Provider Capacity Reporting

FY 2027–28

Service Provider Training

DDS Department of Developmental Services



Photo by Chona Kasinger, from Disabled and Here

Today's Training

- Understand QIP and why your reporting matters
- Identify requirements for each vendor number
- Prepare and complete your Provider Capacity survey
- Find help and follow-up support



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**



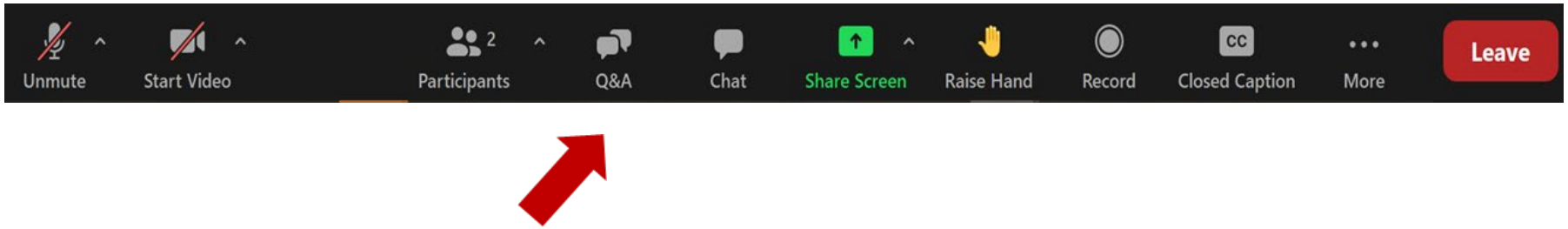
This meeting is being recorded



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.



Understanding QIP

Why the program exists and how your reporting helps



What Is the QIP?

- The Quality Incentive Program (QIP) supports better service quality and outcomes
- Eligible rate reform rates include a QIP component of up to 10%
- Providers earn that component by meeting applicable requirements



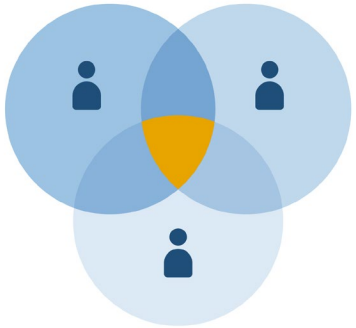
Why California Collects These Data

- Build a clearer picture of services and provider capacity
- Identify service gaps and areas of need
- Establish baseline information for future quality measures and improvement



How Your Reporting Helps

- Service locations and languages reveal access needs
- Staffing and vacancies describe workforce capacity
- Tenure, wages and separations inform workforce planning
- Accurate reporting supports statewide policy and resource development



Your Requirements and Preparation

The correct survey, the correct vendor number, the correct reporting period



Which Survey Pathway Applies?

Provider Pathway	Survey(s) to Complete
Existing eligible provider; all QIP service codes	Provider Capacity
Applicable residential or SLS provider	Provider Capacity + Prevention & Wellness
Supported Employment, codes 950 or 952	Provider Capacity + Employment
Eligible new or other initial QIP provider	Initial Provider Survey
ICF (925, 930, or 935); RCFE (096, 114); EBSH (900, 901); GHCSHN (163)	All surveys are voluntary, one-time incentive available for Prevention & Wellness

Confirm the pathway for each vendor number with your regional center.

How Provider Capacity Affects the QIP RateA

- Most eligible annual participants: Provider Capacity earns 10%
- Assigned Employment: 5% Provider Capacity + 5% Employment
- Assigned Prevention and Wellness: 5% Provider Capacity + 5% Prevention and Wellness
- Applicable compliance requirements also apply



Requirements Beyond the Survey

- Electronic Visit Verification (EVV), when applicable
- Home and Community-Based Services (HCBS) requirements, when applicable
- Independent audit or financial review, when applicable
- Confirm compliance questions or applicable exemptions with your regional center



Key Dates for This Reporting Cycle

Date	Provider Action or Milestone
November 13, 2026	Verify and update the PD Primary Email Contact
November 30, 2026	Survey distribution begins
December 31, 2026	EVV compliance milestone, when applicable*
January 31, 2027	HCBS compliance milestone, when applicable
February 26, 2027, 5 p.m. Pacific	Standard survey and audit/review compliance deadline
Within 60 days of IPS receipt	Initial Provider Survey deadline
July 1, 2027–June 30, 2028	Earned annual rate period

Provider Capacity workforce reporting period: July 1, 2025–June 30, 2026.

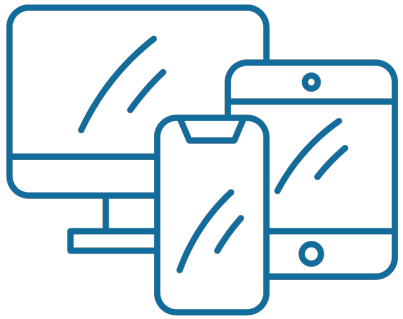
*Final EVV compliance details require DDS confirmation.

Before Opening the Survey

- Verify the Primary Email Contact and parent organization association in the Provider Directory **BY FRIDAY, NOVEMBER 13, 2026.**
- Invitations go to that Primary Email Contact; coordinate who will respond
- If the email changes after launch, contact your regional center promptly to arrange DDS follow-up; a manual survey contact update is needed
- Gather FY 2025–26 payroll, employment dates, wages, vacancies and separations
- Gather service ZIP codes, languages and ownership information

One Organization, Multiple Vendor Numbers

- Each vendor number needs a separate submission
- A shared email address may receive several survey links
- Some questions expressly request information across services
- Follow the scope stated in each question



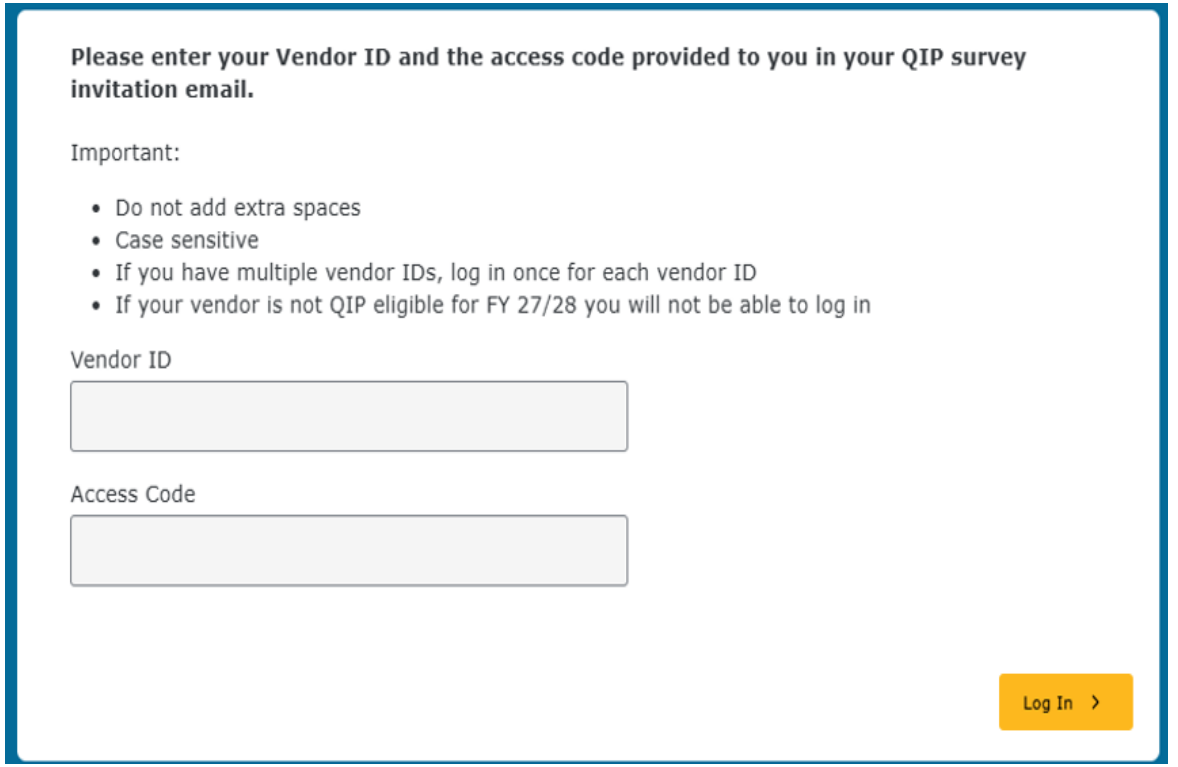
Completing the Survey

A guided walkthrough



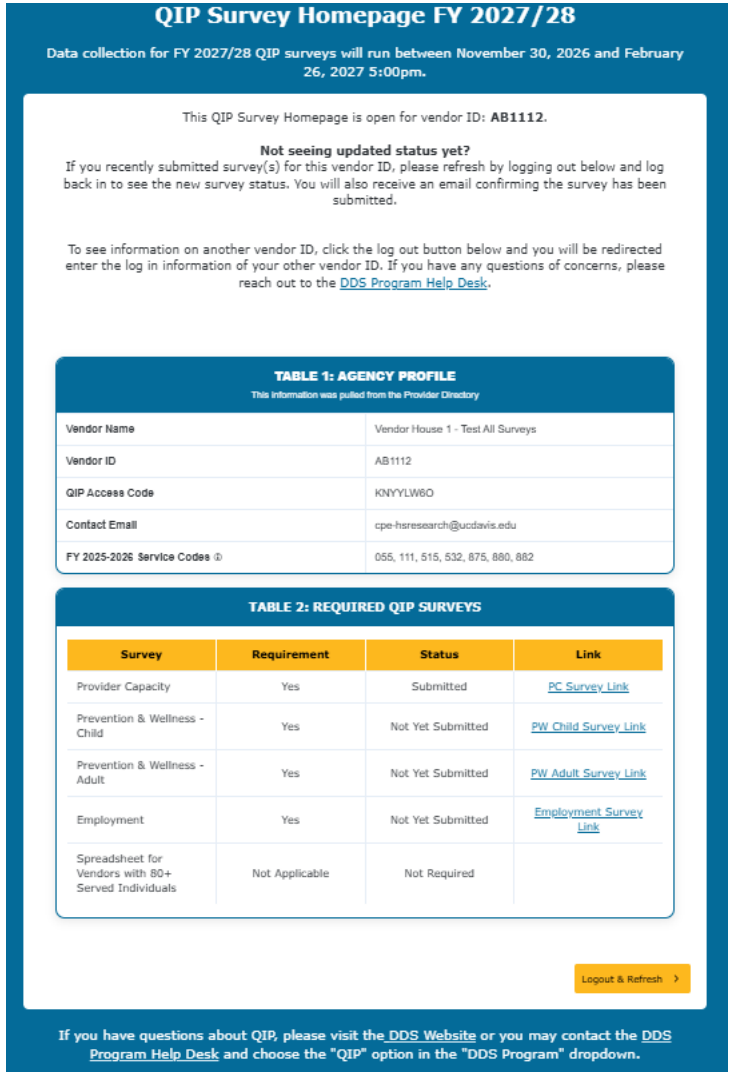
Live Walkthrough: Survey Login

- Search the Primary Email Contact's inbox and spam folder
- Sender: DDS-OQA@qualtrics-survey.com
- Use the invitation link, Vendor ID and access code
- Do not add spaces; the access code is case sensitive
- Log in separately for each vendor number



Sample login screen from the regional center training guide

Live Walkthrough: Your Survey Homepage



QIP Survey Homepage FY 2027/28

Data collection for FY 2027/28 QIP surveys will run between November 30, 2026 and February 26, 2027 5:00pm.

This QIP Survey Homepage is open for vendor ID: **AB1112**.

Not seeing updated status yet?
If you recently submitted survey(s) for this vendor ID, please refresh by logging out below and log back in to see the new survey status. You will also receive an email confirming the survey has been submitted.

To see information on another vendor ID, click the log out button below and you will be redirected enter the log in information of your other vendor ID. If you have any questions of concerns, please reach out to the DDS Program Help Desk.

TABLE 1: AGENCY PROFILE
This information was pulled from the Provider Directory

Vendor Name	Vendor House 1 - Test All Surveys
Vendor ID	AB1112
QIP Access Code	KNYYLW6O
Contact Email	cpe-hsresearch@ucdavis.edu
FY 2025-2026 Service Codes	055, 111, 515, 532, 875, 880, 882

TABLE 2: REQUIRED QIP SURVEYS

Survey	Requirement	Status	Link
Provider Capacity	Yes	Submitted	PC Survey Link
Prevention & Wellness - Child	Yes	Not Yet Submitted	PW Child Survey Link
Prevention & Wellness - Adult	Yes	Not Yet Submitted	PW Adult Survey Link
Employment	Yes	Not Yet Submitted	Employment Survey Link
Spreadsheet for Vendors with 80+ Served Individuals	Not Applicable	Not Required	

Logout & Refresh

If you have questions about QIP, please visit the DDS Website or you may contact the DDS Program Help Desk and choose the "QIP" option in the "DDS Program" dropdown.

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1. Confirm the vendor number and agency profile.
2. Check Requirement and Status; open the assigned survey link.
3. After submission, log out and back in to refresh status.

Provider Characteristics

- ZIP codes where you currently provide services
- Languages in which you provide services
- Ownership structure



Workforce Size and Tenure

- Full-time and part-time staff at the beginning of FY 2025–26
- Full-time and part-time staff at the end of FY 2025–26
- Length of continuous employment for staff on payroll at year end
- Use the survey's definitions for staff categories



Staff Wages

- Average starting wages during FY 2025–26
- Average hourly wages during FY 2025–26
- Exclude executive and managerial staff from wage reporting
- Follow instructions requesting data across services and supports



Vacancies and Separations

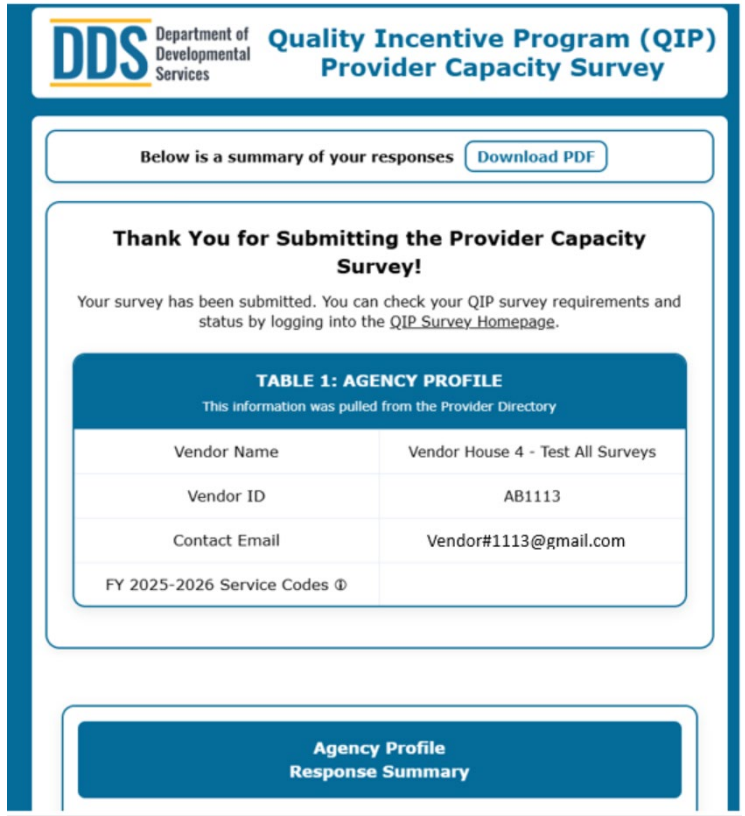
- Vacant full-time positions at the end of FY 2025–26
- Vacant part-time positions at the end of FY 2025–26
- Staff who permanently left or separated during FY 2025–26
- Apply the survey's definitions consistently



Review and Final Submission

- Confirm the vendor number and reporting period
- Check missing entries and inconsistent counts
- Resolve on-screen validation messages
- Complete the final submission step





5-Minute Break

We will resume with a demonstrated walkthrough of the survey



Submission, Next Steps, and Support

Common situations and where to get help



Common Access and Status Issues

What You See	What to Do Next
Missing invitation	Check the Primary Email Contact's inbox and spam; contact your regional center
Assigned surveys look wrong	Confirm the vendor number and ask your regional center to review the mismatch
Homepage status has not refreshed	Log out and back in; if needed, clear browser cache/cookies and retry
Survey submitted, status still incorrect	Ask your regional center to review survey and compliance records
Information is unavailable or needs correction	Seek guidance through your regional center before guessing or resubmitting

Knowledge Check: Are the Requirements Complete?

An SLS provider (service code 896) has submitted Provider Capacity and Prevention & Wellness. Its EVV compliance status remains unresolved.

- Does survey completion mean full QIP eligibility has been met?
- What should the provider check next?
- Who should the provider contact for follow-up?



Submission and Rate Validation

- DDS reviews and validates submitted data
- DDS identifies vendor numbers meeting reporting and eligibility requirements
- Regional centers implement validated earned annual rates
- The annual earned rate begins July 1, 2027



Data Analysis

Your Next Steps

- Confirm requirements for every vendor number
- Gather the information and coordinate your response
- Complete every assigned survey before the deadline
- Resolve applicable compliance questions with your regional center



Resources and Support

- Start with your vendoring regional center
- QIP webpage: guidance, training materials and updates
- Provider Directory: records and Primary Email Contact
- Regional centers can escalate complex questions through DDS support channels



Live Questions and Answers

- Participation and requirements
- Survey questions and reporting definitions
- Survey access and submission
- Individual eligibility or status issues: follow-up support



Questions and answers



Which requirement or process needs clarification?

Please keep personal information out of case examples.