

## FY 2026-27 Provider Capacity Measure FAQ

### OVERVIEW

#### **Q1. What is the Quality Incentive Program (QIP)?**

A1. The Quality Incentive Program (QIP) is a Department of Developmental Services (DDS) program to improve individual outcomes, service provider performance, and quality of services. Participating service providers that meet or exceed quality measures developed with input from stakeholders, are eligible up to 10% of a Quality Incentive rate. [The Provider Capacity data collection](#) is one of three measures informing the FY 2026-27 rate. See the [QIP webpage](#) for more details and the QIP FAQ for QIP-specific frequently asked questions.

#### **Q2. What is the Fiscal Year (FY) 2026-27 Provider Capacity measure?**

A2. The Provider Capacity measure asks eligible service providers to report standardized information about their provider characteristics and workforce capacity. DDS uses this data to build a clear, statewide picture of services and providers in California, identify service areas in need, guide policy and resources to better support providers and the people they serve.

#### **Q3. Is participation mandatory?**

A3. No, participation in the QIP or any of the quality measures is voluntary. However, eligible service providers will not earn their Quality Incentive rate if they do not participate in the Provider Capacity measure.

#### **Q4. When does this data collection take place? What rate does it affect?**

A4. DDS begins collecting data in Fall 2025 and it will inform the QIP portion of the rate model for FY 2026-27 (July 1, 2026 – June 30, 2027).

#### **Q5. What is the objective of the FY 2026-27 QIP Provider Capacity measure?**

A5. The Provider Capacity measure has two objectives. The first objective is to collect up-to-date provider information to be used to update the Provider Directory. Second, data collected regarding service access and workforce capacity will serve to inform policy decisions and the development of resources to support service providers.

#### **Q6. If a service provider participated in the Workforce Survey last year, will they be automatically included in the FY 2026-27 data collection?**

A6. Invitations and links will be emailed to the service providers that participated in previous data collections. If provider information needs to be updated, please send an email to [QIPquestions@dds.ca.gov](mailto:QIPquestions@dds.ca.gov).

New service providers will receive an invitation with survey link at the email address that was submitted to the Provider Directory.

## **ELIGIBILITY AND COMPLIANCE**

### **Q7. What are the eligibility requirements to participate in the Provider Capacity data collection?**

A7. Existing service providers that complete the following may participate, if:

- They delivered services and had a Purchase of Service of Authorization for eligible QIP services (see Table 1) during July 1, 2024, through June 30, 2025, and
- They were fully vendorized before July 1, 2025, and
- They were fully registered in the DDS Provider Directory by **October 30, 2025**.

Providers that were vendored or re-activated on or after July 1, 2025, are **NOT** eligible to participate in the Provider Capacity data collection. Guidance for newly vendored /re-activated service providers will be issued in a separate directive.

### **Q8. What are the compliance requirements to participate in the quality measure?**

A8. Service providers must complete the following by **February 27, 2026**:

- [Electronic Visit Verification](#) (EVV) – be compliant in one of two ways:
  - Register at the [California Provider Self-Registration Portal](#) or,
  - Get confirmation from vendoring RC that service provider is exempt from EVV.
- Home and Community Based Services (HCBS) – Vendoring RC must:
  - Make an initial determination that you meet the [HCBS settings final rule](#), and
  - Report that determination to DDS (per the [January 8, 2024, directive](#)).
- Independent Audits or Reviews
  - If total payments from one or more RC in a state fiscal year equal \$2,000,000 or more, then an independent audit or independent review by an accounting firm must be conducted relating to payments made by RC(s).
  - If total payments from one or more RC in a state fiscal year equal between \$500,000 and \$2,000,000, then an independent review by an accounting firm must be conducted relating to payments made by RC(s).
  - All service providers must submit their independent audit or independent review to their vendoring RC within 9 months after the end of the most recent fiscal year or have an approved exemption under [Welfare and institutions code 4652.5](#)

### **Q9. If an individual was on payroll during July 1, 2024, through June 30, 2025, but has since been employed somewhere else; are they counted for this data collection?**

A9. To be eligible to participate in the data collection and earn their Quality Incentive rate, service providers must report **ALL** information for services delivered and staff on payroll for the specified period.

### **Q10. Who will be eligible to earn a Quality Incentive rate in the FY 2026-27 Provider Capacity measure?**

A10. To be eligible to participate in the data collection and earn their Quality Incentive rate, service providers must have delivered one of the services in Table 1.

**TABLE 1.** QIP Eligible Service Codes Informing FY 2026-27 Quality Incentive Rate

Service Code	Type of Service	Provider Capacity	Prevention and Wellness	Employment
025	Tutor Services – Group	X		
048	Client/Parent Support Behavior Intervention Training	X		
055	Community Integration Training Program	X		
062	Personal Assistance	X		
063	Community Activities Support Services	X		
073	Parent Coordinated Supported Living	X		
091	In-home/Mobile Day Program	X		
093	Parent Coordinated Personal Assistance	X		
096	Residential Care Facilities for the Elderly (RCFE)	X*	X*	
103	Specialized Health, Treatment & Training Services	X		
108	Parenting Support Services	X		
109	Supplemental Residential Program Support	X		
110	Supplemental Day Program Support	X		
111	Supplemental Program Support – Other Services	X		
113	ARFPSHN	X	X	
115	Specialized Therapeutic Services	X		
116	Early Specialized Therapeutic Services	X		
117	Specialized Therapeutic Services	X		
163	GHCSHN	X		
456	Participant-Directed Personal Assistance	X		
457	Participant-Directed Independent Living	X		
458	Participant-Directed Supported Employment	X		
465	Participant-Directed Respite	X		
475	Participant-Directed Community-Based Training	X		

† Table continues

\* Indicates service types may be vendedored under different service codes.

Service Code	Type of Service	Provider Capacity	Prevention and Wellness	Employment
505	Activity Center	X		
510	Adult Development Center	X		
515	Behavior Management Program	X		
520	Independent Living Program	X		
531	Day Services	X		
532	Behavioral Day Services	X		
533	Medical Day Services	X		
605	Adaptive Skills Training	X		
612	Behavior Analyst	X		
613	Associate Behavior Analyst	X		
615	Behavior Management Assistant	X		
616	Behavioral Technician – Paraprofessional	X		
620	Behavior Management Consultant	X		
635	Independent Living Specialist	X		
645	Mobility Training Services Agency	X		
650	Mobility Training Services Specialist	X		
680	Tutor Services	X		
805	Infant Development Program	X		
858	Homemaker	X		
860	Housekeeping	X		
862	Respite	X		
864	In-home Respite Worker	X		
875	Transportation Company	X		
880	Transportation – Additional Component	X		
882	Transportation Assistant	X		

† Table continues

\* Indicates service types may be vendored under different service codes.

Service Code	Type of Service	Provider Capacity	Prevention and Wellness	Employment
883	Transportation Broker	X		
894	Supported Living Services – Administrative	X		
896	Supported Living Services	X		
900	Enhanced Behavioral Supports Home (EBSH) – Facility Services	X*	X*	
901	Enhanced Behavioral Supports Home (EBSH) – Individual Services	X*	X*	
904	Family Home Agency (FHA)	X*	X*	
905	Residential Facility Serving Adults – Owner Operated	X*	X*	
910	Residential Facility Serving Children – Owner Operated	X*	X*	
915	Residential Facility Serving Adults – Staff Operated	X*	X*	
920	Residential Facility Serving Children – Staff Operated	X*	X*	
950	Supported Employment – Group	X		X
952	Supported Employment – Individual	X		X
954	Work Activity Program	X		

\* Indicates service types may be vendedored under different service codes.

## PROVIDER INFORMATION

### **Q11. What information is being collected?**

A11. Participating service providers will be providing the following information:

- Provider: zip codes, all languages that services are provided in, and provider structure.
- Workforce and Capacity: number of part-time and full-time staff on payroll at the beginning and end of fiscal year; length of continuous employment for staff on payroll at the end of fiscal year; average starting and average hourly wage for staff, not including executive and managerial staff, across all services and supports during fiscal year; number of vacant full-time and part-time positions at the end fiscal year; and the number of staff who permanently left/separated from the vendor agency during the fiscal year

### **Q12. Is the upload of documentation necessary?**

A12. No. If additional information is required to validate data submitted in the data collection form, DDS will contact the service provider during the validation phase.

## **REPORTING PROCESS**

### **Q13. How will information be collected?**

A13. Beginning **November 3, 2025**, eligible service providers (i.e., those operating service codes in Table 1) will receive an email with a survey link inviting them to participate in the Provider Capacity measure.

### **Q14. What can service providers do to prepare?**

A14. Service providers can best prepare by:

- Confirm provider directory information is current and correct.
- List all paid staff that delivered services during July 1, 2024, through June 30, 2025.
- Save documentation in case DDS requests validation.
- Ensure all eligibility and compliance requirements are met by deadlines.

### **Q15. When must all reporting be submitted by?**

A15. All information for qualified individuals and staff must be submitted by **February 27, 2026**.

### **Q16. What if we cannot find the necessary information?**

A16. Service providers should report what they know accurately. If information is not available; report zero or leave it blank (as allowed by the survey) and keep notes in case DDS requests clarification during data validation phase.

### **Q17. For what periods of time is DDS collecting information?**

A17. Participating service providers are asked to submit all staffing information from July 1, 2024, through June 30, 2025.

### **Q18. Under what circumstances will a service provider fail to earn their Quality Incentive Rate after participating in the data collection?**

A18. Providers will not earn their Quality Incentive rate if they:

- Do not meet criteria for vendorization under [Subchapter 2, Chapter 3, Division 2 of Title 17 of the California Code of Regulations](#) by July 1, 2025.
- Did not submit up-to-date information to the [Provider Directory](#) by **October 30th, 2025**.
- Do not report data on eligible staff or, if no data is available then select “None of the Above”.
- Do not meet compliance with Electronic Visit Verification (EVV) regulation, Home and Community Based Services (HCBS) Final Rule regulations and independent audits/reviews by **February 27, 2026**.

## **DATA VALIDATION & PAYMENT PROCESSING**

### **Q19. How can a service provider verify/update their information?**

A19. To verify/update information or ensure that a service provider is recognized as an eligible service provider, please email [QIPquestions@dds.ca.gov](mailto:QIPquestions@dds.ca.gov).

### **Q20. When will the Quality Incentive rate payments be disbursed?**

A20. After data submitted by service providers has been reviewed and validated, the Department will instruct regional centers to issue Quality Incentive rate payments, as appropriate, to vendors by **July 1, 2026**.

## **TRAINING AND SUPPORT**

### **Q21. If a service provider was not able to attend the training webinar; is there a recording of the training webinar available?**

A21. Yes. A video of the training webinar can be accessed on the [QIP webpage](#).

### **Q22. Will there be resources on how to report Provider and Workforce information using the data collection survey?**

A22. Yes. A user guide will be provided to service providers in the email inviting them to participate in the FY 2026-27 Provider Capacity measure.

### **Q23. Who do service providers contact if they do not receive the survey link or need to update information?**

A23. Service providers can email [QIPquestions@dds.ca.gov](mailto:QIPquestions@dds.ca.gov) to update information or for data collection assistance.