QIP Workgroup

March 16, 2026

DDS Department of Developmental Services

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.”

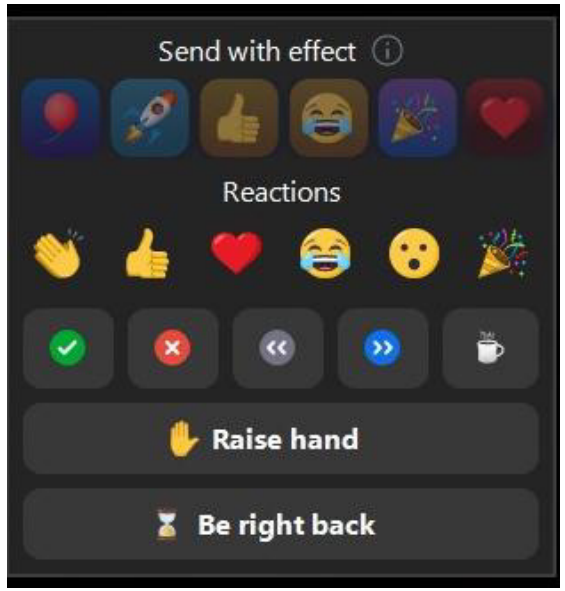
ASL interpreters have been “Spotlighted” and Zoom's live closed captioning is active

This meeting is being recorded

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

PROVIDING COMMENTS – PANELISTS

Panelists: Please use the "Chat" or "Raise Hand" to comment



- Please say your name before you start your comment or question
- Speak ***slowly*** to assist the interpreters

ZOOM TIPS (Webinar)

Chat is available for Panelists only; send chats to "Everyone"

Panelists can raise their hand when they want to speak

All participants can type questions/ comments in the Q&A for everyone to see and/or upvote

Leave the webinar at the end of the meeting

- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

AGENDA

- Measuring Quality - QIP
- Program Accomplishments
  - One-Time Incentives
  - Survey Launches
- Current Data Collection
  - Completed Surveys
  - Challenges
- Future Measure Planning – Focus Groups
- PAVE - Program Updates

Measuring Quality (QIP)

Measuring Quality – Quality Incentive Program (QIP)

In 2022, the Quality Incentive Program (QIP) was introduced.

The QIP gives:

- Providers a way to earn higher payment by meeting certain quality measures, and
- New QIP payment rates began on January 1, 2025.

California is paying for high quality services for individuals and families.

Statute mandates DDS to develop quality measures for service providers to support and improve services to Californians.

QIP KEY TERMS

REPORTING MEASURES: Data points that providers will be asked to report in QIP surveys. These data help to set a baseline for future comparisons.

PERFORMANCE MEASURES: Data points that providers will be asked to report on in the future which will indicate the quality of the services they provided.

REQUIREMENTS: Meet the standard vendorization requirements in the California Code of Regulations, Title 17, and the requirements to participate in the QIP.

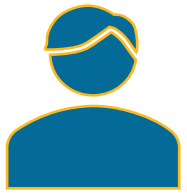
DATA COLLECTION: The effort to collect data related to QIP goals.

SURVEYS: The individual survey tools/types of surveys included in the data collection efforts.

MEASURING INDIVIDUAL OUTCOMES – Quality Incentive Program (QIP)

1. Understand life goals, desired outcomes, and needs
2. Support to make goals measurable and document them
3. Determine appropriate services and supports to support goal attainment
4. Measure progress in achieving their goals

5. **(QIP) Measure effectiveness of services and supports to achieve goals.**
   - **Current reporting measures are building blocks for future performance measures**
   - **Goal: All providers participate in the QIP to support performance measurement and achieve their full quality incentive rate component as a result**



6. Adjust services and supports as appropriate.

Program Accomplishments

One-Time Incentives Complete

QIP Measure	Date Issued	Participants /Payments	Amount Paid
Employment Access 24/25 (Q2)	7/22/2025	266	$181,200
Employment Capacity 24/25 (Q2)	7/16/2025	42	$126,000
Employment Capacity 24/25 (Q3)	9/12/2025	201	$591,125
Employment Access 24/25 (Q3)	10/17/2025	528	$363,500
Employment Access 24/25 (Q4)	12/10/2025	824	$562,500
Employment Capacity 24/25 (Q4)	12/10/2025	426	$1,270,375
Early Intervention 2024 (Final Sweep: Q1 - Q4)	12/29/2025	123,974	$3,344,900
Provider Directory - Wave 2	2/5/2026	4,172	$8,081,750

Total Amount Approved for Payment Since 2022: $106 Million

Data Collection

Developed & launched 4 FY 2026-27 surveys
- Employment
- Prevention and Wellness
- Provider Capacity
- Initial QIP Provider

Hosted 7 Provider Training Webinars
- Employment
- Prevention and Wellness
- Provider Capacity
- Initial Provider Survey

Developed new resources for Service Providers
- Measure Specific FAQs
- Fact Sheets
- Provider Checklist
- Survey Questions
- Survey Prep Worksheets
- User Guide

Current Data Collection

FY 2026-27 Reporting Measures

- Purchase of Service (POS) authorizations during FY 2024-25
- Registered completely in Provider Directory by 10/31/2025
- Maintained HCBS, EVV and Independent Audit Review by 2/27/2026

Provider Capacity

- All Service providers

Employment

- **Service providers:** 950 & 952

Prevention & Wellness

- **Quality Incentive Rate:** 113, 904, 905, 910, 915, 920
- **One-Time Incentive Rate:** 096, 163, 900 & 901

FY 2026-27 Reporting Measures

Survey	FY 2026-27 Reporting Measure (Finalized)	QIP Provider
Provider Capacity	• Report on provider capacity characteristics, such as the ZIP codes that the provider serves, language access options for consumers, information on provider workforce including the number of professionals and their compensation.	All QIP service providers
Employment	• Report on: ○ Training/credentialing of employment specialists, and ○ Job attainment and retention for individuals receiving employment supports	Supported Employment Programs: 950, 952
Prevention & Wellness	• Report on if residents are up-to-date on selected preventative screenings (e.g., annual wellness visits) • Provide a rationale for any residents who are not up-to-date on selected preventative screenings (e.g., resident declined)	Residential Providers: 113, 904, 905, 910, 915, 920

Data Collection Challenges

Issue	Solutions
1. Survey locked or frozen	• Provider sent new survey link
2. Vendor IDs misaligned in PD	• Providers work with regional center or PD team
3. Delayed responses from QIP questions inbox	• All providers requiring a response will be contacted by QIP team
4. Did not receive survey	• Often survey link is in spam folder • Survey link resent • PD information must be updated.

Data Collection Support & Outreach

To support providers & ensure successful participation, DDS implemented several efforts.

- Multiple reminder emails sent to providers
- Individual outreach / technical support to providers & regional centers
- Office hours with regional centers
- Self-serve provider & regional center resources added to QIP webpage
- Seven public trainings conducted
- Training recordings & presentation slides added to QIP webpage

Current Data Collection – FY 24/25 Reporting

Data collection for providers who delivered services in FY 2024-25 ended on 2/27/2026.

Survey	Complete	Incomplete	Total	Completion Percentage
Provider Capacity	5,748	1,867	7,515	75%
Prevention and Wellness – Adult	4,486	1,598	6,084	73%
Prevention and Wellness – Child	180	76	256	70%
Employment	212	16	228	93%
Total	**10,626** (75%)	**3,557** (25%)	**14,183**	**Average: 78%**

Current Data Collection – Initial QIP Provider Survey

- Complete Vendorization with a Regional Center (RC)
- Registered completely in Provider Directory
- Comply with HCBS, EVV and Independent Audit Review

Initial QIP Provider Survey

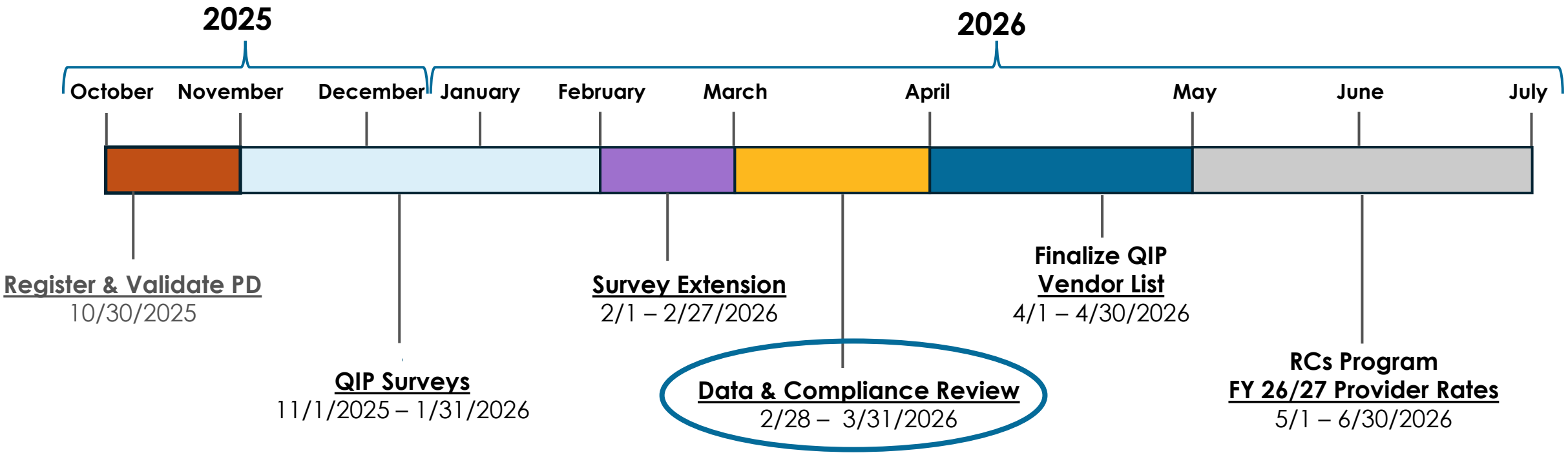
- Vendored on or after July 1, 2025
- Re-vendored as part of Rate Reform or other reasons
- Reactivated during FY 2025-26
- Vendored during FY 2026-27
- Active but didn't provide/bill services during FY 2024-25

Current Data Collection – Initial QIP Provider Survey

Data collection deadline: 60 days from receipt (4/24/2026)
Conducted monthly throughout FY 25/26 and FY 26/27

Survey	Complete	Incomplete	Total
Initial Provider Survey	**1,112** (31%)	**2,423** (69%)	**3,535**

Next Steps: Finalizing FY 2026-27 Rates



Future Measure Planning

Focus Groups

In 2026, the Department and community partners will work on developing measures for 3 groups of services.

Day Programs	ILS/SLS/Respite	Behavioral Services

- Improving quality and outcomes in these service groups will impact many individuals and providers.
- Focus on these three areas aligns with Master Plan goals and priorities: to help people be **included in their communities,** to have **choices in their daily lives**, and to better support people with **complex needs**.
- Measures will advance service-specific goals and outcomes.

* Eventually, all services included in Rate Reform will go through measure development.

New Community Partner Focus Group (1/2)

DDS has formed focus groups that include individuals receiving services, family members, providers, and regional centers to develop new measures for three service groups: Day Services, ILS/SLS/Respite Services, and Behavioral Services

Purpose

- Determine what "quality" means and what goals and outcomes are important for each service group.
- Identify what data should be collected to start understanding and measuring the quality of services.
- Create "pay-for-reporting" measures where providers earn their incentive rate by submitting data to DDS. This will help DDS:
  - See how well providers are doing today
  - Plan new strategies to improve quality of services and outcomes for individuals.

New Community Partner Focus Group (2/2)

Selection: DDS surveyed individuals, family members, and other community partners interested in participating in these focus groups.

DDS identified 83 individuals to join measure development discussions:

- 20 individuals receiving services
- 19 family members
- 32 provider representatives
- 4 regional centers representatives
- 8 advocacy agency representatives

Self-Advocates

To support meaningful participation from individuals receiving services, DDS will pay individuals stipends for their participation and hold pre-meetings before each focus group.

Looking Ahead

Focus groups will meet over the next few months to brainstorm pay-for-reporting measures, which will be shared back with the QIP Workgroup for additional input.

- Introduction to the QIP and the role of focus groups
- Discuss what quality means for the service code group
- Discuss what outcomes and improvements the focus group members want to see
- Discuss how DDS should measure service code group quality and preview proposed measures
- Review and finalize measure proposals

June 15, 2026

QIP Workgroup

March 2026 → **Summer 2026**

PAVE – Program Updates

Update on the PAVE Service Outcomes Project

California Community Living Network

For more info on PAVE:
https://www.ccln.org/About-PAVE

Currently in process.....

The PAVE Portal – Development, system testing and User Acceptance Testing

Set up and recruitment for the pilot in First Regional Center – Alta California

Recruitment for Measure testing survey.

Development of toolkit and process for evaluator visits

Development of PAVE training curriculum

Development of helpful tools and resources for the Portal.

Progress so far…

The PAVE Portal

- ❑ Service Recipient Portal – individual and representative versions- Phase 1 development ✓
- ❑ Service Recipient Portal - User Acceptance testing by people with developmental disability ✓
- ❑ Regional Center Portal – Phase 1 development ✓
- ❑ Family and Friends Portal – phase 1 development ✓
- ❑ Service Evaluator Portal – design ✓
- ❑ Service Evaluator Portal – Phase 1 development ✓
- ❑ Service provider and DSP – design
- ❑ Other Circle of Support members - design

Survey for testing quality of PAVE measures

- ❑ Identified and eliminated suspected scam responses from previous launch of survey ✓
- ❑ New recruitment strategy developed ✓
- ❑ Recruitment relaunched and currently underway – thanks to State Council on Developmental Disabilities for all their help with this. ✓
- ❑ Data analysis - statistical testing of quality and outcomes indicators and scales.
- ❑ Finalize and put in place algorithms (calculations) to be used by the PAVE system to populate data dashboards.
- ❑ Finalize proposed QIP measures

Progress so far... 2

Pilot in first regional center

- ❑ Identify pilot regional center and agree process ✓ **ACRC**
- ❑ Prepare and have approved recruitment, consent and release of personal information documentation ✓
- ❑ Recruitment of 30-40 participants ✓
- ❑ Onboarding of participants
- ❑ Piloting regional center and service coordinator portal
- ❑ Piloting person-centered profile, My Life sections, My services (evaluation) and My Goals and People in my Life, PCP and IPP tools.
- ❑ Piloting family and friend's portal and evaluations
- ❑ Piloting and feedback on Evaluator visits.

Development of Service Quality and Evaluator measures and processes

- ❑ First draft of toolkit, handbook and ✓
- ❑ Consultation with stakeholders and measure development experts ✓
- ❑ Amendments made and final draft submitted to DDS. ✓
- ❑ Develop training materials ✓
- ❑ Recruit first group of evaluators to train and pilot in ACRC

Progress so far... 3

Development of PAVE Training curriculum

- ❑ Overall curriculum outline and training approach presented to Stakeholder group and approved by DDS. ✓
- ❑ Develop detailed module outlines
  - ❑ DSP training ✓
  - ❑ Supervisor and Organizational coach and assessor training ✓
  - ❑ Senior manager training – implementing for success
  - ❑ Service coordinator training
  - ❑ Training for individuals and families
  - ❑ Training for PAVE trainers
- ❑ Develop content for each of above as outlines approved
- ❑ Pilot in First Regional Center

How can you help?

- If you know individuals who receive Supported living services, independent living services, supported employment services or in home respite services anywhere in California – please encourage/support them to contact us for more information about participating in the survey.
- Similarly, if you know family members or close friends of people who receive the above services, please encourage/support them to contact us for more information about participating in the survey.
- If you know/support people who receive services from Alta California Regional Center, encourage them or their representatives to get in touch if they are interested.

CONTACT: Pave@ccln.org

Questions?

Questions & Answers

Support

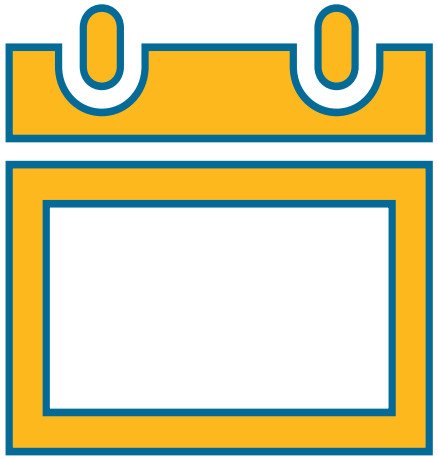
Email QIP or

Incentive Payment questions to:

QIPquestions@dds.ca.gov

Thank you for attending!

UPCOMING QIP WORKGROUP MEETINGS



CY 2026 meeting schedule:

- June 15
- September 14
- December 14

All meeting times will be from 2:00 – 4:00 pm.

WORKGROUP MEMBERS

Elizabeth Arreola, Family Member of Early Start Recipient
Elizabeth Barrios Gomez, Family Member & Integrated Community Collaborative
Sascha Bittner, Self-Advocate and State Council on Developmental Disabilities (SCDD)
Boyd Bradshaw, Family Member & Provider
Jessica Carter, ABA Provider, Special Needs Network
Eric Ciampa, Provider, UCP Sacramento
Veronica Contreras, Family Member
Pebbles Dumon, Provider, Community Catalysts of CA
Jacquie Dillard Foss, Provider, STEP
Peter Frangel, CA Department of Rehabilitation
Jonathan Fratz, Self-Advocate
Lucina Galarza, San Gabriel Pomona Regional Center
David Gauthier, Self-Advocate
Lisa Gonzales, Provider, Deaf Plus Adult Community
Amy Hao, Self Advocate, Self-Advocate Group Empowerment (SAGE)
Vivian Haun, Disability Rights California
Carlene Holden, Easter Seals Southern CA
Barry Jardini, CA Disability Services Association
Adrienne Jesso, Self-Advocate
Diva Johnson, Tri-Counties Regional Center
Mark Klaus, San Diego Regional Center

WORKGROUP MEMBERS

Dorrie Koenig, Provider, Mains'l
Meuy Lee, Provider, Level Up NorCal
Jordan Lindsey, The Arc California
Victor Lira, Aveanna Health Care
Judy Mark, Family Member, Disability Voices United
Karen Mejia, South Central LA Reg Center
Mark Melanson, California Community Living Network
Kimberly Mills, Provider, A Better Life Together
Tania Morawiec, SCDD
Matt Omelagah, Provider, Omelagah, Inc.,
Mike Pereira, Provider, Ala Costa Centers
Michael Pham, Self-Advocate
Magdalena Pruitt, Provider, Mentor California
Michelle Ramirez, Provider, On My Own
Sheri Rosen, Provider, Sunny Days of CA
Carolyn Tellalian, Family Member
Pablo Velez, Provider, Amigo Baby
Tiffany Whiten, Service Employees International Union (SEIU)
Alona Yorkshire, Family Member & Provider, The Adult Skills Center
Eric Zigman, Golden Gate Regional Center