

1.32	Community Service Brokering	Page 1 of 2
Authorizing Utah Code: 62a-5-103	Rule: n/a	
Issue Date: 10/04	Revision Date: n/a	
Form(s):	Guideline(s): Community Service Broker Contract	

The Community Service Broker Model assists only those people with disabilities who have qualified for **Division** services and are on the **Division's** waiting list. The waiting list includes **Physical Disabilities**, **Developmental Disabilities** and **Mental Retardation**, and **Acquired Brain Injury**.

Community Service Brokering is a community support that facilitates client and family education and direction to community resources that are outside the scope of services paid for by DHS/DSPD. Community Service Brokering is responsible for the coordination and referral of community resources to expand the range of support options for people currently on the **Division's** waiting list. This model is designed to promote family preservation and assist people with disabilities in developing both natural supports and supports from the community thereby enhancing their quality of life.

PROCEDURE

A. Management and Referral Process

- a. **Region** staff will identify those **Persons** on the waiting list in need of Community Service Brokering.
- b. Staff will document and log in the **Person's** file the referral source and information regarding the **Person's** need for CSB services and the **Person's** current situation.
- c. **Region** staff will approve each referral before the Community Service Broker is asked to provide services. **Region** staff will determine if the person is a candidate for the CSB service based on services requested, health, and welfare needs of the individual. **Region** staff will enter the client data and budget information into the DAD system.
- d. The **Region** will identify how people are assigned to a Community Service Broker.
- e. **Region** staff will send the contracted Community Service Broker the Referral Form and Social History.
- f. The Community Service Broker will contact the client and complete the assessment process; which includes a signed Action plan outlining approved goals. A **Region** representative will approve the Action Plan.
- g. The Community Service Broker Action Plan will determine the course of action, associated responsibilities, and assignment of the Community Service Broker.
- h. The Community Service Broker may be contracted for up to 90 days of support per Action Plan outcome. The **Person's** individual Community Service Broker budget may not exceed a budget of \$2,000 a year.
- i. The established service broker rate agreement will not exceed \$15 an hour.
- j. Based on the information within the Action Plan, the Community Service Broker will assist the **Person** in obtaining community supports outside of the scope of services paid for by the **Division**. The Community Service Broker will guide and/or demonstrate how **Persons** can access needed community supports and services as they are identified in the Action Plan. The Community Service Broker will monitor the progress of the services on an ongoing basis and will notify the **Division** of any changes in the **Person's** needs.
- k. The Community Service Broker will not provide any direct care responsibilities for the **Person** with disabilities. The Community Services Broker links, connects, and develops community supports that will remain available to the individual/family once the service broker has completed their assignment.
- l. The Community Service Broker is required to complete and submit Activity Log/Client Survey at least monthly to the appropriate **Division Region** staff.

- m. The Community Service Broker shall submit monthly 295S billing **forms** and Activity Logs to the **Region** staff for approval by the 15th of the following month. Documentation of services provided must be made before payment can be made.
- n. **Regions** shall monitor the use of the Community Service Brokering budget allocation on the DAD Service Broker tab.
- o. **Region** staff will monitor the progress of the individual and the Community Service Broker.
- p. At the end of the Action Plan identified timeline, the Community Service Broker shall submit an End of Service Summary to address the success or failure of Community Service Broker support for that individual. This documentation must be submitted within 10 days of completion service and before final billing is made.
- q. All documentation of services and general information regarding Community Service Brokering is to be filed in the **Person's** client record under Service Notes.