



## Quality Assessment (QA) Project

### Contracted Interviewer Position Details

#### About the Quality Assessment Project

The Quality Assessment (QA) Project provides adults with intellectual and developmental disabilities (I/DD) an opportunity to share their experiences and opinions about the services they receive. Participation is voluntary and confidential.

Information gathered through interviews is combined with responses from thousands of individuals throughout California and across the nation. The results help the California Department of Developmental Services (DDS), Regional Centers, the State Council on Developmental Disabilities (SCDD), and other stakeholders improve services and inform policy decisions at both the state and local levels.

As a QA Interviewer, you will conduct structured interviews using an approved survey tool with individuals receiving services and, when appropriate, family members, caregivers, or others who know the individual well. Responses are entered directly into a secure online data management system and become part of statewide and national quality assessment efforts.

#### Position Type

This opportunity is for an **Independent Contractor** and not an employee position.

Contracted Interviewers:

- Are not employees of SCDD.
- Are not eligible for employee benefits.
- Cannot claim unemployment benefits through this contract.
- Are responsible for their own equipment, internet service, transportation, and related expenses.

#### Contract Period

Selected applicants will serve as Contracted Interviewers for the Quality Assessment Project through **June 30, 2027**.

Assignments may be offered throughout the contract period based on project needs, participant availability, geographic coverage, language needs, and interviewer performance. The contract does not guarantee a minimum number of assignments or interviews.

## **Compensation**

Interviewers are compensated on a **per-completed survey basis**. Interviewers also receive a one-time \$200 payment after all training requirements are met.

### **Standard Survey Rates**

<b>Survey Type</b>	<b>Compensation</b>
In-Person Interview	\$120 per completed survey
Remote Interview (Zoom Healthcare)	\$90 per completed survey

### **Bilingual Differential**

Interviewers who conduct a survey in a language other than English and are approved to conduct bilingual interviews will receive \$25 per completed non-English survey in addition to the standard rate.

## **What Interviewers Do**

Interviewers serve as the primary contact between the QA Project and individuals selected to participate in the survey process.

Responsibilities include:

### **Scheduling Interviews**

- Contacting consumers and/or their representatives.
- Explaining the purpose of the project.
- Making multiple outreach attempts when necessary.
- Scheduling interviews at times convenient for participants.
- Maintaining communication with assigned QA Coordinators regarding scheduling progress.

Interviewers should understand that scheduling is often one of the most time-consuming parts of the position and may require persistence and flexibility.

## **Conducting Interviews**

- In person at the participant's preferred location; or
- Remotely using Zoom Healthcare when requested by the participant.

Interviewers must follow standardized survey procedures and protocols in accordance with QA Project requirements to ensure consistency and data integrity.

## **Data Collection**

Interviewers are responsible for:

- Using approved survey tools and entering responses directly into the approved online data system.
- Maintaining accuracy and completeness of collected information.
- Following all documentation requirements.

Paper surveys are generally not permitted except in situations specifically approved by SCDD.

## **Communication and Reporting**

Interviewers are expected to:

- Maintain regular communication with their QA Coordinator.
- Provide weekly status updates on assignments.
- Participate in quality assurance activities.
- Cooperate with observation requests from SCDD and UC Davis.

## **Preferred Qualifications**

Successful Interviewers often have experience in:

- Developmental disabilities services
- Human services
- Education
- Social services
- Advocacy
- Community outreach
- Healthcare
- Vocational rehabilitation

- Interviewing or survey administration

Applicants with lived experience, family experience, or professional experience supporting individuals with intellectual and developmental disabilities are encouraged to apply.

Strong candidates typically demonstrate:

- Professional written and verbal communication skills
- Interpersonal Skills, especially respect for people with disabilities
- Scheduling and time management
- Attention to detail
- Independent work habits
- Comfort using laptops, tablets, or mobile devices
- Ability to navigate web-based systems and conduct video conferencing sessions

### **Language Skills**

The QA Project serves a diverse population throughout California. Bilingual and multilingual applicants are strongly encouraged to apply.

### **Eligibility and Disclosure Requirements**

Applicants will be asked to disclose whether they:

- Work for a Regional Center
- Are vendored by a Regional Center
- Work for agencies providing services to Regional Center consumers
- Have family or household relationships with Regional Center staff, vendors, or SCDD staff

These disclosures help identify potential conflicts of interest and assignment restrictions.

### **Confidentiality Requirements**

Interviewers have access to confidential information protected by state and federal law and are responsible for adhering to applicable laws including HIPAA.

### **Before You Apply**

Please apply only if you are willing and able to:

- Complete required training and certification
- Conduct interviews in person and/or through Zoom Healthcare

- Use your own laptop, tablet, or mobile device with secure internet access
- Travel within selected counties
- Follow strict confidentiality requirements
- Participate in quality assurance observations for training purposes
- Work independently while maintaining regular communication with project staff
- Serve individuals with intellectual and developmental disabilities in a respectful, professional, and person-centered manner

**Important:** Submission of an application does not guarantee selection, training, assignment, or a minimum number of interviews. Assignments are based on project needs, geographic coverage, language needs, interviewer performance, and participant availability.

For questions about the QA Project, visit: [www.scdd.ca.gov/qap](http://www.scdd.ca.gov/qap)