serve in their preferred language without using interpretation services?	No

☐ I have reviewed my responses above and I am ready to continue to the next section.

Back

Next

Review your responses

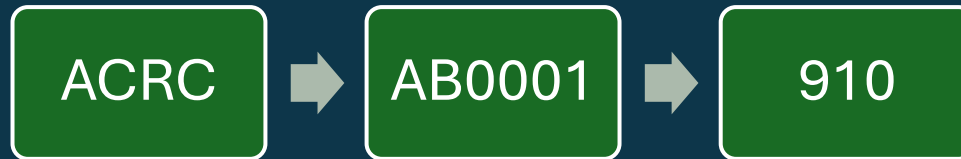
To confirm responses, click this circle

To change them, click "Back"

To save and proceed, click "next"

What is an Active Vendorization?

- How a specific regional center vendors your agency to provide services
- It includes information about the regional center, your specific vendor ID, and one service code



- They are approved to provide services to clients at a given regional center and excludes closed vendor IDs that have been deactivated by the regional center
- In this part of the survey, you will answer questions about all of your active vendorizations in FY 2024-2025



Department of
Developmental
Services

Quality Incentive Program (QIP) Agency Profile

The table below shows your Active Vendorization(s) during FY 2024-2025.

In this part of the survey, you will answer a set of questions about each Active Vendorization. You will answer this section 3 time(s), once for each vendorization. The status is updated below.

TABLE 3: ACTIVE VENDORIZATIONS

Set	Regional Center	Vendor ID	Service Code	Status
1	ACRC	AB1001	123	Ready to start
2	ACRC	AB1001	124	Not started
3	ACRC	AB1002	125	Not started

After each set of questions, you will return to this Active Vendorization Table to track your progress towards completing all questions about active vendorization(s).

5. Is the information in the table above correct? Please review carefully. You will not be able to change your response after clicking next.

☐ Yes

☐ No

Back

Save & Continue

The system auto-populates the set list based on POS data

Confirm the list is accurate. If not, a Help Desk ticket will be created and the survey paused

The active row is highlighted with status

You will answer 3-6 questions for the first set before moving onto the next one



Active Vendorizations: Reporting Incorrect Information

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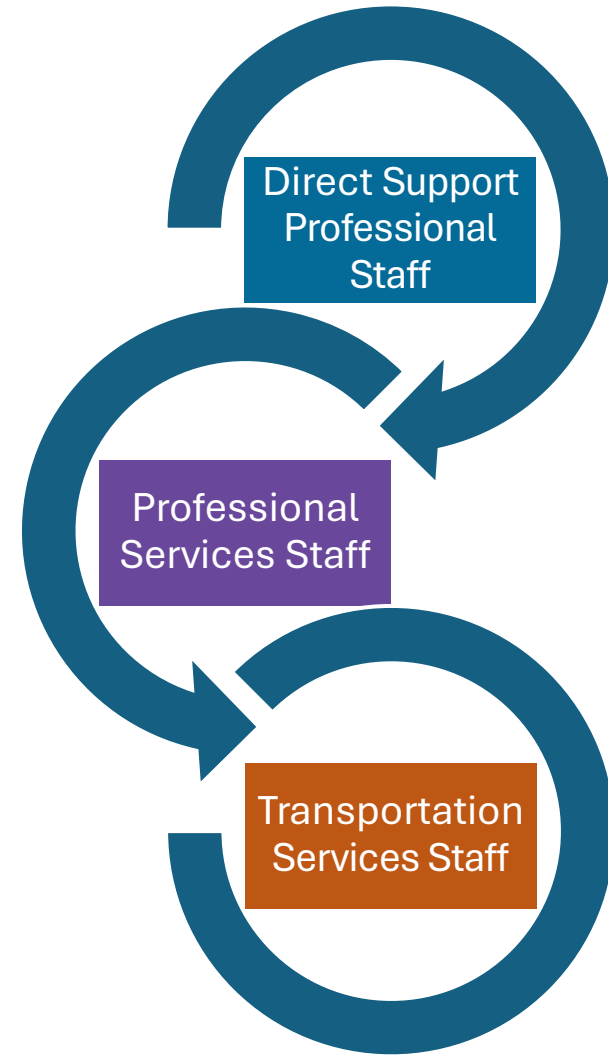
Moving Through the List

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Workforce Characteristics

Vendors will
report on
Workforce
Characteristics
for each staff
type in a
separate cycle





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Quality Incentive Program (QIP) Direct Support Professionals (DSP)

The table below shows each section you will complete for Workforce Characteristics.

After each set of questions, you will return to this Workforce Table to track your progress towards completing all questions about your direct care staff.

If the table information is incorrect, please submit a [Help Desk Ticket](#) before starting this part of the survey.

TABLE 4: WORKFORCE SECTION - STATUS

Program	Service Codes	FY 2024-2025 Eligible Vendor ID	Status
Direct Support Professionals (DSP)	123	AB0001	Ready to Start
Professional Services Staff	123	AB0002	Not Started
Transportation Services Staff	123	AB0003	Not Started

Next

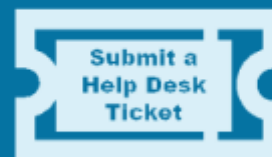
Are clearly
defined and
identified by color

Show all
reportable service
codes and vendor
ids by section

Show the proper
section
automatically
with status

Have a clear
button to ask for
help

Questions?



Before starting the survey....

Compile of list of your staff by workforce type

Is everyone on the list a contract and/or 1099 staff?



Contract and/or 1099
Staff

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Need-to-Know Definitions

Continuously employed means that staff stayed the entire length of time, without leaving the agency.

Note: If an employee left previously and is re-hired, only count the current employment period.

A **full-time employee** is an employee who is regularly scheduled to work **35 hours or more per week** (or the equivalent of 1.0 full-time equivalent [FTE]). This includes both salaried and hourly staff, regardless of benefits eligibility.

A **part-time employee** is an employee who is regularly scheduled to work **fewer than 35 hours per week** (less than 1.0 FTE). This includes both salaried and hourly staff.

Tip: Before starting the survey...

List start date and separation date, if applicable

Compile of list of your staff by workforce type

Staff	Workforce	Full or Part-Time*	Start Date	Separation Date (not last day worked unless it is the same)	Length of Continuous Employment (start date to June 30, 2025)
		Identify full or part time			
Staff 1	DSP	Full	01/01/2024		Between 12 months (+1 day) to 24 months
Staff 2	DSP	Part	06/30/2020		
Staff 3	Professional	Full	04/30/2006	06/30/2025	Not applicable
Staff 4	Professional	Full	12/1/2019		
Staff 5	Professional	Part	08/31/2021	08/30/2024	Not applicable

*Status on June 30th, 2025

Optional: Use the helper tool to list Full/Part time, dates, and the tool will autofill the length column. It will also auto-calculate your responses for you to enter into the survey

Important Definitions

Hourly wage refers to the hourly amount of pay that any given direct care staff receives for DSP work in your agency. Yearly and monthly compensation will need to be converted to an hourly wage using the helper calculator provided.

Starting wage refers to the hourly pay a new staff member receives when beginning a position at your agency.

Average starting wage refers to the average hourly wage paid to all new staff hired during FY 2024-2025.

Average hourly wage refers to the average hourly wage paid to all DSPs during FY 2024-2025.

Compile salary and/or wage information on your staff

Staff	Workforce	Pay Type	Full or Part-Time	Amount	Hours per Week	Convert (hourly)
Staff 1	DSP	Hourly	Full	\$20.00	40	\$20.00
Staff 2	DSP	Hourly	Part	\$25.00	20	\$25.00
Staff 3	Professional	Hourly	Full	\$19.00	40	\$19.00
Staff 4	Professional	Annual	Full	\$100,000	40	
Staff 5	Professional	Monthly	Part	\$5000	25	

Use our calculator to convert annual, monthly, or weekly pay

You'll need these two numbers

Fill it in here

Optional: Use the helper tool to compile salary and/or wage information on your staff.



Convert Salary to Hourly

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Before you start the survey....

Compile salary and/or wage information on your staff

Staff	Workforce	Type	Full or Part-Time	Hourly	Hours per Week	Convert (hourly)
Staff 1	DSP	Hourly	Full	\$20.00	40	\$20.00
Staff 2	DSP	Hourly	Part	\$25.00	20	\$25.00
Staff 3	PSS	Hourly	Full	\$19.00	40	\$19.00
Staff 4	PSS	Annual	Full	\$100,000	40	\$48.08
Staff 5	PSS	Monthly	Part	\$5000	25	\$31.25

Optional: The helper tool will do this calculation for you.

Tip: Before you start the survey...

Calculate the **average hourly wage** for each workforce type by adding up all the converted hourly wages and dividing by the total.

Staff	Workforce	Convert (hourly)
Staff 1	DSP	\$20.00
Staff 2	DSP	\$25.00
Total	2	\$45.00

20+25 = 45

DSP Average Wage
45 / 2 = \$22.50

Optional: The helper tool will do this calculation for you.

Please note....

You will then repeat this process for *average STARTING wage*.

Optional: Use the help tool to enter staff wage data and calculate both *average hourly wage* and *average STARTING wage*



Agency with 2 Direct Service
Providers
and
3 Professional Services Staff

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Agency with 100 Transportation Staff

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Have comments or feedback?

The last question of the survey will ask you for your feedback.

How do I get help?

A graphic of a ticket stub, oriented horizontally. The ticket has a white body with a dark blue border. The text "Submit a Help Desk Ticket" is printed in a bold, dark blue, sans-serif font, centered on the white background. The ticket has a perforated edge on the left side, suggesting it is a stub from a larger sheet.

**Submit a
Help Desk
Ticket**



Ticket Button without Parent ID

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OTHER REQUIREMENTS FOR EARNING QUALITY INCENTIVE



- Service providers must **meet criteria for vendorization***, and be validated in the Provider Directory by October 30, 2025.
- Service providers must **maintain compliance** with
 - **Electric Visit Verification (EVV)**
 - **Home and Community Based Services (HCBS) Settings Final Rule**
 - **Independent audits**

** Subchapter 2, Chapter 3, Division 2 of Title 17 of the California Code of Regulations,*

ISSUING QUALITY INCENTIVE PAYMENTS



The Department will review the survey data, determine provider QIP rates earned, and direct regional centers to program rates for FY 2026-27 once all requirements are confirmed.

PROVIDER RESOURCES

DDS has posted resources for each of the three reporting measures (Prevention and Wellness, Employment, and Provider Capacity).



FACT SHEET



FAQ



WORKSHEET



**Recorded
Trainings**



QUESTIONS & SUPPORT

Email QIP questions to:

QIPquestions@dds.ca.gov

Thank you for attending!