

Rate Reform Update:

- Starting Wednesday, September 18, 2024, DDS will release a series of directives to regional centers on rate reform. Online trainings for general rate reform information and service specific areas are being scheduled and will begin at the end of September and continue through October.
- The first of these rate reform training is scheduled for September 26, 2024, [from 9am-11am](#). This is a general rate reform overview training available for regional centers, providers and the public. Registration information for additional upcoming training dates will be released in coming weeks and can be found in the “Meetings” section of the [rate reform website](#). Regional centers, providers, and the public are encouraged to attend the trainings. Recordings of the training will be posted on the same website. Office hours for regional centers will become available beginning in October.

Quality Incentive Program (QIP) Update:

A QIP Workgroup meeting will be held on September 26, 2024. Workgroup members and the general public are invited to attend and can [register for the QIP Workgroup here](#). This meeting will include:

1. An update on existing measures and payments,
2. Workgroup and public input about the QIP’s vision, goals, and timeline; and
3. Discussion of the Provider Directory.

Provider Directory:

The Provider Directory is in the testing and validation phase. Thank you to service providers and regional centers for working with DDS and Protiviti on the now completed data collection and cleanup phase. Between July 15th and August 30th, nearly 28,000 records were collected and cleaned up with contacts made to service providers by phone call, email, and nearly 5,000 survey entries.

The finalized data is currently being reviewed for upload into the Provider Directory. There is also testing of the portal functions. Once completed, the designated user will receive an invitation email to register for the portal and confirm all the information loaded is accurate. This will be accompanied by a messaging campaign that the Provider Directory is live and to expect the registration email. Once this step is completed, service providers will be eligible for the quality incentive portion of the rate, which is up to 10 percent of the rate model.

Next Steps (Key take aways, action items, or important dates):

Rate Reform:

- The first of the rate reform trainings will be held on September 26. [Register here for the Rate Reform Refresher.](#)

QIP:

- On September 26th, the department will host a QIP workgroup meeting open to the public. [Register to attend the QIP Workgroup here.](#)

Provider Directory:

- A registration email will be sent to the contact person designated by the service provider during the data collection phase. DDS also will notify provider contacts via email when the Provider Directory is active and ready for account registration.
- Once accounts are activated, service providers will need to:
 - Respond to the registration email,
 - Log in to the Provider Directory, and
 - Confirm that the vendor ID is accurate.

This process is outlined on the Service Provider training guide, which will be made available on the Provider Directory website.

It is important to complete this step as soon as possible as this is the final step to inform the up to 10 percent quality incentive portion of the rate. Timely completion of this step will promote quicker turnaround for updating rates effective January 1, 2025.

Background Information

What is Rate Reform?

Rate reform in California's developmental services system means changing the way the state pays for services. The goal is to make sure that the payment system is fair, supports providing high-quality care, and that it helps people get the services they need. Payments are made by the Department of Developmental Services (DDS) through regional centers to all service providers. The payments are in addition to reimbursements for services provided to individuals with intellectual and developmental disabilities (I/DD) and families.

Rate reform work began in 2019 after the Legislature required the delivery of a rate study regarding how services are provided and paid statewide. Rate reform adjustments began in 2021-22 and the 2024-25 Budget Act set the full rate reform implementation date to January 1, 2025.

There are several programs and projects happening at DDS that are part of rate reform, including the [Quality Incentive Program](#) (QIP). Through QIP, providers can earn up to 10 percent of their rate based on the quality of the service(s) they provide. The QIP has several different measures, each related to different types of services. Measures are

ways to evaluate the quality of services carried out by providers. The following areas for QIP measures were determined through the QIP's public workgroup process: Prevention and Wellness; Employment; Informed Choice and Satisfaction; Workforce Capacity; Early Intervention; and Service Access.

A foundational measure, called the [Provider Directory](#), has been added to the QIP. The Provider Directory will compile and provide accurate statewide information for the first time about service providers. Participation in the Provider Directory is the only QIP measure that will be used in 2024-25 and 2025-26 for establishing whether a provider will receive the quality incentive portion of the rate model.

Questions:

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Quality Incentive Program: QIPquestions@dds.ca.gov

Provider Directory: providerdirectory@dds.ca.gov.