

Quality Incentive Program

Initial QIP Provider Survey | Fiscal Year 2026-2027



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INTRODUCTION

The Department of Developmental Services (Department) is collecting data from service providers as part of the Quality Incentive Program (QIP). The Initial QIP Provider Survey collects information about an agency's profile and workforce characteristics.

Eligibility

Service providers are eligible to participate in this survey if they:

- Were vendored on or after July 1, 2025, or
- Were re-vendored as part of rate reform or for other reasons, or
- Were reactivated during FY 2025-26, or
- Become vendored during FY 2026-27, or
- Were active but did not provide or bill for services during FY 2024-25.

About the Survey

All data for this measure must be entered here in the Qualtrics Survey platform. Eligible service providers will receive a survey link from “dds-oqa@qualtrics-survey.com” to the provider’s administrative email address registered in the Provider Directory. The desired outcome of the Initial QIP Provider Survey is to enhance the Provider Directory, gather information about the capacity of service providers to serve individuals, identify service gaps, inform policy development, and plan future quality measures.

Service providers will be asked to report on their agency profile and several characteristics of their current and planned workforce capacity including, but not limited to, the following:

- Languages in which services are provided
- Location where services will be provided
- Number of staff at the time of the survey
- Starting and average wages

Reporting Requirements

Service providers must provide complete reporting during their first year of operation.

Deadline

Service providers must complete and submit the Initial QIP Provider Survey within 60 days of its receipt.

Need Help?

If you have general questions, please email us at QIPquestions@dds.ca.gov.

Data Confidentiality Statement

The Department of Developmental Services (Department) is conducting the Initial QIP Provider Survey to collect data from provider agencies about their staff and the individuals they serve.

Provider agencies who participate in this survey will be eligible for the FY 2026-2027 Quality Incentive Rate. See directive for information on eligibility and compliance requirements. Participation will not impact your eligibility for future programs.

The Department is committed to promoting and protecting the privacy rights of individuals as enumerated in Article 1 of the California Constitution, the Welfare and Institutions Code, the Information Practices Act of 1977, and other state and federal privacy laws.

As a covered entity and provider of health care as well as state agency, it is the policy of the Department to limit the collection and safeguard the privacy of personal information collected or maintained by the Department.

The Department's information management practices conform to the requirements of the Health Information Portability and Accountability Act, Lanterman Developmental Disabilities Act, the California Medical Information Act, the Information Practices Act at Civil Code section 1798 et seq., Public Records Act at Government Code section 7920.000 et seq. (Public Records Act), Government Code sections 11015.5 and 11019.9, and other applicable laws pertaining to information privacy.

As such, the Department follows the principles in collecting and managing personal information as set forth in [Privacy Policy : CA Department of Developmental Services](#).

By checking the box below, you consent to collection and management of your personal information as set forth in: [Privacy Policy : CA Department of Developmental Services](#).

I consent

Service Provider Confirmation

This survey is asking for data pertaining to the following vendorization:

VENDOR NAME:

VENDOR ID:

PART 1: AGENCY PROFILE

Q1. Is your agency an individual provider or a provider agency?

DDS is required to collect this data to comply with the CMS Medicaid Access Rule. Per the CMS Medicaid Access Rule:

Individual providers are defined as individuals that are direct care workers and often self-employed or contract directly with the State and is paid directly by the State for services provided.

Provider agencies are defined as agencies contracted or enrolled with the State to deliver Medicaid services. The agency employs or contracts with direct care workers as employees of the agency to provide Medicaid services. Additionally, the agency bills the State directly and is paid directly by the State for services their employees or contractors provide.

- Individual Provider
- Provider Agency
- I don't know

Q2. Across all services and supports, what spoken languages do you/ will you offer services in?

Check all that apply.

- a. English
- b. Spanish
- c. American Sign Language (ASL)
- d. Arabic
- e. Armenian
- f. Simplified Chinese
- g. Traditional Chinese
- h. Farsi
- i. Hindi
- j. Hmong
- k. Japanese
- l. Khmer
- m. Korean
- n. Laotian
- o. Mien
- p. Russian
- q. Tagalog
- r. Vietnamese
- s. Other

Q3. For this active vendorization, select how services will be provided during the next year.

Community-based services are provided outside of the vendor's central location. For example, direct care workers may travel to the individual's home and assist individuals in their home. Care workers may work with individuals in community location (e.g., park, job site, supermarket) to assist individuals in community settings.

Site-based services are provided at a central location like a clinic, office, or center. For residential service codes, individuals live in a vendor home. For day programs, individuals travel to a program facility for services. For employment services, this may be the vendor's office that individuals visit to meet their job coach and get services. Site-based services refer to where direct care services are delivered to the individual, and excludes administrative staff work, business services, and staff meetings were the individual is not present.

- Site-Based Services
- Community-Based Services
- Other

Note: If a provider selects "Other", they will see the following question.

Q3.a. You selected "Other" for your location type. Please describe the specifics of your situation below:

PART 2: WORKFORCE CHARACTERISTICS

Entering Data

Before starting Workforce Characteristics, please consider using the Helper Worksheet provided to help organize your data.

- a.) Compile a list of your staff in a list or in the Helper Worksheet.
- b.) When listing each staff member, you can name your staff, use their initials, or add a unique number to keep track of who each line represents.
- c.) The Helper Worksheet provides a dropdown field with options. If a staff member does not work in one of the workforce types listed, they do not belong on your list or Helper Worksheet.

Note: The Helper Worksheet is for your internal use only. You will not be asked to upload this document anywhere in the survey

Q4. Does your agency intend to exclusively use contract and/or 1099 DSPs?

- No
- Yes

Note: Direct Support Professionals (DSPs) are defined as paid staff whose primary job responsibility is to provide support, help with skills development, guidance, or personal assistance to individuals with intellectual/developmental disabilities (IDD). DSPs are the primary workforce delivering services to individuals with intellectual and developmental disabilities.

Please refer to the "[Frequently Asked Questions](#)" for the list of service codes preliminarily identified as employing DSPs.

Q5. For this active vendorization, what is the proposed **total number of direct care staff** that your agency will have on payroll during the next year?

Note:

- The total number of direct staff should include current care staff and vacant care staff positions.
- This question refers to the calendar year following today.

Q6. For this active vendorization, what is the estimated total number of full-time and part-time direct care staff that your agency will have on payroll during the next year?

Note:

- The total number of direct staff should include current care staff and vacant care staff positions.
- This question refers to the calendar year following today.

	Number of direct care staff
Full-time direct care staff	<input type="text"/>
Part-time direct care staff	<input type="text"/>

Q7. What is the **estimated average starting wage** for direct care staff during the next year?

Note:

- This question refers to the calendar year following today.

Q8. What is the **estimated average hourly wage** for direct care staff during the next year?

Note:

- This question refers to the calendar year following today.

Q9. Do you have any additional comments, suggestions, or feedback you would like to share?

Submitting Survey and Summary Statement

Upon submitting your response to **Q9**, you will see a screen thanking you for completing the Initial QIP Provider Survey. Additionally, you will be shown the Summary Statement of your responses and given the opportunity to save your responses as a PDF. You will also receive an email confirming that your responses were submitted.

We thank you for your time spent taking this survey.
Your response has been recorded.

Below is a summary of your responses

[Download PDF](#)

Questions?

Email: QIPquestions@dds.ca.gov