DPH-SAPC PROVIDER WORKFORCE SURVEY
FAQ

Why is my agency being asked to complete this survey? Los Angeles County's substance use disorder (SUD) treatment system continues to transform and evolve under the State's California Advancing and Innovating Medi-Cal (CalAIM) initiative and payment reform which will move the system from fee-for-service to include achievement of patient outcomes. Direct service clinicians and counselors need to be capable of implementing new requirements now and building skills to deliver outcome-based care soon. Workforce shortages and competition with other systems are further impacting the ability to recruit and retain staff. **Deidentified** and **aggregated** survey results from all agency submissions will be shared with participating agencies for you to use in improving workforce strategies, including helping you to determine how your human resource practices and compensation package compare with other participating agencies, determining where and how you might make changes and investments to improve workforce stability, and informing the design of recruitment and retention efforts. This is all with the intent to assist participating agencies reinvest new revenue in strategies that will prepare and compensate your workforce for achieving new service expectations.

1. **Is this survey Mandatory?** Yes, this survey is mandatory if participating in capacity building efforts.
2. **Can I submit the draft paper version of the survey provided?** No. Only surveys submitted via Survey Monkey link will be accepted.
3. **Why are we receiving a paper survey if only surveys submitted through Survey Monkey will be accepted?** A paper version of the survey is being provided for your convenience so that you can prepare for the responses. This may include consulting with other units within your agency for information and ensuring the survey is fully completed prior to signing in and completing the online Survey through Survey Monkey link being provided.
4. **How long with the Survey Monkey Link be available for Agencies to complete?** The Survey Monkey link will be open from **July 31, 2023 through Tuesday, August 15, 2023.**
5. **Will the survey results be available to our agency?** Yes. In fact, submission of the downloaded PDF results is considered the required deliverable to invoice DPH-SAPC for capacity building effort 1A-1 funds using *Invoice 2 – Deliverable Attestation by August 30, 2023*.
6. **My agency has multiple locations, do we receive a separate capacity payment for each location?** No, each agency is only eligible to receive one payment for the completion of one workforce survey, regardless of the number of locations per agency. The survey needs to include information for all site locations where SAPC-contracted services are provided.
7. **My agency started the survey, but did not respond to all questions, are we still eligible to the full incentive payment?** No, agencies are required to accurately complete the entire survey to be eligible for payment. SAPC will notify agencies with incomplete survey responses to ensure they have the opportunity to benefit from the full incentive payment.
8. **How does my agency claim for the survey?** This is a deliverable-based effort. Therefore, you need to complete the survey, and submit the SAPC provided PDF as an attachment when submitting *Invoice 2 – Deliverable –Based Efforts* in accordance with instructions on the form by August 30, 2023.
9. **When will we receive the capacity funds for the survey (1-a)?** Once *Invoice 2 – Deliverable-Based Efforts* is submitted, DPH-SAPC will confirm the deliverable is responsive and complete, and if so, payment will be issued at the next billing cycle depending on date of submission.
10. **Will my agency data be shared with other agencies?** No, DPH-SAPC will not publish or share individual agency data. However, de-identified data will be shared to enable organizations to determine how their workforce related practices compare (same geographic region or providing same type of services in LAC) with the network and to inform future workforce capacity efforts.