

QIP Workgroup

September 14, 2026



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



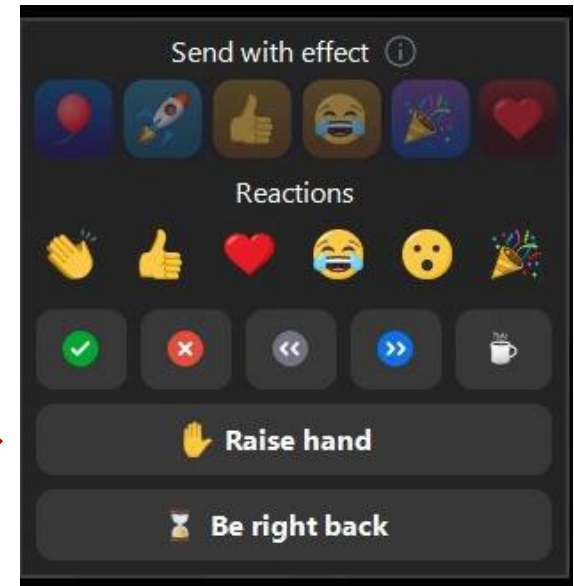
Materials are available at: <https://www.dds.ca.gov/initiatives/stakeholder-events/>

PROVIDING COMMENTS – PANELISTS

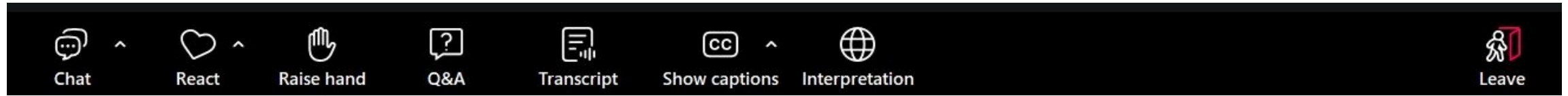
Panelists: Please use the “Chat” or “Raise Hand” to comment



- 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



PAVE - Program Updates



QIP - Where We Are & Where We're Going



Building Toward Baseline Performance



FY 2027-28 QIP Requirements



Fall 2026 Data Collection



Next Steps



Questions

PAVE – PROGRAM UPDATES



PAVE Service Outcomes Project

Update for the QIP Workgroup

Pilot progress • Potential quality indicators • Early survey findings

California Community Living Network

September 2026



WHERE IS PAVE NOW?

Several parts of the project are moving forward at the same time.

PAVE Portal

Phase 2 development and testing: person-centered planning, IPP tools, resources and provider portal.

ACRC pilot

Continuing recruitment and testing with people receiving services, families and service coordinators.

Quality indicators

Testing measures and identifying possible indicators for the Quality Incentive Program.

Quality toolkits

Finalizing the in-home respite toolkit and preparing evaluator training

Training & resources

Developing PAVE training content, helpful tools and resources for the Portal.

PILOT IN ALTA CALIFORNIA REGIONAL CENTER

The pilot is live — and we are learning every week.

15

**PAVE Pathfinders using
the Service Recipient
Portal**



**Service coordinators
have onboarded**

NEW

**Weekly Pathfinder
Connect meetings**

**Regional Center
Meetings**

Every 4-6 weeks

- Several more people are interested and are waiting for consent.
- A few family members and friends have joined the Family and Friend Portal.
- Every week brings new ideas — and things we need to change or fix.
- We especially welcome more Pathfinders who receive Supported Employment Services.

DEVELOPMENT OF PAVE MEASURES

Where QIP has been

QIP has focused on how best to collect information from Providers, deciding what to measure and report, and understanding how providers are currently performing

Where we want to go

Move toward measures that tell us more about outcomes and quality — what difference services make in people's lives and do people have good experiences.

How PAVE can help

PAVE Measures include wide range of possible indicators of outcomes and quality.

More than informed choice and satisfaction with services - wider view of Quality of Life.

Data dashboards would help providers report for QIP

HOW WERE THE PAVE MEASURES DEVELOPED?

Evidence

Review of published research and reports about the quality of disability services.

Learning from other States

Stakeholders

Consultation with the PAVE Stakeholder Advisory Group.

National experts

Consultation with a national expert group convened by the Care Quality Forum.

See <https://www.ccln.org/PAVE-News-and-Events/> for published reports.

SELECTING QUALITY INDICATORS: STAGE 1

We identified 20–30 possible indicators for each list.

Core indicators

For all service types.

Service-specific indicators

- Supported Living
- Independent Living
- In-home Respite
- Supported Employment

Where they came from

PAVE outcome and quality measures completed by service recipients or representatives, plus the Family and Friends measure.

OVERALL SATISFACTION INDICATORS WE MAY PROPOSE

- Overall support from services across different areas of life.
- Whether support has got better, stayed the same, or got worse in the past 3 months.
- Overall satisfaction with the service.
- Whether the service is providing the support the person or family expected.
- Whether the person appears happy with the service or support.
- How important Regional Center-funded services are to each Quality-of-Life domain.

We also have preventive health questions that could be used for Supported Living Services.

These are examples — the final recommendations have not yet been made.

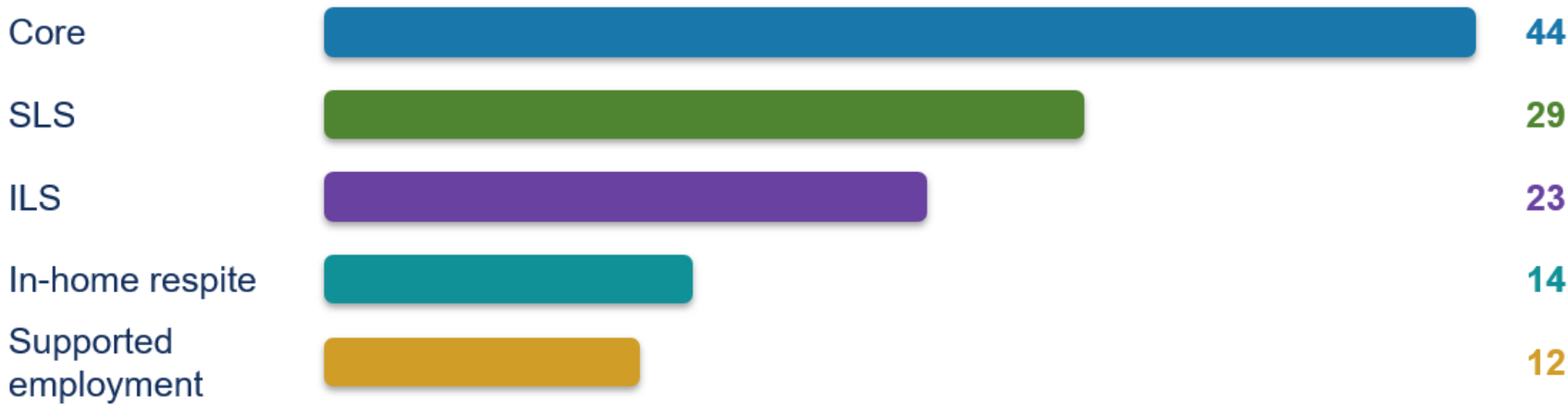
SELECTING QUALITY INDICATORS: STAGE 2 – SURVEY

People were asked to choose their Top 10 indicators in each relevant list.



Respondents could identify with more than one group.

Responses by indicator list



EARLY FINDINGS: CORE INDICATORS

These are very preliminary results. We still need more responses.

**Selected by more than
60%**

Service recipient-reported

- Reliable support
- Support in the way I like
- Communication I understand
 - Dignity and respect
 - Feeling safe with staff
- Just enough support — not too much or too little

Family & friend-reported

- Reliable support
- Respect and dignity
- Support in the way the person likes
- Staff understand the person and what matters to them
- The person is treated as an equal member of society

In addition:

Service-recipient: 4 indicators selected by 50–59%; 6 more by 30–49%.

Family/friend: 3 by 50–59%; 8 more by 30–49%.

EARLY FINDINGS: SUPPORTED LIVING SERVICES

Selected by more than
60%

Service recipient-reported

The service supports me to do things I like and that are important TO me — not only things that are important FOR me.

Family & friend-reported

- The service supports the person to do things they like and that are important TO them.
- Support is predictable — the person knows when staff will come and who will come.

In addition: 2 indicators selected by 50–59% and 8 more by 30–49% in each list.

EARLY FINDINGS: INDEPENDENT LIVING SERVICES

No indicator has reached 60% yet.

Service recipient-reported

2 indicators were selected by 50–59%.

9 were selected by 30–49%.

Family & friend-reported

2 indicators were selected by 50–59%.

11 were selected by 30–49%.

This does not mean there are no important ILS indicators — the responses are more spread across the list so far. More responses needed.

EARLY FINDINGS: IN-HOME RESPITE

Selected by more than
60%

Service recipient-reported

- I am provided with personal care when I need it.
- The service supports me to do things I like and that are important TO me — not only things that are important FOR me.

Family & friend-reported

No indicator has reached 60% yet.

4 indicators were selected by 50–59%.

7 were selected by 30–49%.

Service recipient list: 2 other indicators selected by 50–59%; 3 more by 30–49%.

More responses needed.

EARLY FINDINGS: SUPPORTED EMPLOYMENT SERVICES

No indicator has reached 60% yet.

Service recipient-reported

1 indicator was selected by 50–59%.

5 were selected by 30–49%.

Family & friend-reported

5 indicators were selected by 50–59%.

6 were selected by 30–49%.

We especially need more Supported Employment responses before drawing conclusions.

WHAT DO THESE RESULTS TELL US SO FAR?

Strong themes

Reliability, respect, communication, safety, person-centered support, and doing things that matter to the person are emerging strongly.

Different service types

The pattern is not the same for every service. Some lists have a clear group of highly selected indicators; others do not yet.

Still preliminary

The survey is still open. More responses are needed before PAVE can make robust recommendations.

We still need more responses.

Your views will help us make stronger recommendations about which quality indicators should be considered.

Go to: www.ccln.org/Get-involved

Click on the Qualtrics Link and select your Top 10 indicators.

For more information

PAVE@ccln.org

www.ccln.org/About-PAVE

Thank you

Thank you to everyone who has taken part in the pilot, survey, workgroups and advisory groups.

Your feedback is shaping PAVE.

What questions or comments do you have?

WHERE ARE WE & WHERE WE'RE GOING



WHY QIP EXISTS



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



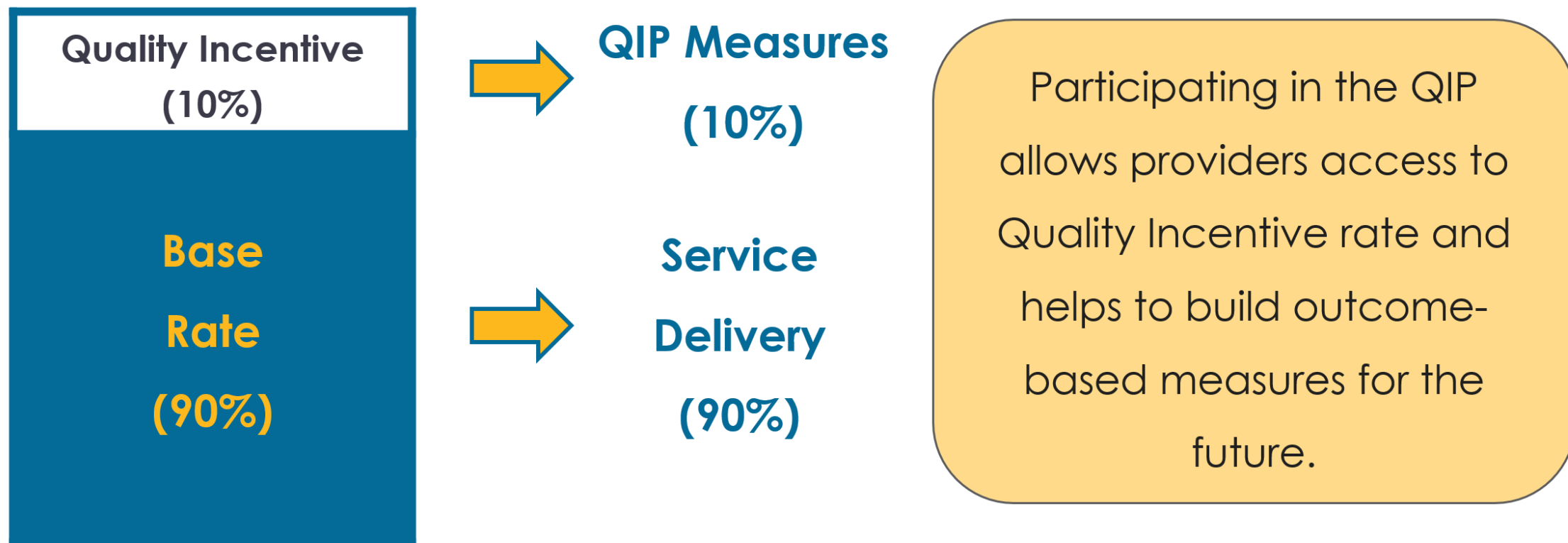
The Quality Incentive Program (QIP) was introduced in 2022 to move the system from paying for hours of service to paying for quality of service and is part of the multi-year **Rate Reform** (W&I 4519.10)



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

RATE REFORM & QUALITY INCENTIVE PROGRAM (QIP)

As of 2025, the “Full Rate Model” consists of a base rate (90%) and a Quality Incentive rate component (10%).



What are the Strategic Goals of the QIP?

Understand the Provider & Service Landscape (Reporting Measures)

- Survey providers on services they provide and the outcomes of individual they serve.

Develop Performance Baselines (Performance Measures)

- Establish baselines for provider performance that can be used to develop performance goals and measures.

Support Individual Outcomes (Individual Outcomes Measures)

- Understand, monitor, and support individuals in achieving their desired outcomes.

What Processes & Infrastructure Have Been Built So Far?

**Service
Provider
Eligibility
Reqs.**

**Service
Provider
Training &
Outreach**

**Data
Collection
Processes**

**Processes to
Review &
Validate
Submitted
Information**

**Provider
Directory**

**Four
QIP Surveys**

**Statewide
Dataset at
Service
Provider
Level**

WHERE IS ALL OF THIS GOING?

Reporting → Reliable Data

QIP is currently between these two stages

Baselines → Performance Standards

Performance Goals/Target → Improve Individual Outcomes

BUILDING TOWARD PERFORMANCE



LESSONS LEARNED FROM LAST DATA COLLECTION

Data collected this year on Provider Capacity, Employment and Prevention & Wellness allows the Department to:

- Begin establishing provider-level baselines;
- Understand variation across service providers;
- Identify areas that may require further analysis;
- Track changes across multiple reporting years; and
- Begin identifying measures that may eventually be appropriate for establishing performance standards

UNDERSTANDING PRELIMINARY RESULTS

What do we know?

Service provider results vary across several areas, including Employment, Provider Capacity (Language & Workforce), and Prevention & Wellness.

What do we still need to understand?

Further analysis is needed to determine why these differences exist, whether they reflect meaningful differences in performance and which contributing factors providers can reasonably influence.

HOW TO MOVE FROM BASELINE TO PERFORMANCE?



Establish Baselines

How much data do we need before establishing a baseline?

Understand Variation

What are the differences in providers and populations served?

Set Performance Standards

Should expectations differ by service type?

Establish Goal/Targets

What outcomes can service providers reasonably influence?

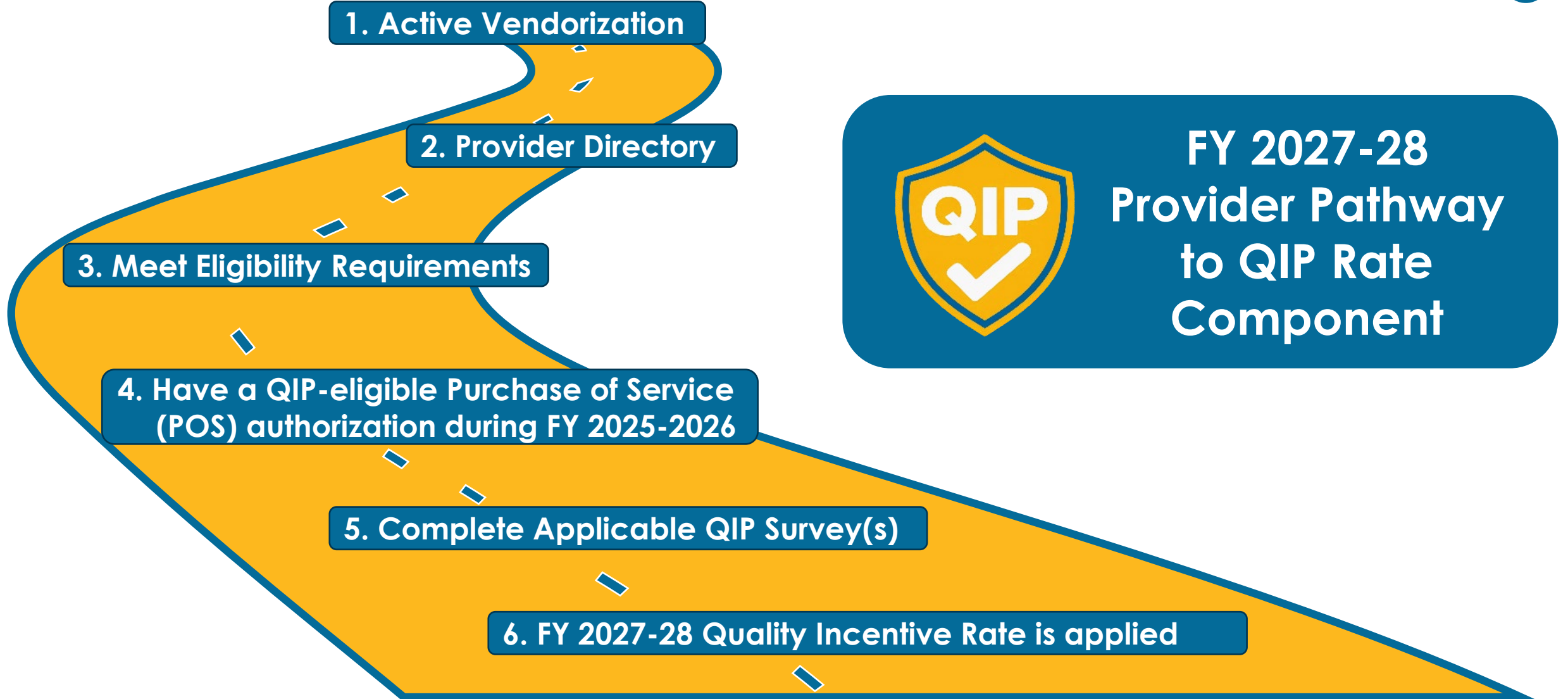
Measure Performance

Which should be rewarded: achievement, improvement or both?

FY 2027-28 QIP REQUIREMENTS



QIP REQUIREMENTS AT A GLANCE



PROVIDER DIRECTORY REQUIREMENTS

Service Provider Eligibility for FY 2027-28

Provider criteria to participate

- Must operate in a **Rate Reform** service code
- Delivered & billed for services in FY 2025-26
- Registered & validated in the Provider Directory (PD) before **September 30, 2026**
 - Update Primary contact field
- Complete applicable QIP survey(s)
- Meet & Maintain HCBS, EVV and Independent Audit/Review compliance requirements.

Provider Pathways

Existing providers

- Employment Survey
- Provider Capacity Survey
- Prevention & Wellness Survey

New or Reactivated providers

- Providers that are newly vendored, re-vendored, reactivated or active but without prior year billing will likely complete the Initial QIP Provider Survey.

FY 2027-28 PROVIDER DIRECTORY (PD) ELIGIBILITY

Register & Validate: Service providers must have a validated Provider Directory record (prior to **September 30, 2026**) to meet QIP eligibility requirements.

Service Provider Information: Must be current because the Department relies on PD information to identify providers and send QIP communications and survey invitations.

Take Action: Review contact, administrative, and other vendor information in the PD and correct any errors.

Timing: New service providers receive the Initial QIP Provider Survey after vendorization and PD validation; the survey must be completed within **60 days**.

OTHER ELIGIBILITY REQUIREMENTS

FY 2027-28 QIP Compliance Requirements

HCBS: Maintain compliance.

EVV: Meet [EVV requirements](#) or verified exemption.

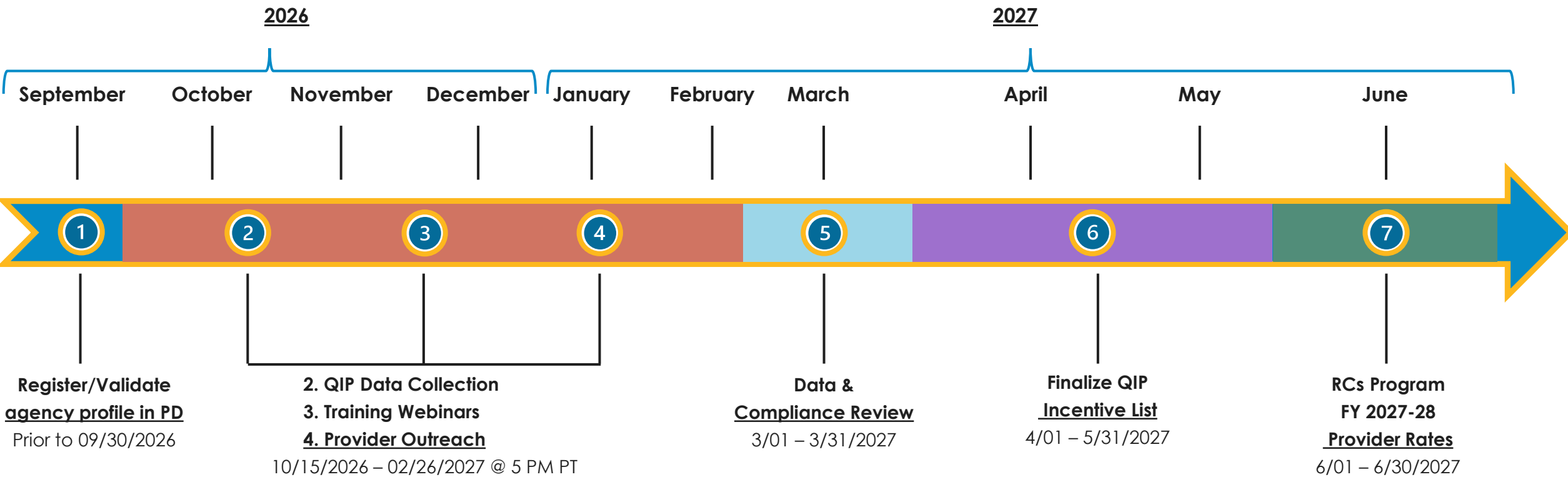
Independent Audit /Review: Complete the required financial review based on regional center payment level.

Timing Matters: Missing the QIP compliance deadlines (**February 26, 2027**, at **5:00 pm PT**) may delay, rather than permanently eliminate, the service provider's ability to earn the QIP rate component for FY 2027-28.

FALL 2026 DATA COLLECTION



FY 2027-28 QIP DATA COLLECTION TIMELINE



WHAT DO SERVICE PROVIDERS NEED TO DO?

Is My Agency Required to Participate?

- No, participation in the QIP or any of its quality measures is not mandatory.
- However, eligible service providers will not earn their FY 2027-28 incentive (incentive rate or one-time) if they do not complete applicable quality measures.

Which Requirements Apply to My Agency?

- Had a Purchase of Service (POS) authorization during FY 2025-26.
- Registered and validated in the Provider Directory prior to **September 30, 2026**.
- Maintained HCBS, EVV and Independent Audit Review by **February 26, 2027** at **5:00 pm PT**.

WHAT DO SERVICE PROVIDERS NEED TO DO?

Which Survey(s) Does My Agency Need to Complete?

- Service Provider Covered under Rate Reform → Provider Capacity
- Employment Provider (950 & 952) → Employment
- Residential Provider → Prevention & Wellness (see below for all service codes)
(113, 896, 904, 905, 910, 915, 920, 096, 114, 163, 900/901, 925/930, 935)
- Newly Activated, Reactivated, Re-vendored Provider → Initial QIP Provider

When Does My Agency Need to Complete Everything?

- Update and ensure service provider information is correct on Provider Directory (PD) before **September 30, 2026**.
- Eligibility and survey deadlines are **February 26, 2026**, at **5:00 pm PT**.

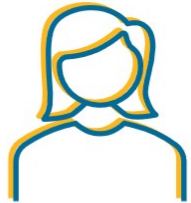
FY 2027-28 (FALL 2026) REPORTING MEASURES

Survey	Reporting Measure	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.	<u>All QIP service providers</u> (Rate Reform Svc. Codes)
Employment	- Report on: - Training/credentialing of employment specialists, and - Job attainment and retention for individuals receiving employment	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)	<u>Quality Incentive Rate:</u> 113, 896, 904, 905, 910, 915, & 920 <u>One-Time Incentive:</u> 096, 114, 163, 900, 901, 925, 930, & 935
Initial Provider Survey	Report on provider characteristics in first year of operation. Includes questions about locations services provided in, languages offered, staffing, and wages.	<u>All NEW QIP service providers</u> (Rate Reform Svc. Codes)

Surveys Informing FY 2027-28 QIP Rate



1. Provider Capacity: Size of the workforce, wages, languages, types of providers, etc.



2. Employment: Staff training, type(s) of employment attained, duration of employment.



3. Prevention and Wellness: Age/gender appropriate health screenings received, and reasons for not receiving a screening.

4. Initial Provider Survey: Size of the workforce, wages, languages, location.

WHAT IS DIFFERENT THIS YEAR?



Prevention and Wellness

- SLS (896) and Intermediate care facilities (ICF) (925,930,&935) have been included this year.
- Service providers that served both children and adults will receive two surveys.

All Surveys

- Changes & clarifications to survey questions.
- Program Help Desk is available to support any survey issues or question.
- Training webinars with open Q&A sessions to include resource walkthrough.
- Continue to improve various processes as issues are identified.
- Targeted communications and Messaging campaign.
- The Department will post weekly status updates on the QIP landing page to track progress in meeting applicable measures.

WHAT WE LEARNED OPERATIONALLY LAST YEAR?



What we heard



- ✓ **Eligibility & Survey Selection** were not always clear
- ✓ **Survey Access & Definitions** created more confusion
- ✓ **High Volume of Questions** affected response times
- ✓ **Providers Needed More** preparation & assistance

IMPROVEMENTS FOR THIS YEAR'S DATA COLLECTION



What we're doing



- ✓ **Clarify Guidance** with updated survey instructions & questions
- ✓ **Improve Resources** and provide more provider training
- ✓ **Strengthen Support** & the process for responding to questions
- ✓ **Start Outreach Earlier** & expand coordination with RCs

PROVIDER TRAINING & RESOURCES

1. Topics & Training Dates

Employment	Dates to be confirmed*
Initial QIP Provider	Dates to be confirmed*
Provider Capacity	Dates to be confirmed*
Prevention & Wellness	Dates to be confirmed*

*Check your primary email contact inbox & the QIP webpage for dates/registration information.

2. Who Should Attend

Employment	Operating these Service Codes: 950 & 952
Initial QIP Provider	Any New, Reactivated, or Revendored Service Provider
Provider Capacity	Any Service Provider Operating under a QIP service Code
Prevention & Wellness	Residential Service Provider Operating these Service Codes: 113, 896,904, 905, 910, 915, & 920 or 096, 114, 163, 900, 901,925,930, & 935

3. How providers can submit questions

Registration links can be found in the respective quality measure of the QIP webpage.

4. Recordings/materials

Recordings & presentations can be found in the respective quality measure tab of the QIP webpage.

5. QIP webpage/resources

Fact Sheets, Frequently Asked Questions (FAQs), Checklists, Survey Questions, Worksheets & User Guides can be found in their respective quality measure tab of the QIP webpage.

6. Registration Information

Registration links can be found in the respective quality measure of the QIP webpage.

NEXT STEPS



WHERE QIP GOES FROM HERE?

Reporting → Reliable Data

- Complete another QIP data Collection cycle
- Continue improving data quality
- Analyze result
- Begin establishing provider baselines
- Bring options and questions back to the workgroup

Baselines → Performance Standards

- Baseline development
- Determine which measures may be appropriate for performance
- Performance standards
- Additional data analysis
- Achievement vs. improvement

Performance Goals/Target → Quality Incentives

- PAVE results/measures
- Individual outcome measures
- New quality measures

**QIP is
currently
between
these two
stages**

QUESTIONS



Questions & Discussion



UPCOMING QIP WORKGROUP MEETINGS

CY 2026 meeting schedule:

- December 14, from 2:00 – 4:00 pm.



Email QIP or
Incentive Payment questions to:
QIPquestions@dds.ca.gov

**Thank you for
attending!**



WORKGROUP MEMBERS

Elizabeth Arreola, Family Member of Early Start Recipient

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Jessica Carter, ABA Provider, Special Needs Network

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