

DDS WORKFORCE DATA COLLECTION

The 2022 DSP Workforce Data Collection will begin in early May 2023.

The Department of Developmental Services (DDS) is collecting data from agencies that employ Direct Support Professionals (DSPs) about factors that impact the workforce. Registration is required to participate. The data collection effort will collect data, through an online survey, on vendor agencies' direct service professionals (DSPs) for calendar year 2022. Vendor agencies who are eligible to participate in the data collection and complete the survey in its entirety will receive an \$8000 incentive after the data collection has ended.

DDS offers two online webinars/meetings to vendor agencies and regional centers to provide information about the following topics:

- Survey registration
- Incentive payment
- Types of data collected
- Data collection window
- How data will be used

Please join one of the following two virtual meetings to learn more:

- **Thursday (4/20), 3:45 – 4:45 pm**
 - Zoom Meeting Link: <https://cal-dds.zoom.us/j/88592713640?pwd=eS9yVDZhWWFJZWxLSkdINEFDbUhpQT09&from=addon>
 - Meeting ID: 885 9271 3640
Passcode: 786172
One tap mobile
+16694449171,,88592713640# US
+16699006833,,88592713640# US (San Jose)
- **Tuesday (4/25), 9:00 – 10:00 am**
 - Zoom Meeting Link: <https://cal-dds.zoom.us/j/86869401871?pwd=ZUhWUFVzZFNIMndxa25DcE9FSURYZz09&from=addon>
 - Meeting ID: 868 6940 1871
Passcode: 105406
One tap mobile
+16699006833,,86869401871# US (San Jose)
+16694449171,,86869401871# US

Attendance is not required to participate in the data collection but is recommended.

For further information please go to <https://www.dds.ca.gov/rc/vendor-provider/dsp-workforce-survey/>



2022 DSP WORKFORCE DATA COLLECTION



AGENDA

- Overview of DSP Workforce Data Collection
- Information Being Collected (What? Why? How?)
- Survey registration to expedite data validation for incentive payment **New Process**
- Incentive Payments
- Data Collection Window
 - ☐ Launch May 1st
 - ☐ Survey close June 30th

CALIFORNIA IS LAUNCHING ITS 2ND YEAR OF DATA COLLECTION FROM VENDOR AGENCIES WITH DSP(S)

Why:

The DSP workforce is experiencing challenges with increasingly high turnover and vacancy rates, impacting the agencies that employ DSPs and the individuals they serve.

This survey collects reliable, quantitative data about factors impacting the DSP workforce to inform policy, design recruitment and retention efforts, and examine the impact of rate initiatives over time.

Who:

Vendor agencies within the rate model that provide inhome supports, residential supports, and non-residential supports

- *Only 1 survey* for each vendor agency
- Must have been in operation for at least 6 months in 2022

Data submission is voluntary

- An incentive of \$8000 will be paid for each vendor agency after data validation.



WHO ARE DIRECT SUPPORT PROFESSIONALS (DSPS)

- Primary job responsibility is to provide support, help with skills development, supervision, and personal assistance to those with IDD;
- Paid staff members who spend at least 50% of their hours doing direct service tasks;
- Full-time and part-time DSPs providing residential, in-home and/or non-residential supports.



DOES NOT INCLUDE:

- DSPs *not* funded through a regional center;
- Clinically licensed or certified employees (therapists, nurses, social workers, psychologists, behavior specialists or behavior technicians, etc.);
- Employees only providing transportation, home modifications and/or meal delivery;
- Administrative or supervisory employees whose primary job responsibility is to provide support, help with skills development, supervision, and personal assistance to those with IDD;
- Contract or 1099 workers;
- On-call or PRN workers;
- Employees hired through a temporary personnel agency.

AUTHORIZED PARTICIPATING VENDOR AGENCIES BY VENDOR CODE*

| Residential Supports | In-Home Supports | Non-Residential Supports |
|---|---|---|
| Provided to a person in a home or apartment that is owned or operated by your agency. | Provided to a person in a home or apartment that is not owned or operated by your agency. | Provided in a day program, community program, or work setting. |
| <i>Examples:</i> | <i>Examples:</i> | <i>Examples:</i> |
| Residential services: CCF, RCEF, EBSH, ARFPSHN, SRF | Supports provided in own home, including home of family: ILS and SLS | Adult day services |
| Out-of-home respite | Personal care services, homemaker services, | Employment or vocational services |
| Foster home services: FHA | In-home respite | Community supports to assist in participating in community activities |
| | Infant development program | Social recreational program |

See FAQ on DDS website for specific vendor codes

SURVEY REGISTRATION

VENDOR AGENCIES ARE *REQUIRED* TO COMPLETE A SIMPLE REGISTRATION PROCESS FIRST.

Purpose: To expedite data validation for authorization of incentive payments.

Registration Information:

1. Vendor agency information (i.e. parent organization):
 - Vendor Agency name (e.g. Mentor, S.T.E.P., PathPoint, PRIDE Industries)
 - Vendor Agency regional center
2. Contact information for vendor agency
 - Contact name
 - Email address
 - Phone number
3. *If applicable*, the following information for each *distinct* facility or program (e.g. Mentor Fairview) operated within the parent vendor agency (Mentor):
 - Program/Facility Name
 - Vendor Number
 - Service code
 - Tax ID
 - Vendoring regional center

Even though the data reported is for the entire vendor agency, these data are essential for data validation.

Within 1 – 2 business days of registration, the vendor agency will receive an email invitation to participate in the survey. Registration will be open for the entire survey period.

SURVEY REGISTRATION

Why Register:

Registration is required to receive a survey link.

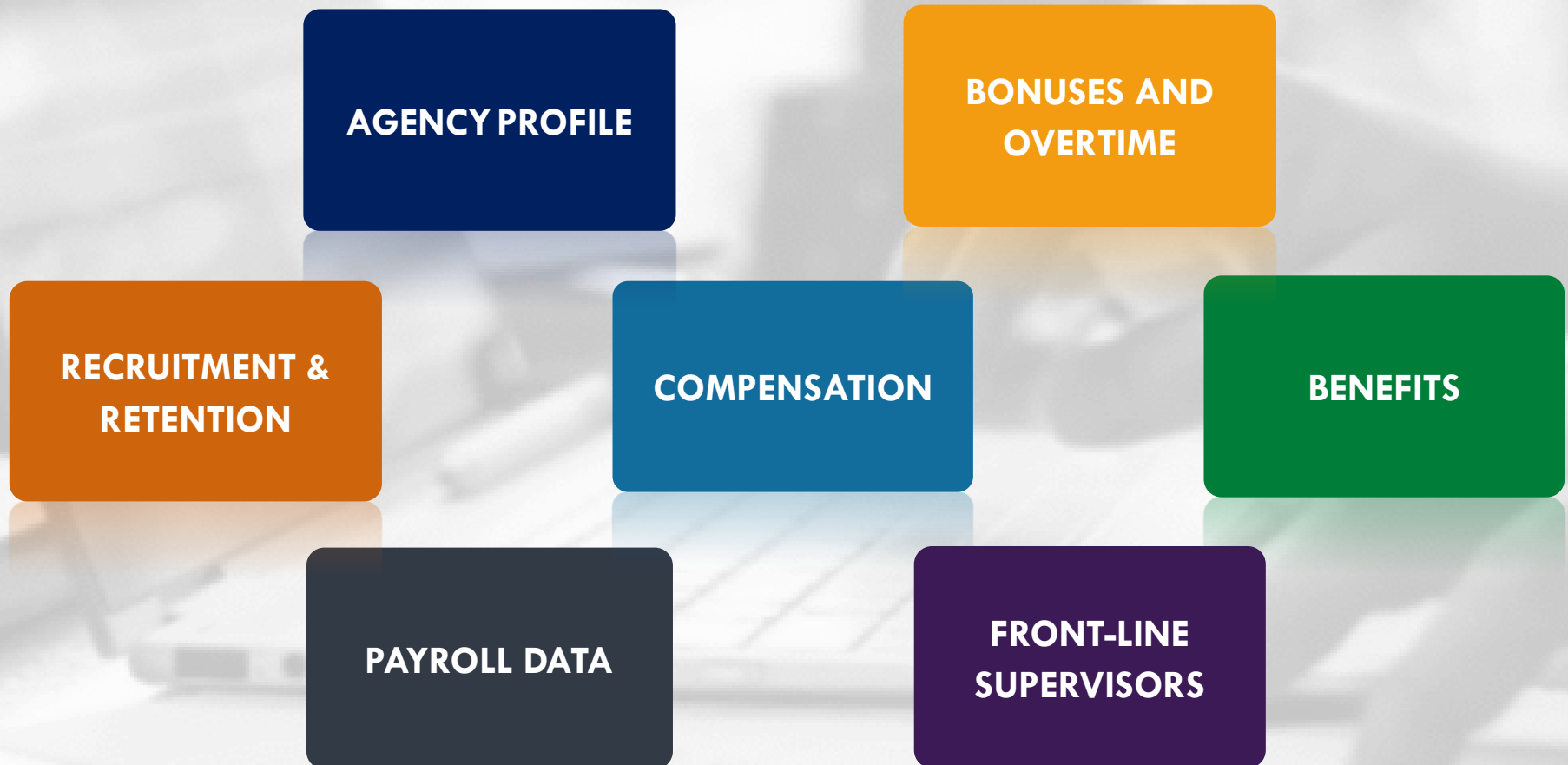
Registration improves survey submission validation for incentive payment processing.

Where to Register:

Survey registration link located on the DDS website:

The screenshot shows the DDS Department of Developmental Services website. The header includes navigation links: Home, Regional Centers, Vendor/Provider Information, DDS Workforce Data Collection, and DDS Workforce Data Collection. Below the header, there is a section titled "DDS Workforce Data Collection" with a link: [CLICK HERE – Vendor Registration for DSP Workforce Survey](#). To the right of this link, there is a box labeled "Links" containing the same link: [CLICK HERE – Vendor Registration for DSP Workforce Survey](#). The box is highlighted with an orange border.

WHAT TOPIC AREAS ARE COVERED?



TIPS FOR SURVEY SUCCESS

1. Register to participate in the survey.
2. Open survey link and review data elements for submission.
3. Gather the data required, including:
 - DSP workforce demographics, including race/ethnicity and language fluency
 - Payroll information, such as # of DSPs on payroll (FT and PT) at various times
 - Compensation information, including starting and average salary, bonuses, overtime
 - Benefits information, including employer and employee contribution
 - Recruitment and retention programs
4. Enter the information using on-line survey portal.
5. All questions must be answered to be eligible for the \$8000 incentive payment.

INCENTIVE PAYMENTS

Eligibility

1. Must meet requirements listed in DSP Workforce Survey FAQ:
 - Service codes registered are included in the FAQ document.
 - Employs DSPs
 - Serves individuals funded through a regional center (including self-directed or participant-directed services).
 - Was in business and serving individuals funded by a regional center for at least 6 months in 2022.
2. Must answer all survey questions.

Survey data collection and incentive payment processing

1. Survey data is validated
 - DDS receives and compiles survey data (July 2023)
 - Validation by UC Davis (July and August 2023)
2. Payments authorized by DDS for payment by primary regional center in September 2023.

HELP US SPREAD THE WORD!

Please engage your network to participate

Promotional materials are available from DDS

For more information, go to [DSP workforce webpage](#) on DDS website

Data collection will begin in May 2023

Survey registration is posted on the DDS Website (<https://www.dds.ca.gov/rc/vendor-provider/dsp-workforce-survey/>)

Data collection ends June 30, 2023

Vendor agencies will be able to register and submit their survey data through June 30, 2023.

Data Validation and Incentive Payment

- Only one incentive per agency/tax payer ID
- Must be an eligible provider (see FAQ for eligible vendors)
- All questions must be answered
- Incentive payments will be issued by regional centers once survey data has been validated

Contact DSPWorkForce@dds.ca.gov with questions or for more information.

TAKE THE DSP WORKFORCE SURVEY! \$8000 INCENTIVE OFFERED

To develop effective initiatives that address the DSP workforce shortage, we need reliable data about the contributing factors. Your participation is essential for the reliability of the data.



The **DSP Workforce Survey** can take less than an hour to complete online if your data is readily available. The self-paced online direct entry portal allows vendors to pause and come back to their survey as many times as needed. Once you submit your survey, you can print and save a copy for your records.

Prepare in Advance!

Data Needed Includes:

- Number of DSP Employees
- Number of Population Served (Children and Adults)
- Employee Demographics (Age, Sex, and Race-Ethnicity)
- Employee benefits (Health, Dental, and Vision)
- Full-Time & Part-Time Employees
- Length of Employment
- Language Diversity
- Wage Information
- Compensation and Bonuses

Prepare:

- Gather the necessary data from your records.
- Complete your survey in about one hour.

How?

- Vendors employing DSPs take the survey through a self-paced online direct entry system.
- Start, pause, or save the survey at any time.

Registration

- Registration opens in May 2023.
- To register for the DSP Workforce Survey and receive your agency's unique survey link, click the link below:

<https://bit.ly/dspworkforce>



Questions? Email us at DSPworkforce@dds.ca.gov or visit us online at dds.ca.gov

TIME IS RUNNING OUT!

FILL OUT THE DSP WORKFORCE SURVEY

To develop effective initiatives that address the DSP workforce shortage, we need reliable data about the contributing factors. Your participation is essential for the reliability of the data.

The **DSP Workforce Survey** can take less than an hour to complete online if your data is readily available. The self-paced online direct entry portal allows vendors to pause and come back to their survey as many times as needed. Once you submit your survey, you can print and save a copy for your records.

! DATA COLLECTION ENDS JUNE 30TH



SCAN OR CLICK THE QR CODE TO REGISTER FOR THE DSP WORKFORCE SURVEY AND RECEIVE YOUR AGENCY'S UNIQUE SURVEY LINK

SURVEY COLLECTS DATA ON

- Number of DSP Employees
- Number of Population Served
- Employee Demographics
- Employee Benefits
- Full-Time & Part-Time Employees
- Length of Employment
- Language Diversity
- Wage Information
- Compensation and Bonuses



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TAKE THE DSP WORKFORCE SURVEY! \$8000 INCENTIVE OFFERED

The DSP Workforce Survey can take less than an hour to complete online if your data is readily available. The self-paced online direct entry portal allows vendors to pause and come back to their survey as many times as needed. Once you submit your survey, you can print and save a copy for your records.

Prepare in Advance! Data Needed Includes:

- Number of DSP Employees
- Number of Population Served (Children and Adults)
- Employee Demographics (Age, Sex, and Race-Ethnicity)
- Employee benefits (Health, Dental, and Vision)
- Full-Time & Part-Time Employees
- Length of Employment
- Language Diversity
- Wage Information
- Compensation and Bonuses

Why Participate?

To effectively address the DSP Workforce shortage, reliable data about contributing factors is needed. Your participation is essential.

Registration

- Registration opens in May 2023.
- To register for the DSP Workforce Survey and receive your agency's unique survey link click below:

<https://bit.ly/dspworkforce>

How?

- Vendors employing DSPs take the survey through a self-paced online direct entry system.
- Start, pause, or save the survey at any time.



Questions? Email us at DSPworkforce@dds.ca.gov or visit us online at dds.ca.gov

DEPARTMENT OF DEVELOPMENTAL SERVICES

1215 O Street
Sacramento, CA 95814
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916-654-2420



Direct Support Professional Workforce Survey Frequently Asked Questions (FAQ)

Survey Details

1. Q: How do I sign up for the survey?

A: Go to <https://www.dds.ca.gov/rc/vendor-provider/dsp-workforce-survey/> to complete the eligibility checklist to ensure that you meet the requirements to participate in the survey, then you will be redirected to the registration portal. (Please see question #2 for eligibility requirements).

2. Q: What information is needed for the registration portal?

A: After self-certifying that you are eligible to complete the survey, you will be redirected to the registration portal to provide the following information:

- Vendor Tax ID
- Vendor Number/ID
- Regional Center
- Name of Vendor (if different than vendor organization)
- Name of Vendor Organization
- Contact Address1
- Contact Address 2
- Contact Person
- Contact Phone Number
- Primary Email address
- Secondary Email address
- Primary Phone number (landline)
- Secondary Phone number (cell)

After you have self-certified your eligibility and registered, you will receive a survey link within one to three business days.

3. Q: How do I get the survey link?

A: Within one to three business days of self-certifying your eligibility and registering online, you will receive an emailed invitation with a unique survey link sent by staffstability@hsri.org. If you do not see it in your inbox, please check your spam or junk folder.

Your survey link is at the top of the emailed invitation. Simply select the “Begin Survey” button to start the online survey.

4. Q: What if I cannot find my link?

A: If you do not see the survey link email in your inbox, it may be in your spam or junk folder. If you cannot locate the survey link email in your inbox, spam, or junk folders, you may request the link be resent by contacting DSPWorkforce@dds.ca.gov and the link will be resent within one to three business days.

When you request that the link be resent, please provide the following information that was originally provided at registration:

- Vendor Tax ID
- Vendor Number/ID
- Regional Center
- Name of Vendor (if different than vendor organization)
- Name of Vendor Organization
- Contact Address1
- Contact Address 2
- Contact Person
- Contact Phone Number
- Primary Email address
- Secondary Email address
- Primary Phone number (landline)
- Secondary Phone number (cell)

5. Q: Can more than one person in my agency use the same survey link?

A: Yes, your unique survey link may be forwarded to others within your agency to complete the survey or portions of the survey.

Please note that only one person can work on the survey at any time. If two individuals are using the same link at the same time, it can result in overwriting data or unknowingly submitting incomplete data.

6. **Q: If my agency serves both children and adults, should I complete a survey for each age group?**

A: If your vendor agency's data about DSPs working with children can be separated from data about DSPs working with adults, please report them on the same survey, but distinctly between children and adults. If the data can't be separated, you may report your combined data on the same survey.

7. **Q: Do I only receive one survey link for our whole vendor agency even if the agency has multiple locations?**

A: Yes. Complete one survey per agency and include all data from all locations. Only one incentive payment will be paid per agency, however. If you have questions or would like to submit one survey per facility or location, please contact DSPWorkforce@dds.ca.gov.

8. **Q: Do I receive one survey link per agency even if the agency has multiple vendor codes/service codes?**

A: Yes. Please complete one survey per agency and include all data for all services and service codes used by your agency.

9. **Q: If the agency provides services to multiple regional centers, do we receive a survey link for each regional center?**

A: No. Complete one survey per agency and include data on all DSPs employed.

10. **Q: How long does it take to complete the survey?**

A: Completing the survey online can take approximately up to an hour if the data is readily available.

11. **Q: Can I see the survey questions to help me with gathering the required data before I start the survey?**

A: Yes, you can click on "Begin Survey" in your survey invitation and then download a blank PDF copy of the survey questions.

12. **Q: What are the system requirements to complete the survey?**

A: The survey is completed in a secure software platform called Verity Analytics. The software works best on the latest version of Google Chrome.

13. **Q: Can I save my survey and then come back later to complete it?**

A: Yes, you can begin the survey, save it, and then use the survey link in the email to come back to the survey later. Your data will be saved, and you can resume where you left off.

14.Q: I submitted the survey for my agency. How can I confirm that it's complete?

A: We are not able to see your survey data until the data collection period has ended, June 30th, 2023.

If you would like to review your survey answers, simply;

- Select "Begin Survey" from your original survey invitation.
- You will be redirected to the survey portal.
- Select "Review", to download a PDF copy of your survey with your answers.
- Select "Print" at the bottom of your survey to save an electronic copy as a PDF or to print your survey out.

15.Q: I submitted the survey for my agency but need to edit it, what can I do?

A: Please send an email requesting that the survey be reopened to DSPWorkforce@dds.ca.gov and include the following information:

- Vendor Tax ID
- Vendor Number/ID
- Name of Vendor and Vendor Organization
- Agency Name
- Agency Address
- Primary Vendor contact name
- Primary Vendor contact e-mail address

The survey will be reopened within one to three business days. You will receive an email from staffstability@hsri.org after the survey has been reopened. You can then reenter the survey, make the edits, and resubmit the survey.

16.Q: How can I print my results after I complete the survey?

A: From your original survey invitation email:

- Select "Begin Survey" from your original survey invitation.
- You will be redirected to the survey portal.
- Select "Review", to download a PDF copy of your survey with your answers by.
- Select "Print" at the bottom of your survey review to save an electronic copy as a PDF or print your survey out.

Technical Assistance

- 1. Q: My survey is frozen, and I cannot move forward.**

A: The portal times out after being open without any activity for some time.

You may need to save the survey, exit, and then click back into the survey to move forward. In addition, the survey software works best with Google Chrome.

If that has not resolved the issue, please reach out to DSPWorkforce@dds.ca.gov. Your issue will be addressed within one to three business days.

- 2. Q: I cannot enter a number in question 23 (“Please indicate the number of DSPs on your agency’s payroll as of December 31, 2022, in the following age categories)**

A: Question 23 answers need to add up to the total you entered in question 19 (“How many DSPs were on your agency’s payroll as of Dec. 31, 2022?”). If the counts do not match, the system will not allow you to move forward.

If the portal is simply not allowing you to enter anything in question 23, the portal could be frozen. Leave the question blank, log out of the portal, allow 5 minutes for the portal to update your survey responses in the database, then log back in.

If you are still unable to add an answer to question 23, please reach out to DSPWorkforce@dds.ca.gov. Your issue will be addressed within one to three business days.

- 3. Q: On questions 37 (“What is the average [mean] STARTING hourly wage paid to DSPs in each of the following type of services in 2022?”)**

and

38 (“What is the average (mean) hourly wage paid to DSPs (regardless of length of employment) in each of the following types of services in 2022?”), I can’t fill in an amount in the survey. It’s warning me that it’s too high or more than.

A: For these questions, you can enter the correct number for your agency and ignore the error message. The warning displays automatically for any amount over \$20 per hour but the survey will let you continue.

4. **Q: Question 37** [“What is the average (mean) STARTING hourly wage paid to DSPs in each of the following types of services in 2022?”] requests average starting wages across services and settings. What does this mean?

A: Question 37a is asking for the average wage your vendor agency pays across all services (residential, in-home, and non-residential supports) and settings if your vendor agency provides services in more than one type of setting. Question 37 b- d asks for the average wage specific to residential, in-home, and non-residential supports. Below is how the question appears on the survey:

37. What was the average (mean) STARTING hourly wage paid to DSPs in each of the following types of services in 2022?

| | Average (mean) STARTING hourly wage for DSPs |
|---|--|
| a) Average starting wages of DSPs across services and settings | \$ ____ (per hour) |
| b) Average starting wages of DSPs providing residential supports (as defined under “Types of Supports” at the beginning of this survey) | \$ ____ (per hour) |
| c) Average starting wages of DSPs providing in-home supports (as defined under “Types of Supports” at the beginning of this survey) | \$ ____ (per hour) |
| d) Average starting wages of DSPs providing non-residential services and supports (as defined under “Types of Supports” at the beginning of this survey) | \$ ____ (per hour) |

5. **Q: Question 37** [“What is the average (mean) STARTING hourly wage paid to DSPs in each of the following types of services in 2022?”] asks about the average starting wage for DSPs. Should we leave part b of the question blank since we don’t provide residential programs?

A: If there are questions that do not apply to your agency and there is no option to select N/A or it will not accept that as a response, leave them blank. If you are not allowed to advance forward without answering a question regarding counts that do not apply to your agency, enter 0.

6. **Q: Question 55** (“Did your agency offer health (medical) insurance coverage to some or all DSPs in 2022?”) asks about health insurance coverage. My agency did not provide health (medical) insurance coverage. How can I skip the questions related to health (medical) coverage?

A: If you answer “Yes” to question 55, you will be asked to continue on to question 56 (“If health (medical) insurance coverage was offered to some or all DSPs, what were the requirements for a DSP to be eligible?”).

If you answer “No” to this question, the survey will take you automatically to question 62 (“Did your agency offer dental coverage to some or all DSPs in 2022?”).

If you answer “No” to question 55 and the portal does not move directly to question 62, the portal could be frozen. Log out of the portal, allow 5 minutes for the portal to update your survey responses in the database, then log back in.

If you are still unable to skip to question 62, please reach out to DSPWorkforce@dds.ca.gov. Your issue will be addressed within one to three business days.

7. **Q: Question 57 (“If health (medical) insurance coverage was offered to some or all DSPs, what percentage was the DSP contribution for individual coverage of the medical benefits premium? In other words, what percentage of the health care premium did the DSP pay for the individual coverage?”) asks about the percentage of the health care premium that DSPs pay for. None of these options apply since our employees pay more than 10 percent.**

A: If none of the options apply to your agency, please select “Don’t know.” The available options will be updated in the next survey cycle to better address the premiums paid by DSPs.

DEPARTMENT OF DEVELOPMENTAL SERVICES

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Direct Support Professional Workforce Survey Frequently Asked Questions (FAQ)

General Information

1. Q: What type of survey will be used in California?

A: The survey instrument is the National Core Indicators (NCI) Staff Stability Survey. This is a national survey tool developed by the Human Services Research Institute (HSRI) in collaboration with the National Association of State Directors of Developmental Disabilities Services (NASDDDS). It is used by 26 other states and is the only nationally used and recognized survey that specifically focuses on the Direct Support Professional (DSP) workforce serving individuals with IDD.

The survey collects data pertaining to DSP tenure, turnover, vacancy rates, wages, and other compensation including benefits, recruitment, retention, and front-line supervisor support. The survey also will include questions specifically tailored to the California workforce and IDD service system, and the impact of the COVID-19 pandemic on the DSP workforce. This customized, California version of the survey is called the DSP Workforce Survey.

2. Q: Why is my agency being asked to complete the survey?

A: All agencies that employ Direct Support Professionals (DSPs) as defined below are invited to complete the survey:

- Funded by regional center(s)
- Been in business for 6 consecutive months in the calendar year 2022
- Serves children and/or adults with intellectual and developmental disabilities

3. Q: Is the survey mandatory?

A: No, the survey is voluntary. Vendor/Provider agencies are invited to complete the survey, however, to establish baseline information from which agencies, the general public, regional centers, and DDS may learn more about the employment of DSPs. Please [click here](#) for more information.

4. Q: When must the survey be completed online?

A: Surveys must be completed by June 30, 2023. All agencies will receive an emailed invitation containing a unique hyperlink to the survey by April 2023.

5. Q: When will the survey results be available?

A: Initial survey results will be available in late 2023.

Incentive Payment

1. Q: What is the purpose of the incentive?

A: The purpose of the incentive is to compensate agencies for the time needed to gather their agency's data and complete the survey.

2. Q: How can my agency qualify for the incentive payment?

A: If your agency completes all survey questions that apply to it, then your agency will be eligible for the incentive payment.

3. Q: My agency completed more than one survey because we have multiple locations, do we receive an incentive payment for each location?

A: No, only one incentive will be paid per vendor organization regardless of the number of surveys completed.

4. Q: When does my agency receive the incentive?

A: By fall 2023, the Department anticipates sending a directive to regional centers that includes a list of vendors eligible for the incentive in Fall 2023.

5. Q: Who will receive the incentive payment, the agency or the individual completing the survey?

A: The incentive is payable to the agency.

6. Q: I started the survey but was found ineligible to continue based on my responses to the screening questions. Am I still eligible for the incentive?

A: No. The incentive is payable to eligible agencies that complete the survey in its entirety. If you are ineligible to participate in the survey, you are not eligible to receive the incentive.

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Direct Support Professional Workforce Survey Frequently Asked Questions (FAQ)

Eligibility Requirements

1. Q: What are the eligibility requirements to participate in the survey?

A: Vendor agencies who employ Direct Support Professionals (DSPs) (Please see questions # 2 and 3 for definitions); AND,

- Provide residential support, in-home support, and/or non-residential support (Please see question #6 for more on service codes); AND,
- DSPs spend at least 50 percent of their time doing direct support tasks for individuals with intellectual/developmental disabilities (IDD); AND,
- DSPs are funded by the regional center; AND
- Agency was in operation for at least six consecutive months between January 1, 2022, and December 31, 2022; AND
- Agency had DSPs on the payroll as of December 31, 2022.

2. Q: How is a Direct Support Professional (DSP) defined?

A: DSPs are paid workers:

- Their primary responsibility is to provide direct support to children and/or adults with intellectual and developmental disabilities (IDD)
- They provide support and supervision,
- Support people to learn new things, or to continue, to do as much as they can on their own,
- Ensure optimal health and safety and help with the upkeep of a person's home to assure it is clean, safe, and hazard free.
- Help individuals with IDD with skills development, guidance, and personal assistance.
- They spend at least 50% of their hours doing direct support tasks.
- Are funded by the regional center

If, after reviewing the definition of DSP above, your agency determines that it employs DSPs, please proceed with completing the survey.

“Building Partnerships, Supporting Choices”

If you have questions about whether your agency should complete the survey, please contact DSPWorkForce@dds.ca.gov.

3. Q: Who is not considered a DSP for the purpose of this survey?

A: The following are not included as a DSP, even if a portion of their work involves providing direct support:

- Staff paid through a funding source other than the regional center, such as health insurance or a school district,
- Behavioral specialists, behavioral technicians, or behavioral clinicians (RBTs, BCBAs),
- Clinically licensed or certified staff (CNAs, nurses, therapists, social workers),
- Those who only provide transportation, home modification, and/or meal delivery services,
- Staff hired through a temporary personnel agency,
- Contract or 1099 workers,
- On-call or PRN workers,
- Volunteers,
- Administrative or supervisory staff, unless they spend 50% or more of their time doing direct support work.

4. Q: How is a child defined?

A: Children are defined as individuals under the age of 18 who are receiving services from a regional center.

5. Q: How is an adult defined?

A: An adult is 18 years of age or older.

6. Q: How are the categories of supports defined (residential, in-home supports, and non-residential supports)?

A: The table below describes each category and suggests which category of supports California's service codes likely fall within. Some service codes may fall within more than one category of supports. Data should be reported separately for each category of support if possible. If a service code is not listed, please respond based on which category of supports (residential, in-home, non-residential) best describes the service. For additional information about services codes please visit [17 CCR § 54342: Types of Services](#).

| Residential Supports | In-Home Supports | Non-Residential Supports |
|---|--|--|
| <p>Provided to a person in a home or apartment that is owned or operated by your agency.</p> <p><i>This includes residential services delivered to people who DO NOT live in their family's home or their own private home/apartment which they rent or own.</i></p> <p><i>Residential supports include:</i></p> <ul style="list-style-type: none"> • Residential Services • 24-hour supports such as a group home or Agency-operated apartments • Host home or foster home services <p><i>If the service recipient holds a lease with your provider agency, this is considered a residential support or service.</i></p> | <p>Provided to a person in a home or apartment that is not owned or operated by your agency. This includes:</p> <ul style="list-style-type: none"> • Supports provided to a person in their own private home or apartment, or a private home/apartment they live in with their family (only if their home or apartment is not owned or operated by your agency) <p><i>This category can include homemaker / personal care services (in many states).</i></p> | <p>Provided in a day program, community program, or work setting. This includes:</p> <ul style="list-style-type: none"> • Adult day services • Community supports such as supports provided to assist a person to participate in community activities • Employment or vocational services. This can include supports to help people who are looking for work or work supports such as job coaching or employment support. <p>PLEASE NOTE: Because of COVID-19, many traditionally 'non-residential' supports and services began to be provided in the person's residence or home. If services provided by your agency fit the description above but because of COVID-19 were provided in a person's residence/home, they are still considered "non-residential supports."</p> |

| Residential Supports Service Codes Include | In-Home Supports Service Codes Include | Non-Residential Supports Service Codes Include |
|--|---|---|
| 90 Crisis Intervention Facility/Bed | 28 Socialization Training Program | 055 Community Integration Training Program |
| 91 In-Home Day Program | 62 Personal Assistance | 063 Community Activities Support Services |
| 96 Geriatric Facility | 111 Supplemental Program Support (Other) | 094 Creative Art Program |
| 109 Supplemental Residential Program Support | 465 Participant-Directed Respite Service - Family Member | 110 Supplemental Day Services Program Support |
| 113 DSS Licensed - Specialized Residential Facility (Habilitation) | 515 Behavior Management Program (May Apply to Non-Residential Supports) | 455 Participant-Directed Day Care Service - Family Member |

| <i>Residential Supports Service Codes Include</i> | <i>In-Home Supports Service Codes Include</i> | <i>Non- Residential Supports Service Codes Include</i> |
|---|--|--|
| 114 Specialized Residential Facility (Health) | 520 Independent Living Program | 475 Participant-Directed Community-Based Training Service for Adults |
| 868 Out-Of-Home Respite Services | 635 Independent Living Specialist | 505 Activity Center |
| 869 Respite Facility | 805 Infant Development Program | 510 Adult Development Center |
| 900 Enhanced Behavioral Supports Home - Facility | 856 Home Health Aide | 515 Behavior Management Program (<i>May Apply to In-Home Supports</i>) |
| 901 Enhanced Behavioral Supports Home - Individual Services | 858 Homemaker | 525 Social Recreation Program |
| 902 Community Crisis Home Facility Component | 860 Homemaker Service | 702 Adult Day Health Center |
| 903 Community Crisis Home Individualized Services and Supports Component | 862 In-Home Respite Services Agency | 851 Child Day Care |
| 904 Family Home Agency | 864 In-Home Respite Worker | 855 Adult Day Care |
| 905 Residential Facility Serving Adults – Owner Operated | 891 Personal Support Service | 892 Training And Habilitation Service (<i>May Apply to In-Home Supports</i>) |
| 910 Residential Facility Serving Children – Owner Operated | 892 Training And Habilitation Service (<i>May Apply to Non-Residential Supports</i>) | 950 Supported Employment Program - Group Services |
| 915 Residential Facility Serving Adults – Staff Operated | 896 Supported Living Service | 952 Supported Employment Program |
| 920 Residential Facility Serving Children - Staff Operated | | 954 Work Activity Program |
| 925 Intermediate Care Facility/Developmentally Disabled (ICF/Dd) | | |
| 930 Intermediate Care Facility/Developmentally Disabled-Habilitative (ICF/Dd-H) | | |
| 935 Intermediate Care Facility/Developmentally Disabled-Nursing (ICF/Dd-N) | | |
| 940 Nursing Facility | | |
| | | |

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7. Q: Should agencies that provide self-directed services and participant-directed services complete the survey?

A: Yes. These are considered regional center-funded services as long as the staff providing the services meets the definition of a DSP.

However, participant-directed services provided by a family member may not meet the definition of a DSP for the purpose of this survey.

8. Q: Why are some service codes not on the list above? Are they excluded from taking the survey?

A: Several service codes have been determined as *likely not* employing DSPs as defined in this survey or are listed among workers not to be included as DSPs. For additional information about service codes, please visit [17 CCR § 54342 Types of Services](#).

Some examples of service codes not likely employing DSPs include:

| | | | |
|-----|--|-----|---------------------------------------|
| 017 | Crisis Team – Evaluation and Behavioral Intervention | 691 | Art Therapist |
| 048 | Client/Parent Support Behavior Intervention Training | 692 | Dance Therapist |
| 074 | Out-of-Home Respite Acute Care Facility | 693 | Music Therapist |
| 102 | Individual or Family Training | 694 | Recreational Therapist |
| 108 | Parenting Support Services | 743 | Nurse’s Aide or Assistant |
| 115 | Specialized Therapeutic Services | 850 | Camping Services |
| 116 | Early Start Specialized Therapeutic Services | 854 | Home Health Agency |
| 117 | Specialized Therapeutic Service | 875 | Transportation Companies |
| 414 | Nursing Services, Family Member | 880 | Transportation – Additional Component |
| 420 | Respite Services, Family Member | 883 | Transportation Broker |
| 612 | Behavior Analyst | 885 | Medical Transportation |
| 613 | Associate Behavior Analyst | 890 | Transportation Auto Driver |
| 615 | Behavior Management Assistant | | |
| 616 | Behavior Management Technician | | |
| 620 | Behavior Management Consultant | | |

9. Q: May Intermediate Care Facility (ICF) vendors participate in this survey?

A: Yes, ICF vendors may participate in the survey but must confine their survey responses to DSPs funded through the regional center. DSPs funded through non-regional center funds may not be included in survey responses, such as funds paid directly to the vendor agency by MediCal or Medicare.

10.Q: Can fiscal intermediaries participate in the survey?

A: No, agencies that function solely as fiscal intermediaries or employers of record should not complete the survey.

However, agencies that function as fiscal intermediaries or employers of record *but also* provide direct support may complete the survey about their eligible DSPs only. These agencies cannot include in their survey responses, DSPs hired and managed by individuals/families who receive self-directed services.

11.Q: I am the owner and have no staff, as the sole DSP, should I complete the survey?

A: No, sole proprietors without employees are not eligible to participate in the surveys as they do not have DSP employees.

12.Q: Our vendor agency only employs licensed therapists (physical, occupational, speech) as part of the regional centers' Early Start program. Are we eligible to participate?

A: No, the survey instrument is not designed to collect data on clinically licensed or certified staff, as their wage information could skew the data collection.

13.Q: My agency hires both clinically licensed or certified staff and DSPs. May I complete the survey?

A: Yes. If your DSP employees meet the eligibility criteria defined in question #2, then you may complete a survey. As detailed in this document, survey responses should consider and be confined to only DSP employees.

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