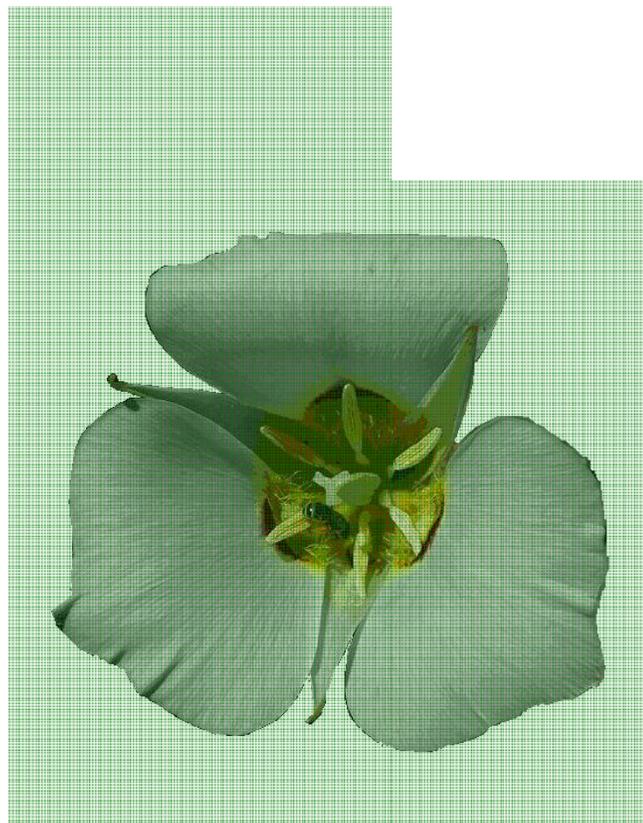
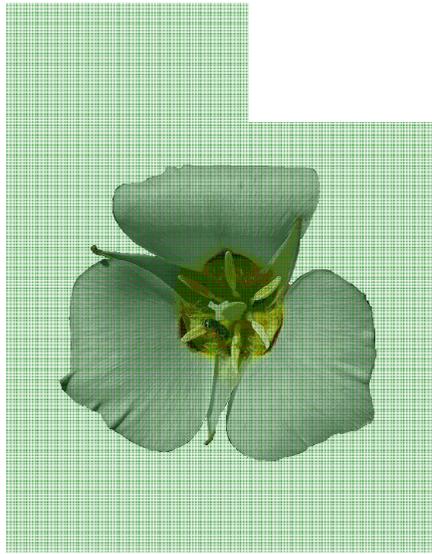


Division of Services for People with Disabilities
Utah Department of Human Services
Fiscal Year 2011
Annual Report





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Director's Message

The dedicated team at the Division of Services for People with Disabilities is pleased to present the 2011 fiscal year report. This report is designed to illustrate how many people utilize the services provided by the Division, describe the services being used, and highlight the historical and current need for these services.

The past fiscal year has brought many changes, challenges, and opportunities for improvement for the Division of Services for People with Disabilities. During this year we implemented budget cuts enacted during the last legislative session, reduced staff and changed management, and began focusing on collaboration, accountability, and improvement of the critical services we provide to the people of Utah.

Although the general economic outlook for Utah seems to be improving, the Division, like many other agencies, has had to make some painful decisions in the last year in order to meet its budget appropriation. The Division received a ten percent cut in administration, a one percent general fund cut, and a forty-three thousand dollar cut for State-owned group home rent fees. In order to meet these cuts, the Division has continued to severely curtail all administrative costs that are not absolutely necessary or that can be delayed temporarily. The Division has worked to develop agreements with other Departments to improve processes that will provide more Federal matching dollars, and has implemented targeted retirement programs and hiring freezes to reduce personnel costs. The Division continues to analyze how to best meet the needs of the people of Utah with our remaining resources.

Despite the budget challenges, the Division has kept its mission in the forefront: to promote opportunities and provide supports for persons with disabilities to lead self-determined lives. The DSPD team is excited about the focus on employment for people with disabilities and is grateful to be one of the agencies working on the 'Employment First' initiative passed by the Legislature last session. The Division received an ongoing appropriation this year to re-ignite its 'Supported Employment' program, and we are dedicated to ensuring its success.

The Division employees consider it an honor to work for the people of Utah and I am impressed every day by their hard work and dedication. I hope that you find this annual report a useful tool in understanding how services are delivered to people with disabilities in Utah.



Paul T. Smith, Director
Division of Services for People with Disabilities

Executive Summary

- Met the basic health, safety and service needs for 5,011 Utahns with severe disabilities through three Medicaid Waiver programs, one Non-Medicaid program and through the State Developmental Center
 - 4,476 in the Community Supports Medicaid Waiver for Utahns with Intellectual Disabilities or Related Conditions
 - 125 in the Medicaid Waiver for Utahns with Physical Disabilities
 - 110 in the Medicaid Waiver for Utahns with Acquired Brain Injuries
 - 94 in the Non-Medicaid program for Utahns with Disabilities (Including 64 Utahns with Intellectual Disabilities or related conditions, 25 Utahns with Physical Disabilities, and 5 Utahns with Acquired Brain Injuries)
 - 206 Utahns received 24 hour support at the Utah State Developmental Center
- Provided 2,879 Utahns with supervision and training during the day or on the job, 1,730 with around the clock supervision and training in group homes, supervised apartments or home-like settings, 2,925 with intermittent family support or supported living, and 150 with a personal assistant.
- Brought 216 people into services from the waiting list
- Managed waiting list records for 1,825 Utahns with critical need for services
- Contracted with over 150 providers who employed approximately 10,000 Utahns
- Invested State general fund in programs that received a return of two to three dollars for every dollar in state general funds.
- Demographics:
 - Disabilities—
 - 76 percent received services due to an intellectual disability.
 - 19 percent received services due to a condition related to an intellectual disability.
 - 3 percent received services due to a physical disability.
 - 2 percent received services due to an acquired brain injury.
 - Ages/Genders—
 - Provided services to Utahns of all ages, average age 33
 - 82 percent adults, 18 percent children
 - 40 percent female, 60 percent male

Mission, Values, and Vision

Our mission is to promote opportunities and provide supports for persons with disabilities to lead self-determined lives.

Values

- We value the preservation of family and other natural supports
- We believe in stewardship and wise use of public resources
- We value coordination and cooperation
- We respect and support personal choice and personal responsibility
- We respect personal and cultural diversity
- We believe people deserve high quality supports and services
- We believe funding should be needs based and should follow the person

We Will...

- Promote and recognize excellence
- Continue a person-centered philosophy
- Promote public awareness of disability issues
- Work collaboratively to dissolve barriers to quality service
- Support a full spectrum of service options
- Support self-determination by assisting persons to exercise and develop their ability to make choices and experience a) freedom to make informed choices from among available options of services and supports, b) authority to control a defined amount of dollars to purchase only what is needed and valued, c) support to nurture informal relationships that might augment, if not replace, some purchased services, and d) responsibility to give back to the community

Vision

The Division is working toward a system that:

- Serves Utahns with severe intellectual and physical disabilities and acquired brain injuries who are carefully assessed and determined eligible
- Is fully person-centered, recognizing and building upon a person's strengths
- Values, enhances, reinforces and strengthens a person's natural supports whenever possible
- Establishes services and budgets with an objective, strengths-based assessment tool applied uniformly across the state
- Continually assesses utilization of services to ensure that needs and services match up at every given point in time
- Strives to maximize resources and attempts to eliminate the waiting list
- Creates high quality standards and is diligent in consistently enforcing those standards
- Uses objective data to drive decision making
- Acknowledges and preserves the strengths of our provider network but is constantly pushing for higher quality
- Is responsive to the concerns of parents, advocates and other stakeholders

Historical Highlights



- 1929 The Utah State Developmental Center is established by the Utah State Legislature.¹
- Originally named the Utah State Training School.
 - Received its current name in 1991.²
 - Today it is a state operated Intermediate Care Facility for People with Intellectual Disabilities (ICF/ID) that serves 206 people with complex disabilities.³



- 1948 MRAU is founded. The volunteers at MRAU are focused on increasing choice through education, support and advocacy on behalf of people with intellectual and developmental disabilities throughout Utah.⁴



- 1963 Mental Retardation Facilities and Community Mental Health Centers Construction Act is signed into law. This legislation funds construction of facilities, research centers, councils and programs for people with developmental disabilities.⁵



- 1965 Medicaid is created with the passage of Title XIX of the Social Security Act.⁶



- 1967 The Department of Human Services is organized.
- Originally named the Department of Health and Welfare.
 - Renamed the Department of Social Services in 1971.²
 - Received its current name in 1990.⁷



- 1970 The Developmental Disabilities Services and Construction Act is signed into law.⁸ This act requires that each state have a planning and advisory council which creates and implements the state's plan for addressing the needs of people with developmental disabilities.



- 1971 The Utah Developmental Disabilities Council is created as a result of the Developmental Disabilities Services and Construction Act.⁹ This council is tasked with advising the governor and legislature on issues affecting Utahns with disabilities.
- Originally named the Utah Advisory Council for Handicapped and Developmentally Disabled Children.
 - Renamed the Utah Council for Handicapped and Developmentally Disabled Persons in 1976.¹⁰
 - Renamed the Utah Governor's Council for People with Disabilities in 1994.¹¹
 - Received its current name in 2006.¹²



- 1971 Utah Association of Community Services (UACS) is founded. UACS member businesses contract with the state to provide community-based supports to people with disabilities.¹³



- 1975 The Education for All Handicapped Children Act (EHA) is signed into law.¹⁴ Schools are no longer allowed to turn away students with disabilities. Instead, they are to design a customized education plan which provides a “free appropriate public education” for each individual student to be provided in the “least restrictive environment” appropriate.



- 1978 The Utah Disability Law Center is founded. They focus on advocating for the rights of people with disabilities throughout Utah.¹⁵



- 1979 The Division of Services for People with Disabilities is created.
- Initially begins as the Office of Handicapped Services at the Division of Health.
 - In 1981, the Department of Social Services creates the Division of Developmental Disabilities and Mental Retardation.
 - These two agencies are merged in 1983 to form the Division of Handicapped Services at the Department of Social Services.⁷
 - Received its current name in 1991.³

Historical Highlights

-  1981 Section 1915 (c) "Waiver Authority" is added to the Social Security Act. It allows long-term care to be provided in community-based programs rather than institutions. This is known as "waiver authority" because it enables states to have certain federal statutory requirements waived.¹⁶
-  1984 The Brain Injury Association of Utah is founded. They focus on building awareness about brain injury prevention and recovery. Their network includes hospitals, government agencies and rehabilitation centers throughout Utah.¹⁷
-  1984 The Utah Parent Center is founded. They focus on peer support, information, training and advocacy for families of people with a disability.¹⁸
-  1986 The Community Supports Waiver is established. This waiver allows the Division to provide home and community-based services to individuals with disabilities in their own home who would otherwise require placement in an ICF/ID.
- Originally named the Developmental Disabilities/Mental Retardation Waiver.
 - Renamed the Mental Retardation/Related Conditions Waiver in 2005.
 - Received its current name in 2007.
 - Currently 4,476 Utahns receive services through this waiver.
-  1989 The Lisa P. v. Angus class action lawsuit is filed. It seeks community placement for residents of the Utah State Developmental Center.¹⁹
-  1990 The Individuals with Disabilities Education Act (IDEA) is signed into law. This legislation amends the Education for All Handicapped Children Act of 1975 (EHA).¹⁴ IDEA expands on the definition of "least restrictive environment" to require that students with disabilities be educated with students without disabilities whenever possible.²⁰
-  1990 The Americans with Disabilities Act is signed into law. This landmark federal legislation prohibits discrimination on the basis of disability. Businesses, governments and non-profits alike begin design changes to buildings, roads, sidewalks, vehicles, services and programs of many kinds to make them accessible to people with disabilities. In addition, employers are now required to provide "reasonable accommodation" for employees with disabilities.²¹
-  1990 The Access Utah Network is founded. They focus on helping people with disabilities and their caregivers find sources for the supports that they need.²²
-  1993 A settlement agreement is reached in the Lisa P. v. Angus class action lawsuit which requires that residents at the Developmental Center be evaluated to determine the "least restrictive and most enabling environment" for each.¹⁹
-  1995 The Acquired Brain Injury Waiver is established. This waiver allows the Division to provide home and community-based services to individuals with brain injuries who would otherwise require placement in a nursing facility.
- Originally named the Traumatic Brain Injury Waiver.
 - Expanded in 2004 to serve people with acquired brain injuries and is renamed the Acquired Brain Injury Waiver.
 - Currently 110 Utahns receive services through this waiver.²³
-  1996 The Robert Wood Johnson Foundation Self-Determination Grant is awarded in July. It enables the Division to restructure the provision of supports to allow for a self-directed approach.

Historical Highlights

-  1997 Budget Balancing Act is signed into law. Although primarily concerned with the federal budget, this act also includes language which eliminates the restriction that only people who had been previously institutionalized could receive Medicaid-funded supported employment services.²⁴
-  1998 The Physical Disability Waiver is established. It allows the Division to provide home and community-based services to individuals who would otherwise require placement in a nursing facility.
- Currently 125 Utahns receive services through the Physical Disability Waiver.
-  1998 Portability of Funding for Health and Human Services is signed into law. This legislation enables the Division to work with the Division of Health Care Financing to transfer funding as needed to enable people with disabilities to move out of institutions and into the community.²⁵
-  1998 The Self-Administered Services Program is piloted. This program gives people with a disability and their families the ability to self-administer services. This program shifts the selection and management of staff from contracted providers to the family and enables much greater flexibility for families while reducing costs for the Division.
- Originally named Self-Directed Services Program.
 - Renamed Self-Administered Model in 2000 and began using fiscal agents to manage payroll functions.
 - Renamed Self-Administered Services in 2005.
 - Currently 1,466 Utahns receive services through this program.
-  1999 The court case Olmstead v. L.C. is decided by the Supreme Court. The Court rules that services to people with disabilities must be provided "in the most integrated setting appropriate to their needs."²⁶ This ruling leads to the removal of many people from institutional settings to smaller-sized community-based programs across the nation.¹⁸
-  2001 The Lisa P. v. Angus class action lawsuit is dismissed after the Division fulfills the terms of the settlement agreement.¹⁹ This agreement enables over 100 people to move into the community from the Utah State Developmental Center.
-  2002 The Real Choice Systems Change Grant is awarded. This grant enables the state to make systematic improvements to serve people with disabilities at a higher level of quality and efficiency.
-  2003 The Utah Registry of Autism and Developmental Disabilities (URADD) is founded. Primarily concerned with gathering data regarding autism-spectrum disorders, URADD is part of a network established by the Centers for Disease Control and Prevention (CDC).²⁷
-  2006 A Supported Employment Pilot Program is initiated by the Utah State Legislature in July to offer employment supports for people on the waiting list.²⁸
- The Supported Employment pilot program changes to an on-going program in fiscal year 2008.²⁹
 - The program's budget is cut in fiscal year 2010, then restored in fiscal year 2011.
-  2007 The Traumatic Brain Injury Partnership Grant is awarded. This grant enables the Division to build partnerships between state agencies serving individuals with traumatic brain injuries. The Division develops training modules to serve as best practice material and help eliminate unnecessary interventions for individuals with a traumatic brain injury.
-  2007 The Family Preservation Pilot Program is established in July. This pilot program is designed to provide caregivers the skills to reduce stress and build their circle of support. This program is dissolved after the fiscal year 2009 Special Session cuts.

Historical Highlights

-  2008 The Medicaid Infrastructure Grant is awarded. This grant enables the Division to add a staff member dedicated to evaluations and recommendations for customized employment options.
-  2008 The Respite Pilot Program is established in July. This pilot program is funded by the legislature with one-time funding to provide respite services to 250 families. Entry is frozen after the fiscal year 2009 Special Session cuts.
-  2008 Independent Support Coordinator Association (ISCA) is organized. Its members include support coordination companies who contract with DSPD.
-  2010 Two years of budget cuts result in service rate cuts, personnel cuts, privatization of case management functions, and internal reorganization.
-  2011 The legislature made additional cuts to DSPD administration. The Division receives funding for people to enter services from the waiting list. The supported employment program for people on the waiting list receives ongoing funding.

Footnotes:

1. S.B. 51, An Act to Provide for the Establishment, Building and Equipping of the Utah State Training School from the 1929 General Session of the Utah State Legislature.
2. H.B. 313, Omnibus Disability Service Act from the 1991 General Session of the Utah State Legislature.
3. Department of Human Services. (2006). Utah State Developmental Center. Retrieved September 27, 2010 from <http://usdc.utah.gov/>
4. MRAU. (n.d.). About MRAU. Retrieved September 27, 2010 from http://www.mrau.org/about_mrau.htm
5. Mental Retardation Facilities and Community Mental Health Centers Construction Act, 20 U.S.C.A. 611, 612, 613, 617, 618, 676 and 42 U.S.C.A. 291(k), 295-295(e), 2661-2665, 2671-2677, 2681-2687, 2691-2696.
6. Social Security Act, Title XIX, 42 U.S.C.A. § 1396 et seq.
7. Division of Archives and Records Services. (2003). Dept. of Human Services Agency History #1116. Retrieved September 27, 2010 from <http://archives.utah.gov/research/agencyhistories/1116.html>
8. Developmental Disabilities Services and Construction Act, 42 U.S.C.A. 2661-2666.
9. Executive Order. Governor Calvin Rampton (February 2, 1971).
10. Executive Order. Governor Calvin Rampton (July 1, 1976).
11. Executive Order. Governor Michael O. Leavitt (February 4, 1994).
12. Executive Order. Governor Jon M. Huntsman, Jr. (April 5, 2006).
13. Utah Association of Community Services. (2008). Celebrating Our 35 Year History. Retrieved September 27, 2010 from <http://www.uacs.org/about.php>
14. Education for All Handicapped Children Act of 1975, 20 U.S.C.A. § 1401 et seq.
15. Disability Law Center. (2010). A Brief History of the Disability Rights Movement. Retrieved September 27, 2010 from http://www.disabilitylawcenter.org/about/a_brief_history_of_dr_movement.html
16. U.S. Department of Health and Human Services. (2000). Understanding Medicaid Home and Community Services: A Primer. Retrieved September 27, 2010 from <http://aspe.hhs.gov/daltcp/reports/primer.htm>
17. Brain Injury Association of Utah. (n.d.) Who is BIAU? Retrieved September 27, 2010 from <http://www.biau.org/who/who.html>
18. Utah Parent Center. (2010). About The Utah Parent Center. Retrieved September 27, 2010 from http://www.utahparentcenter.org/about_us.htm
19. Utah State Legislature. (2001). Lisa P Settlement Agreement Costs. Retrieved September 27, 2010 from http://www.le.state.ut.us/audit/01_05ilr.pdf
20. Individuals with Disabilities Education Act of 1990, 20 U.S.C.A. § 1401 et seq.
21. Americans with Disabilities Act of 1990, 42 U.S.C.A. § 12101 et seq.
22. Access Utah Network. (2010). Retrieved September 27, 2010 from <http://www.accessut.state.ut.us/>
23. Division of Services to People with Disabilities. (2009). Application for a §1915 (c) HCBS Waiver. Retrieved September 27, 2010 from <http://dspd.utah.gov/docs/ABI%2016.18.09.pdf>
24. Budget Balancing Act of 1997. (1997). 105th Congress Public Law 33. Retrieved September 28, 2010 from <http://www.gpo.gov/fdsys/pkg/PLAW-105publ33/html/PLAW-105publ33.htm>
25. H. B. 372, Portability of Funding for Health and Human Services from the 1998 General Session of the Utah State Legislature.
26. State of Utah. (2002). Comprehensive Plan For Public Services in the Most Appropriate Integrated Setting. Retrieved September 27, 2010 from <http://www.dhs.utah.gov/pdf/TheOlmstead-Plan.pdf>
27. Utah Department of Health. (2007). Utah Registry of Autism and Developmental Disabilities. Retrieved September 27, 2010 from <http://www.health.utah.gov/autism/>
28. H.B. 31, Pilot Program for the Provision of Services for People with Disabilities from the 2006 General Session of the Utah State Legislature.
29. H.B. 45, Supported Employment Services to a Person with a Disability from the 2008 General Session of the Utah State Legislature.

People Served and Waiting

People Served Fiscal Year 2011:

Home and Community Based Services (HCBS)

Medicaid Funded

Acquired Brain Injury Waiver	110
Community Supports Waiver	4,476
Physical Disabilities Waiver	125

Total Medicaid Funded 4,711

Non-Medicaid Funded

Acquired Brain Injury	5
Community Supports	64
Physical Disabilities	25

Total Non-Medicaid Funded 94

Total HCBS 4,805

Utah State Developmental Center 206

Total Served Fiscal Year 2011: 5,011

People Waiting Fiscal Year 2011:

Waiting List

Acquired Brain Injury 70

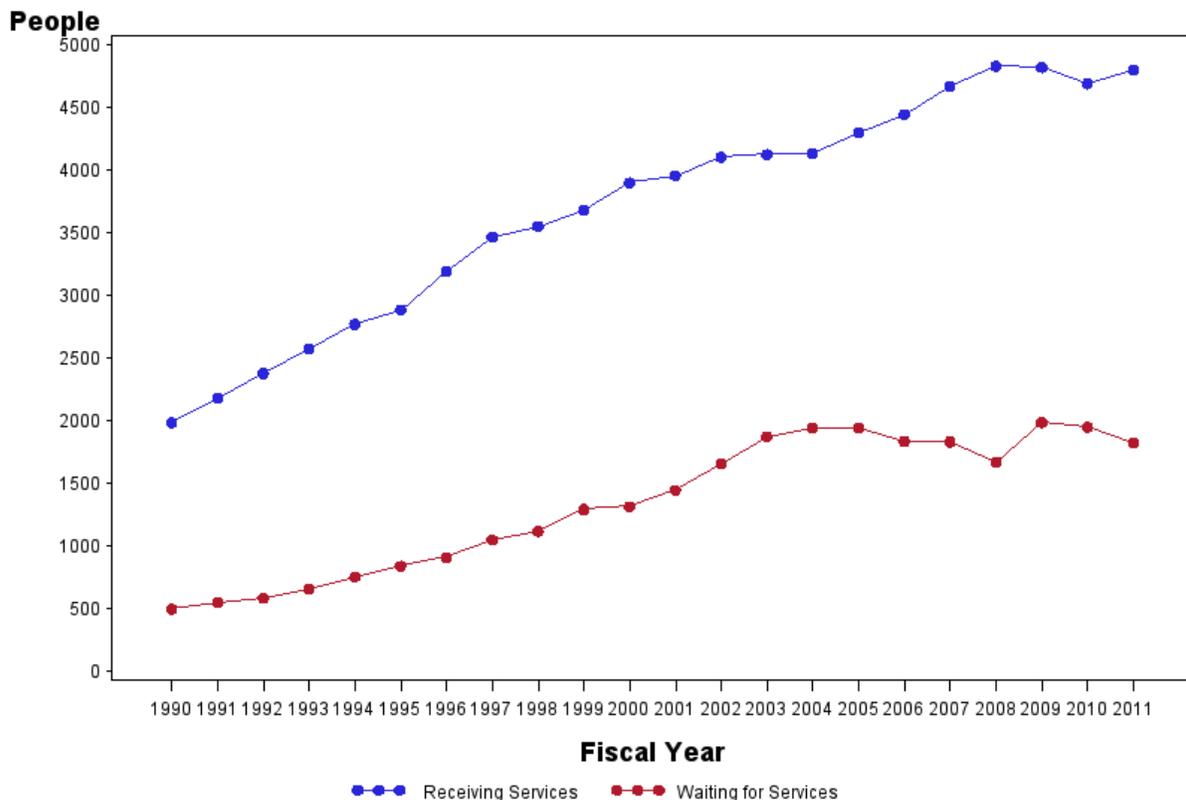
Intellectual Disabilities/
Related Conditions 1,715

Physical Disabilities 40

Total People Waiting Fiscal Year 2011: 1,825

Number of People Served and Waiting

Fiscal Year 1990 to 2011



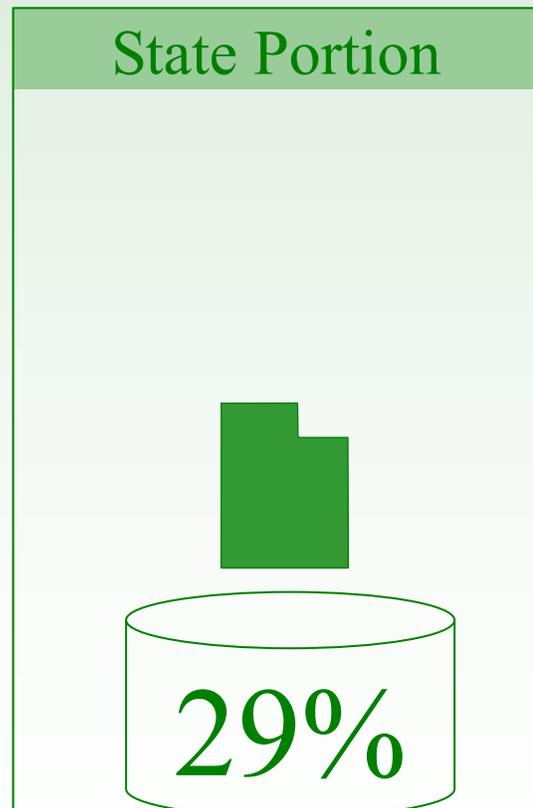
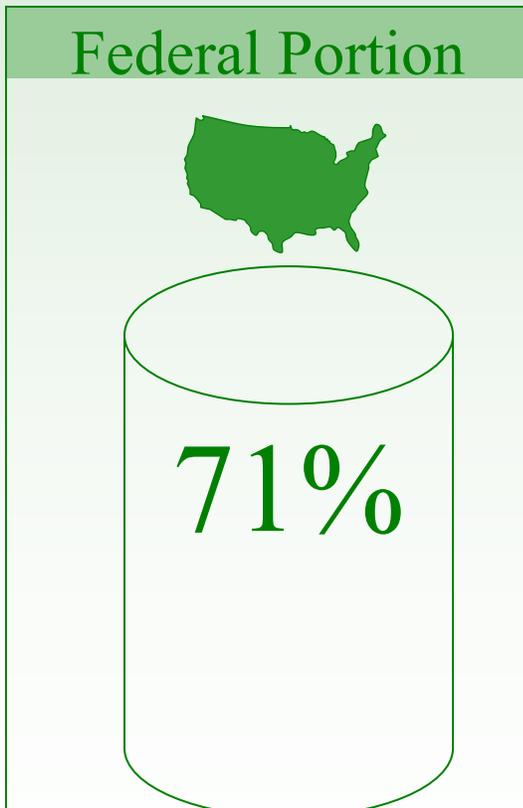
Budget Overview

Operating Budgets

Category	Actual 2010	Actual 2011	Authorized 2012
Administration	\$ 3,779,900	\$ 2,967,500	\$ 3,132,400
Service Delivery	\$ 9,161,700	\$ 6,988,400	\$ 6,396,700
Utah State Developmental Center	\$ 38,532,400	\$ 32,015,600	\$ 34,002,600
Community Supports Waiver	\$140,075,700	\$151,270,400	\$146,877,400
Acquired Brain Injury Waiver	\$ 2,385,200	\$ 2,793,900	\$ 2,947,700
Physical Disabilities Waiver	\$ 2,027,200	\$ 1,920,300	\$ 1,850,900
Non-Medicaid Waiver Services	\$ 2,493,000	\$ 1,424,700	\$ 1,559,400
Total	\$206,168,900	\$199,380,800	\$196,767,100

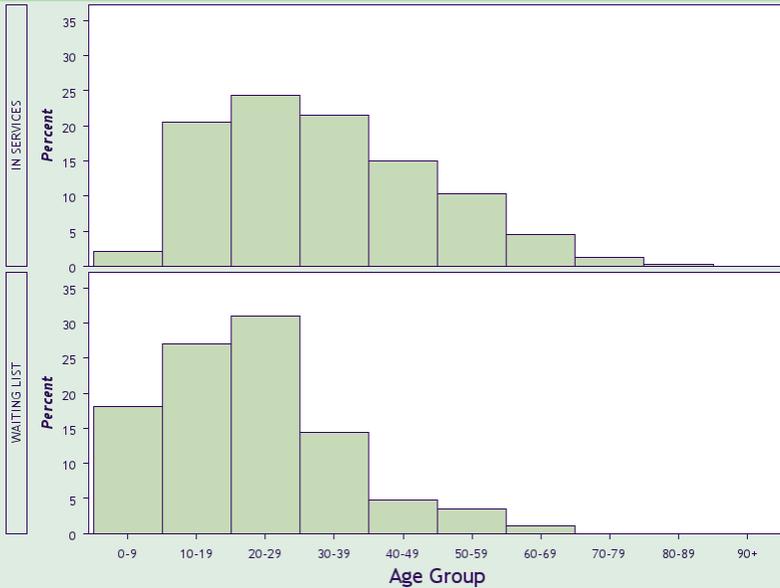
Federal Medical Assistance Percentage (FMAP)

For the majority of DSPD services, state dollars receive matching Federal funds. Payments for Medicaid waiver participants are made at a ratio of roughly 2.4 : 1 Federal : State. That means, that for every dollar Utah invests in services for people with disabilities, Medicaid contributes roughly \$2.40 in matching Federal dollars.



Demographics

Age



Functional Limitations

To be eligible for DSPD services, people aged seven years and older must have at least three documented functional limitations in seven designated areas. Twenty five people were under age seven, considered too young to have functional limitations determined.

Acquired Brain Injury

Functional Limitation	People
Memory or cognition	110
Activities of daily life	96
Judgment and self-protection	107
Control of emotion	77
Communication	53
Physical health	52
Employment	113

People receiving services due to an acquired brain injury most commonly have 5 functional limitations. (n = 115)

Community Supports

Functional Limitation	People
Self-care	3,101
Language	2,372
Learning	4,190
Mobility	1,076
Self-direction	4,283
Capacity for independent living	4,440
Economic self-sufficiency	3,478

People receiving services due to an intellectual disability or related condition most commonly have 4 functional limitations. (n = 4,515)

Physical Disabilities

Functional Limitation	People
Self-care	150
Language	11
Learning	1
Mobility	150
Self-direction	4
Capacity for independent living	145
Economic self-sufficiency	28

People receiving services due to a physical disability most commonly have 3 functional limitations. (n = 150)

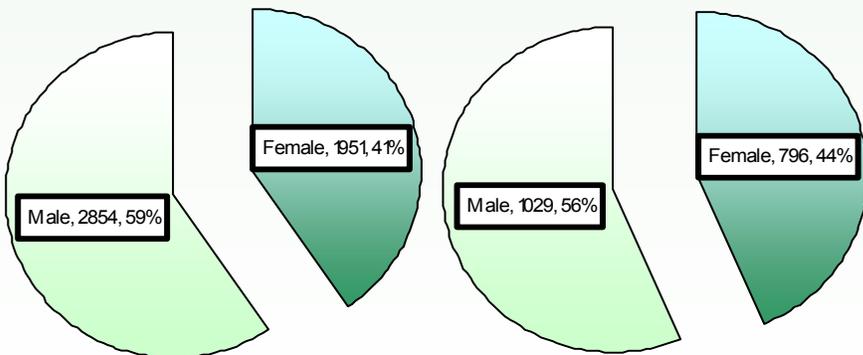
Race/Ethnicity

Race/Ethnicity	IN SERVICES	WAITING LIST	Total
White	4,073 (84.77%)	1,377 (75.45%)	5,450
Hispanic/Latino	450 (9.37%)	158 (8.66%)	608
Other/Unknown	87 (1.81%)	237 (12.99%)	324
Asian/Pacific Islander	62 (1.29%)	25 (1.37%)	87
Black/African American	60 (1.25%)	22 (1.21%)	82
American Indian	73 (1.52%)	6 (0.33%)	79
Total	4,805	1,825	6,630

Gender

In Services:

Waiting List:



Diagnoses

	Waiting List		In Services		Total
	#	%	#	%	#
Intellectual Disabilities					
Mild Mental Retardation	464	25.42	1666	34.67	2130
Moderate Mental Retardation	241	13.21	874	18.19	1115
Severe Mental Retardation	46	2.52	525	10.93	571
Profound Mental Retardation	39	2.14	499	10.39	538
Unspecified Mental Retardation	212	11.62	84	1.75	296
Related Conditions					
Infantile Autism, Current Or Active State	200	10.96	410	8.53	610
Infantile Cerebral Palsy, Unspecified	109	5.97	198	4.12	307
Down Syndrome	148	8.11	56	1.17	204
Epilepsy, unspecified, without mention of intractable epilepsy	20	1.1	41	0.85	61
Pervasive Developmental Disorders	19	1.04	27	0.56	46
Chromosomal Anomalies	27	1.48	11	0.23	38
Spina bifida without mention of hydrocephalus, unspecified region	16	0.88	15	0.31	31
Infantile Autism, Residual State	13	0.71	7	0.15	20
Intracranial Injury Of Other And Unspecified Nature	4	0.22	15	0.31	19
Prader-Willi Syndrome	9	0.49	8	0.17	17
Microcephalus	10	0.55	3	0.06	13
Other Specified Infantile Cerebral Palsy	5	0.27	7	0.15	12
Encephalopathy, Not elsewhere classified	7	0.38	4	0.08	11
Other	137	7.26	130	2.61	267
Acquired Brain Injury					
Postconcussion Syndrome	6	0.33	25	0.52	31
Intracranial Injury Of Other And Unspecified Nature, Without	9	0.49	14	0.29	23
Anoxic Brain Damage	7	0.38	14	0.29	21
Personality Change Due To Conditions Classified Elsewhere	2	0.11	10	0.21	12
Other	46	2.43	52	1.04	98
Physical Disability					
Quadriplegia and Quadripareisis	5	0.27	19	0.4	24
Infantile Cerebral Palsy, Unspecified	9	0.49	14	0.29	23
Quadriplegia, C5-C7, incomplete	3	0.16	15	0.31	18
Multiple Sclerosis	4	0.22	13	0.27	17
Quadriplegia, C5-C7, complete	0	0	15	0.31	15
Quadriplegia, unspecified	3	0.16	10	0.21	13
Other	17	0.88	65	1.31	82

Array of Services

Utilizing which Services?	Supported Employment	Day Program	Neither	Total
Case Management Only	0	0	128	128
In Home (Provider Based)	197	449	356	1002
In Home (Self Administered Services)	65	316	1085	1466
Supported Living	197	103	186	486
Host Home/Professional Parent Support	22	168	80	270
Residential Supports	268	1034	151	1453
Total	749	2070	1986	4805

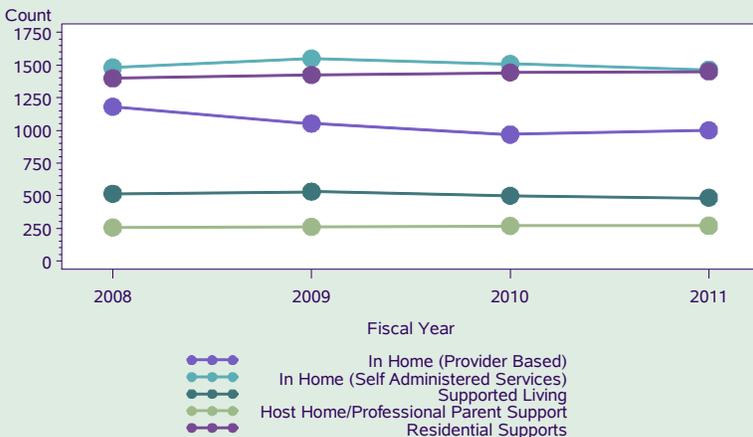
Average Cost*	Supported Employment	Day Program	Neither**	Overall
Case Management Only	Not Applicable	Not Applicable	\$198.98***	\$198.98
In Home (Provider Based)	\$11,385.88	\$16,011.95	\$7,150.62	\$11,457.96
In Home (Self Administered Services)	\$15,660.51	\$20,126.54	\$11,987.33	\$14,001.57
Supported Living	\$22,277.90	\$27,041.14	\$17,199.35	\$21,401.27
Host Home/Professional Parent Support	\$53,214.42	\$54,061.84	\$48,340.97	\$52,599.77
Residential Supports	\$56,705.48	\$72,609.14	\$66,889.77	\$69,071.91

*Average cost for all supports after classification of people into 5 X 3 different service packages

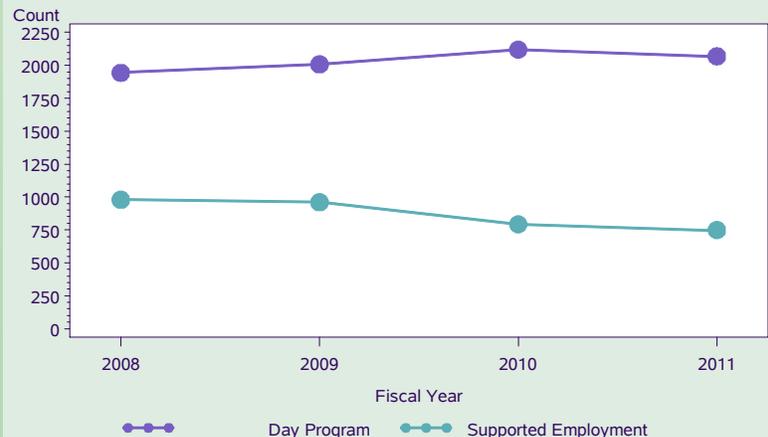
**Includes children who receive supports from their school or adults who decline to participate in a supported employment or day program.

***Typically one month of supports for people transitioning from waiting list into services. Because service was delivered using existing state resources, no additional costs were incurred.

In Home/Out of Home Supports



Day Programs/Supported Employment



Waiting List

Four Year Historic Waiting List Fluctuation

State Fiscal Year Period	2008	2009	2010	2011
Additions	408	446	269	255
Removals				
Funded	236	110	42	216
Deceased	11	5	7	15
Institutionalized	15	8	12	17
Could Not Locate*	29	54	217	81
No Longer Eligible**	67	31	31	20
No Longer Interested***	83	31	18	23
Other	16	6	8	18
Total Removals	457	245	335	390
Net Change	-49	201	-66	-135

*Despite three attempts by DSPD employee

**Due to change in state residency or other eligibility requirement

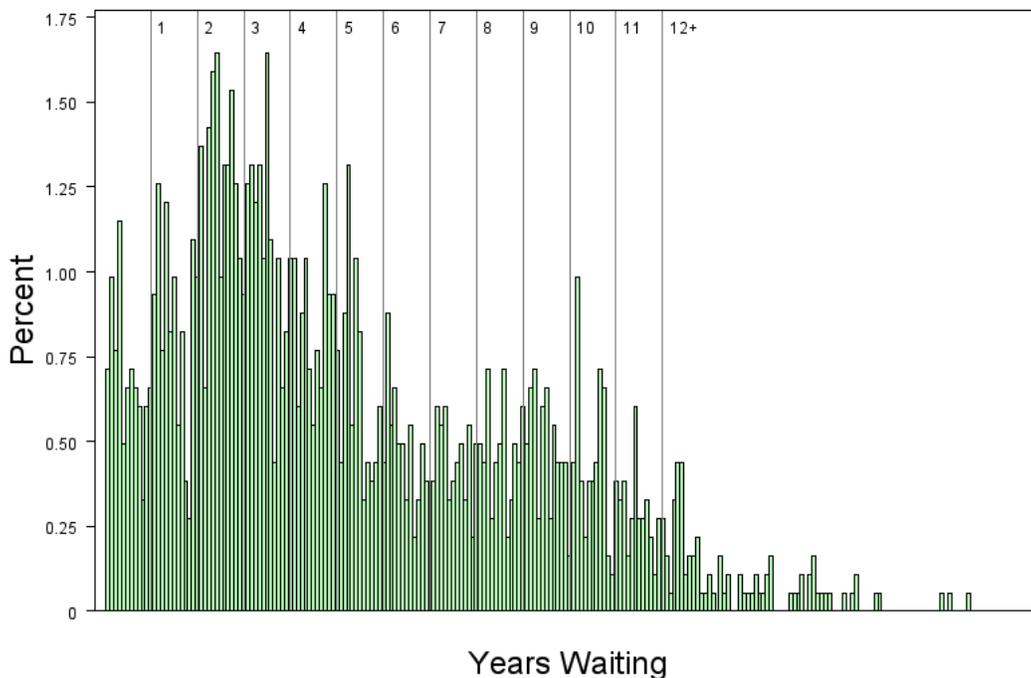
***Due to a change in need or lack of desire to continue waiting

Waiting for which Services?

	Supported Employment	Day Supports	Neither	Total
<i>In Home Support/Respite</i>	117	126	183	426
<i>Personal Assistance/Supported Living</i>	259	132	845	1236
<i>Host Home/Professional Parent Services</i>	2	2	9	13
<i>Residential Services</i>	79	42	29	150
Total	457	302	1066	1825

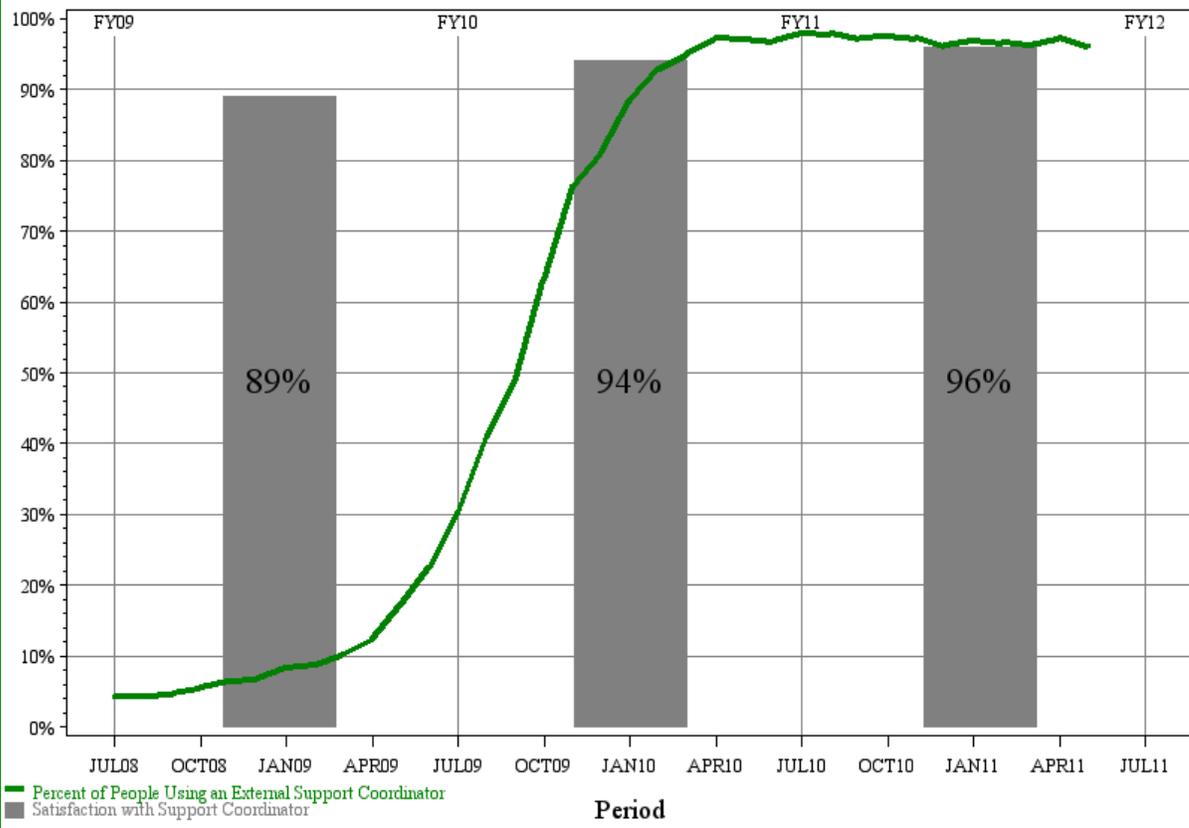
Number of Years Waiting for Services

Among those currently waiting
Average = 5.3 years



Privatizing Support Coordination

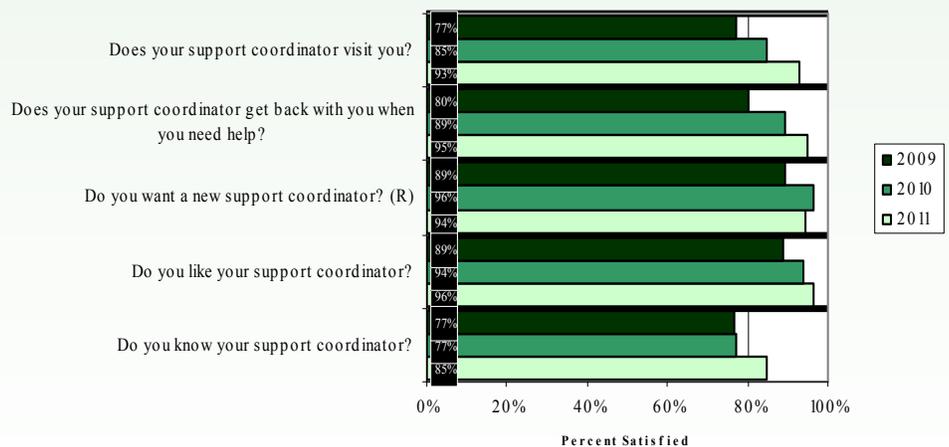
Relationship Between Satisfaction and Externalization of Support Coordination



By far the most dramatic shifts in Division personnel and organizational structure came as a result of the privatization of Support Coordination. Although privatization had already begun, it accelerated dramatically in the first half of fiscal year 2010. The proportion of private support coordinators went from about 4% in July 2008 to over 96% by June 2010. A few State-employed Support Coordinators have been retained to manage transition cases and administer objective needs assessments.

Objective measurement of consumer satisfaction interview data were compared before and after the changes were made. Satisfaction with Support Coordination improved in all areas following the switch from state to private support coordination.

Historic Support Coordinator Satisfaction Levels



(R)=values have been reversed.

Division Reorganization

Administration

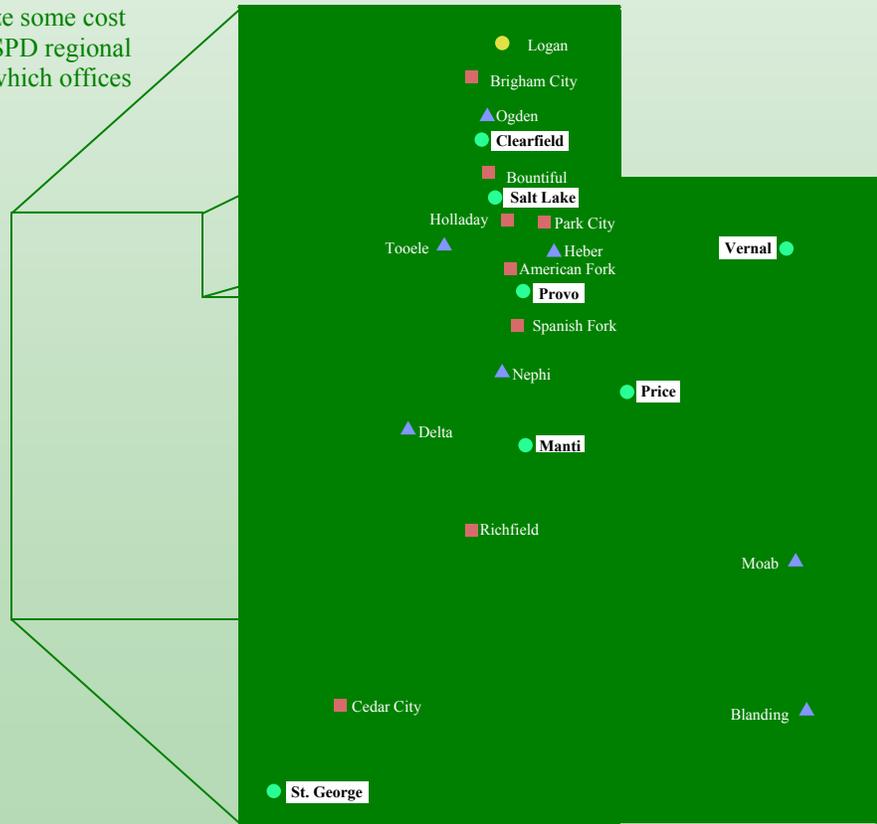
Since the end of fiscal year 2005, the Division has gone from seven to two full-time upper-management staff. At the end of fiscal year 2010, the Central Region Director and an Assistant Director announced their retirements. The Division then reorganized under one Assistant Director over programming and one Assistant Director over administration. An assistant director vacancy was left unfilled in April 2011 leaving two upper management positions, a reduction of nearly 25%.

	<u>2005</u>	<u>2006 through 2009</u>	<u>2010</u>	<u>2011</u>
	Eastern Director	Southern Director	North/South Director	Assistant Director
	Western Director			
	Northern Director	Northern Director	Central Director	
	Central Director	Central Director	Assistant Director	
	Assistant Director	Assistant Director	Assistant Director	Assistant Director
	Assistant Director	Assistant Director	Assistant Director	
	Division Director	Division Director	Division Director	Division Director
Positions:	7	6	5	3

Regional Office Closures

When legislative budget cuts led to voluntary externalization of support coordinators, DSPD was able to realize some cost savings in office closures. The map shows all DSPD regional offices at the beginning of fiscal year 2009 and which offices have been vacated to date.

■ <u>Offices Vacated 2009 (8)</u>	
Brigham City	American Fork
Bountiful	Spanish Fork
Holladay	Richfield
Park City	Cedar City
▲ <u>Offices Vacated 2010 (7)</u>	
Ogden	Nephi
Tooele	Delta
Heber	Moab
	Blanding
● <u>Offices Vacated 2011 (1)</u>	
Logan	
● <u>Offices Remaining (7)</u>	
Clearfield	Manti
Salt Lake	St. George
Vernal	
Provo	
Price	



Supports Intensity Scale

Frequently Asked Questions

What is the Supports Intensity Scale?

The Supports Intensity Scale (SIS) is the assessment used by DSPD to measure how much support a person needs. This tool is a product of a national organization, the American Association on Intellectual and Developmental Disabilities (AAIDD). While other assessments emphasize a person's deficits, the SIS is unique in that it measures how much support a person needs in various aspects of their lives. For more information about the SIS visit: <http://www.siswebsite.org/>

Who administers the SIS?

DSPD currently has state employees who are trained and certified SIS raters that are able to administer the assessment.

How many states are currently using the SIS?

Most recent tallies show 17 states are using the SIS at the state level. An additional 7 are using the SIS at the sub-state level (county or provider). An additional 5 states are considering using the SIS in the near future.

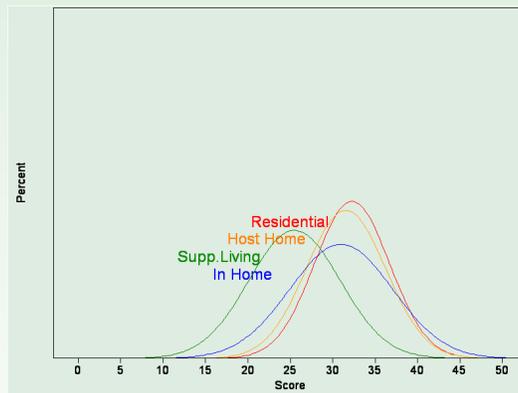
What does DSPD use the SIS for?

The division has been using the SIS to aid in the development of each Person Centered Support Plan (PCSP) since 2006. The SIS is integrated with the division's information system and is a critical component of the planning process. The division has also used the SIS in analysis to explore and understand characteristics of different populations.

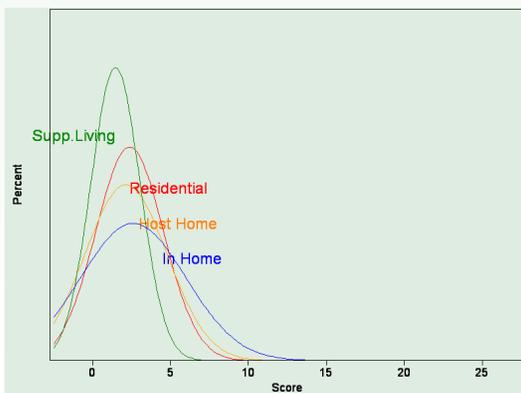
SIS Scores

A higher SIS score in these three domains indicates a greater need for more intensive services. The charts below show score frequencies between settings in each of the three domains. A more intensive setting (i.e. residential services) appears to be associated with greater intensity of SIS service needs score, particularly in the domain measuring intensive behaviors.

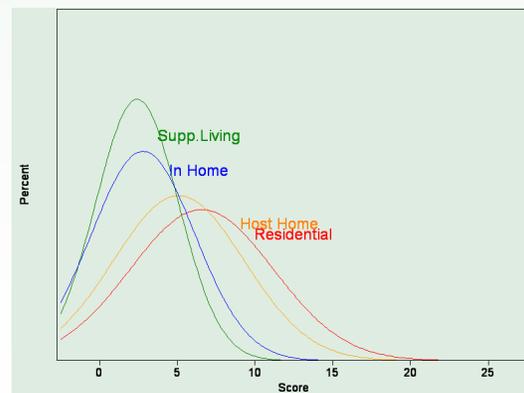
Daily Living Support Needs Score



Medical Needs Score



Behavior Score



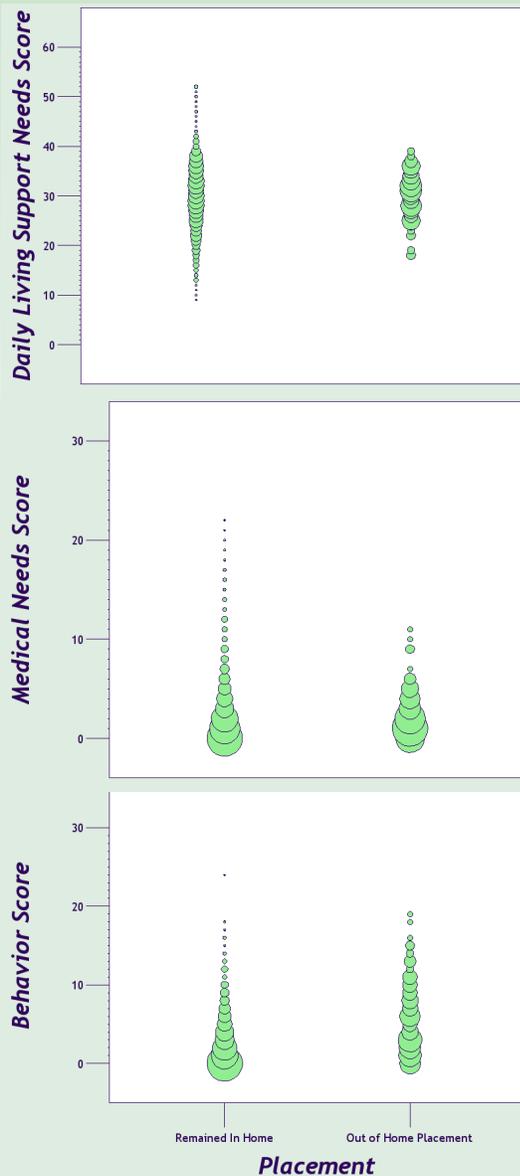
Predicting Support Needs

Out of Home Placements

2,497 people currently over age 16 were receiving in home services in 2008 and were still receiving services in 2011. Those who required out of home placement within the 3 years (164 people), tended to have higher behavior scores on average. This suggests that SIS data can be useful in projecting future service demand.

Mean Scores

Placement	N	Daily Living Needs	Medical Needs	Behavior
Remained In Home	2,333	29.88	2	3
Out of Home	164	30.26	2	5

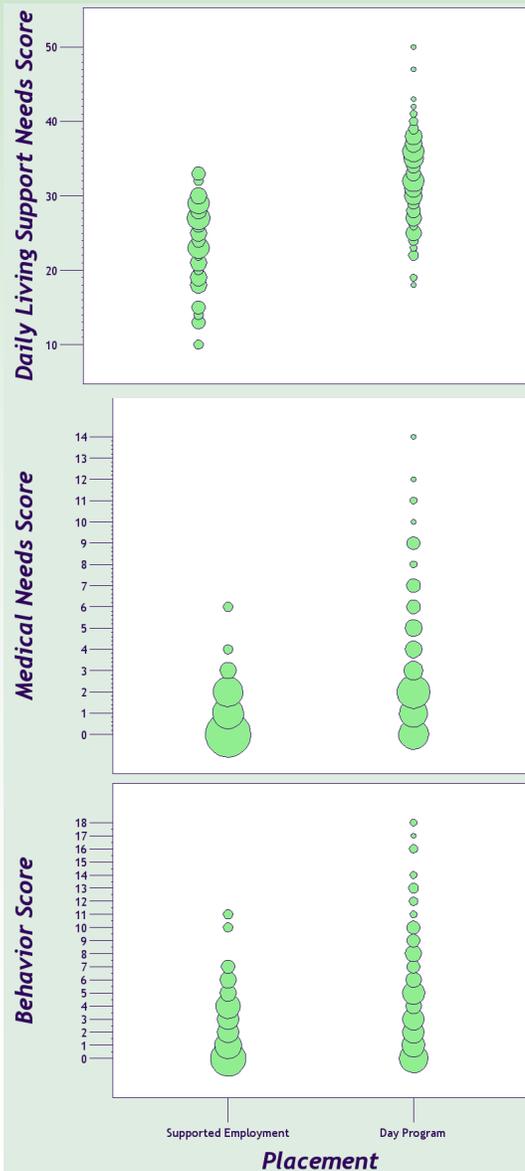


Transitioning from School Supports

235 people currently over age 16 were receiving neither day nor supported employment services in 2008, and began receiving those services within 3 years. Those who required a day program over supported employment had higher needs scores on average in all three assessed areas. This also suggests that SIS data can be useful in projecting future service demand for these services.

Mean Scores

Placement	N	Daily Living Needs	Medical Needs	Behavior
Supported Employment	50	23.78	1	3
Day Program	185	32.26	3	5



Contracted Provider Ratings

Division of Services for People with Disabilities: Support Coordination Providers

AAA SUPPORT, INC

Contact: Aaa Aaa, Owner (801) 555-5555
 AAA@aaa.com

Supp.Coords.: 11 Consumers: 365
 Self-Admin. Services Model: 171

Counties Served: UTAH, SALT LAKE, WASATCH, DAVIS, ...

Overall Rating: ★★★★★★☆☆

Able to Connect w/ People + Their Families: ★★★★★★☆☆

Prudent Use of Public Funds: ...

Completes Work in a Timely Manner: ...

Options:	Acumen	Leonard Consulting	Morning Star
Online	YES	NO	NO
Fax	YES	YES	YES
In person	YES	YES	NO
e-mail	YES	YES	YES
Mail	YES	YES	YES

Performance**:	Acumen	Leonard Consulting	Morning Star
Responds quickly to contacts.	80%	96%	94%
Pay employees on time.	96%	98%	96%

National Reports

Residential Services for Persons with Developmental Disabilities:

The State of the States in Developmental Disabilities 2011

StateData: The National Report on Employment Services and Outcomes 2010

Satisfaction Survey Data

Report Month: June 2011

Satisfaction with Fiscal Agent - By Provider

Current Overall Satisfaction: ACUMEN 81.7%, LEONARD 95.5%, MORNING STAR 88.7%

Division of Services for People with Disabilities
 Utah Department of Human Services
 Consumer Satisfaction Face to Face Interview Results

	FY09		FY10		
N	Mean	N	Mean	Trend	Survey Item
122	83%	99	81%	DOWN	Do you like who you attend your [work, day program, school, summer program/camp, after school program] with?
116	85%	96	75%	DOWN	Did you choose your [job, day program, school, summer program/camp, after school program]?
126	87%	101	81%	DOWN	Do you like your [job, day program, school, summer program/camp, after school program]?
85	74%	51	80%	UP	Do you make enough money?
105	68%	50	86%	UP	Is that enough money to have things you enjoy?
130	85%	113	90%	UP	Do you feel safe where you live?
118	85%	111	75%	DOWN	Did you choose where you live?
110	70%	110	74%	UP	Could you choose to move somewhere else if you wanted?
136	85%	116	84%	DOWN	Do you like where you live?
68	79%	36	81%	UP	Do you like your roommates?
58	81%	35	80%	DOWN	Did you choose your roommates?
12	75%	14	86%	UP	Do you like living alone?
130	75%	105	78%	UP	Can you see or talk to your family when you want?
86	45%	90	37%	DOWN	Do your staff help you keep in contact with your family?
134	75%	117	74%	DOWN	Do you have as many friends as you want?
130	76%	114	72%	DOWN	Can you see or talk to your friends if you want?
107	49%	107	43%	DOWN	Do your staff help you keep in contact with your friends?
134	75%	116	78%	UP	Do you have opportunities to do things you enjoy? (going bowling, going to movies, going out)



Visit:

http://www.dspd.utah.gov/reports_main.htm