

D S P D

COMING TOGETHER

DIVISION OF SERVICES FOR PEOPLE WITH DISABILITIES

2012 ANNUAL REPORT

**STATE OF UTAH
DEPARTMENT OF HUMAN SERVICES**



Utah Department of Human Services
 Division of Services for People with Disabilities
 Annual Report
 Fiscal Year 2012

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DIRECTOR'S MESSAGE

The dedicated team at the Division of Services for People with Disabilities is pleased to present the 2012 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 as well as the initiatives to improve services for people with disabilities.

Over the past few years DSPD has changed significantly, support coordination became privatized, regional functions were integrated and combined, and administrative budget cuts and hiring freezes were implemented. Not including the number of staff who left with the privatization of support coordination, the Division has sustained a 34% reduction in full-time staff positions since 2008. In response to these factors, DSPD has reorganized into a single state-wide organization with six functional areas, plus the operation of the two-year autism pilot program. The reorganization is mostly complete and the Division is now in the process of re-classification to ensure that staff's titles and classification fit with their assigned duties.

The mission of the Division continues to be to promote opportunities and provide supports for persons with disabilities to lead self-determined lives. The DSPD team is excited about the success seen in the Supported Employment program which received ongoing funding last year. Also, preparations for the Autism Pilot Program, beginning in FY2013, are underway; this program will provide much needed services to many Utah families.

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

FY 2012 EXECUTIVE SUMMARY

- Met the basic health, safety and service needs for **4,985** Utahns with severe disabilities through three Medicaid Waiver programs, one Non-Medicaid program and through the State Developmental Center
 - **4,436** Utahns with intellectual disabilities or related conditions, received services in the Community Supports Medicaid Waiver
 - **131** Utahns in the Physical Disabilities Medicaid Waiver
 - **108** Utahns in the Acquired Brain Injuries Medicaid Waiver
 - **103** Utahns with disabilities in the Non-Medicaid program (including **70** Utahns with intellectual disabilities or related conditions, **25** Utahns with physical disabilities, and **8** Utahns with acquired brain injuries)
 - **207** Utahns received 24 hour support at the Utah State Developmental Center
- Provided **3,019** Utahns with supervision and training during the day or on the job, **1,753** with 24 hour supervision and training in group homes, supervised apartments or home-like settings, **2,980** with intermittent family support, supported living, or with a personal assistant and **43** with case management only services
- Brought **162** people into services from the waiting list using FY2012 appropriations
- Managed waiting list records for **1,940** Utahns with a critical need for services
- Contracted with over **150** providers who employ 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:
 - **78.7%** received services due to an intellectual disability
 - **15.6%** received services due to a condition related to an intellectual disability
 - **3.2%** received services due to a physical disability
 - **2.5%** received services due to an acquired brain injury
 - Ages/Genders:
 - Average age is **34**; ages ranging from 3 to 90 years
 - **85%** adults, **15%** children
 - **40%** female, **60%** male

MISSION, VALUES, 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 to 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

PEOPLE SERVED AND WAITING

People Served In Fiscal Year 2012:

Home and Community Based Services (HCBS)	
<i>Medicaid Funded</i>	
Acquired Brain Injury Waiver	108
Community Supports Waiver	4,436
Physical Disabilities Waiver	131
Total Medicaid Funded	4,675
<i>Non-Medicaid Funded</i>	
Acquired Brain Injury	8
Community Supports	70
Physical Disabilities	25
Total Non-Medicaid Funded	103
Total HCBS	4,778

Utah State Developmental Center	207
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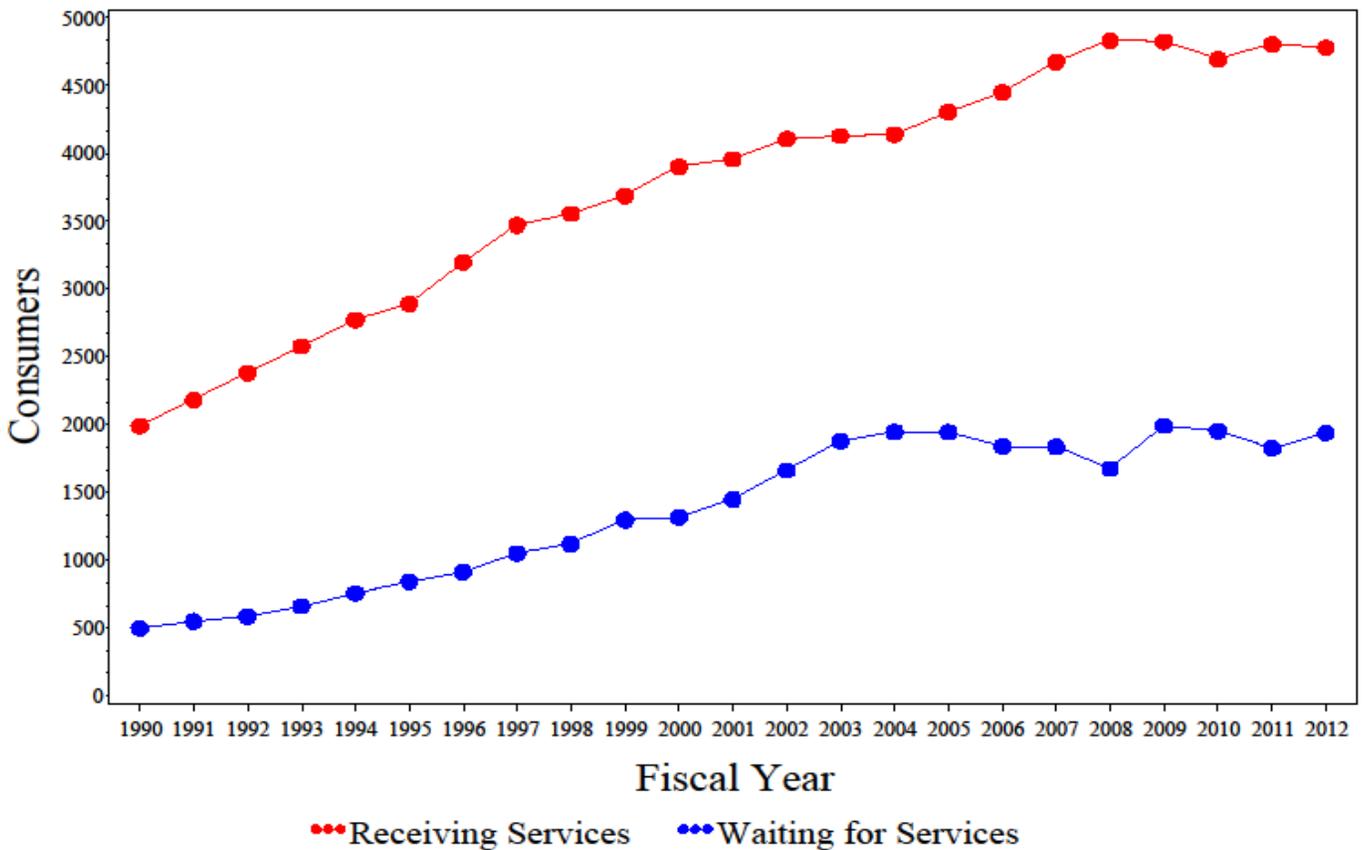
Total Served Fiscal Year 2012: 4,985

People Waiting In Fiscal Year 2012:

Waiting List	
Acquired Brain Injury	81
Intellectual Disabilities/ Related Conditions	1,820
Physical Disabilities	39

Total People Waiting Fiscal Year 2012: 1,940

Number of People Served and Waiting
Fiscal Year 1990 to 2012

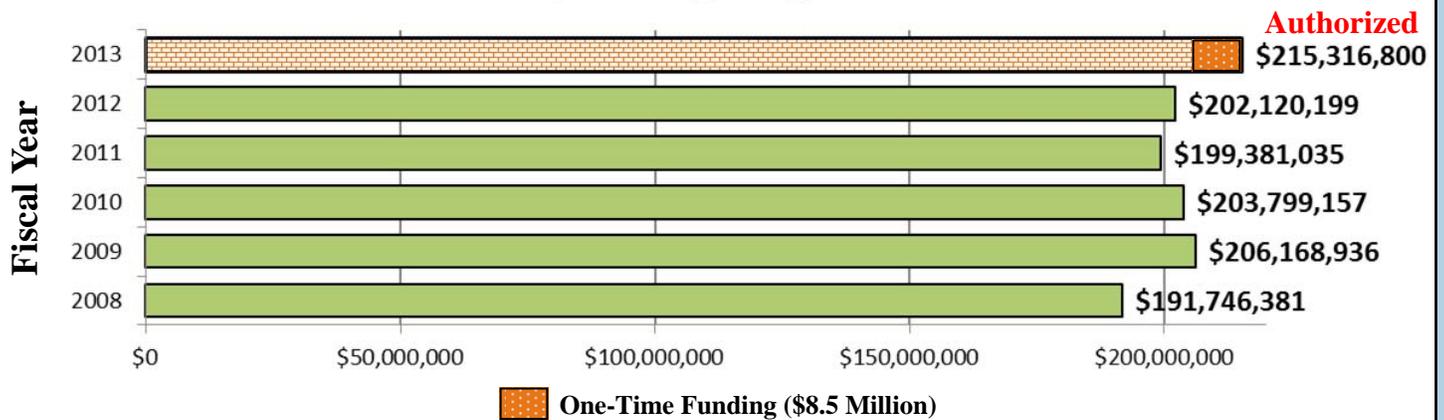


BUDGET OVERVIEW

Operating Budgets

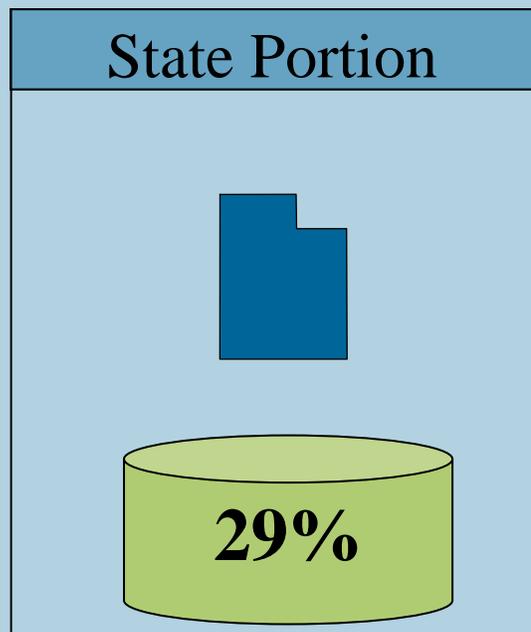
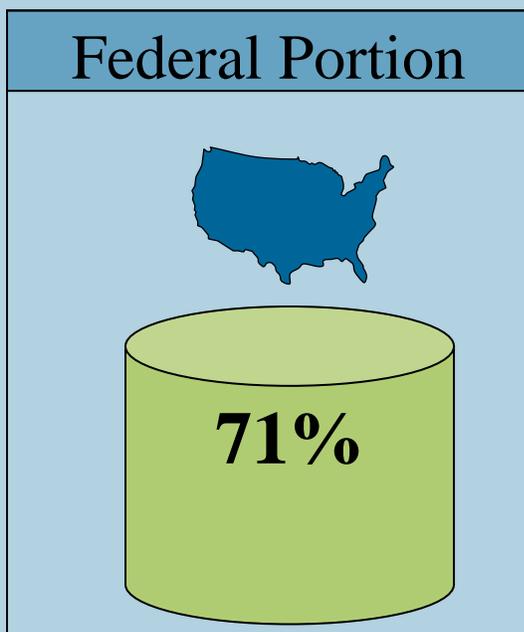
	Administration	Service Delivery	Utah State Developmental Center (USDC)	Community Supports Waiver	Acquired Brain Injury Waiver	Physical Disabilities Waiver	Non-Medicaid Waiver Services	Total
Authorized 2013	\$3,156,900	\$6,506,000	\$34,335,000	\$164,713,500	\$2,947,700	\$1,850,900	\$1,806,800	\$215,316,800
Actual 2012	\$2,817,394	\$5,721,921	\$32,309,979	\$155,056,008	\$3,058,319	\$1,961,484	\$1,195,094	\$202,120,199
Actual 2011	\$2,967,534	\$6,988,478	\$32,015,799	\$151,270,341	\$2,793,919	\$1,920,265	\$1,424,699	\$199,381,035
Actual 2010	\$3,779,924	\$9,161,701	\$36,508,640	\$148,512,550	\$2,567,150	\$1,968,978	\$1,300,213	\$203,799,157
Actual 2009	\$4,220,165	\$16,435,218	\$38,532,433	\$140,075,675	\$2,385,199	\$2,027,223	\$2,493,023	\$206,168,936
Actual 2008	\$4,254,089	\$16,619,978	\$37,587,145	\$126,595,282	\$2,203,755	\$1,954,793	\$2,531,339	\$191,746,381

DSPD Actual Operating Budget Past 5 Years



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 2.44 : 1 Federal : State. That means, that for every dollar Utah invests in services for people with disabilities, Medicaid contributes roughly \$2.44 in matching federal dollars.

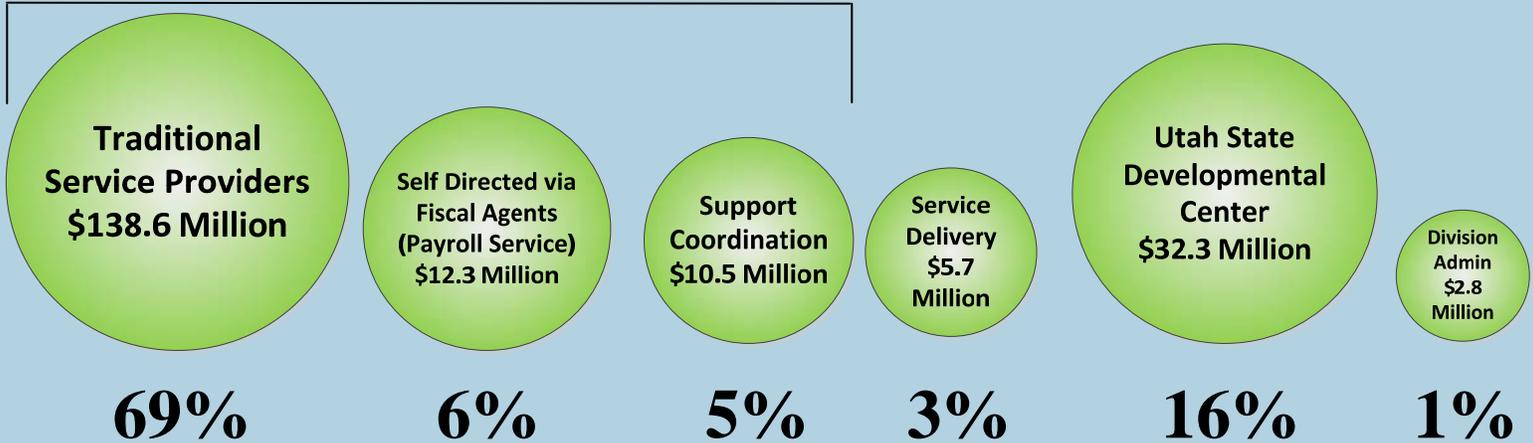


BUDGET UTILIZATION

Fiscal Year 2012

Total DSPD FY2012 Budget: \$202 Million

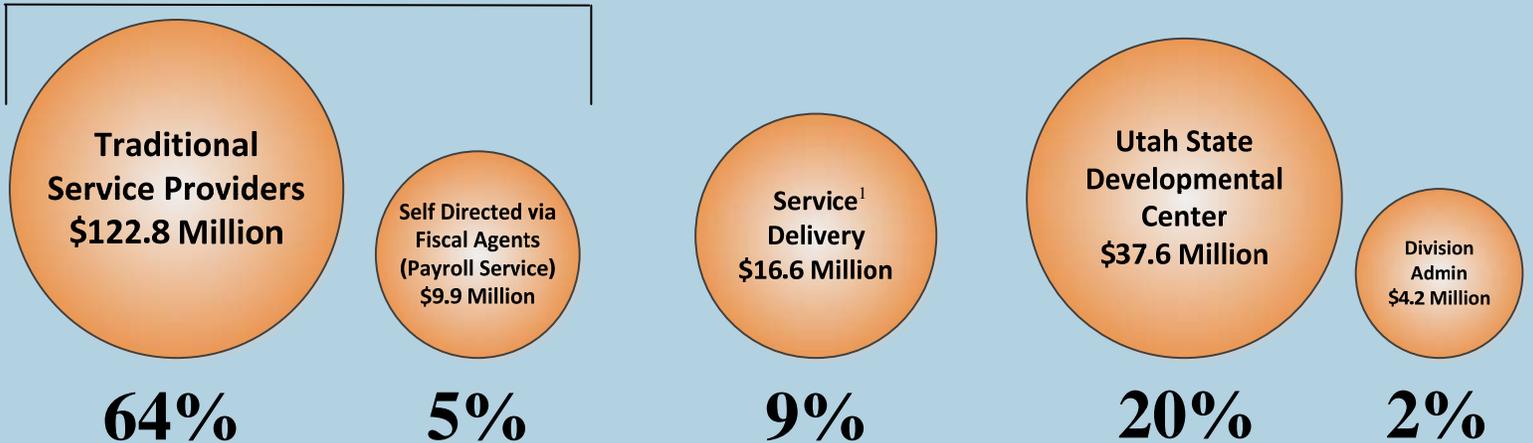
Private Contractors



Fiscal Year 2008

Total DSPD FY2008 Budget: \$191 Million

Private Contractors



¹ Prior to the privatization of support coordinators in 2009, support coordination services were included under the service delivery budget.

BUDGET UTILIZATION: PRIVATELY CONTRACTED

Fiscal Year 2012

Other Providers \$38.5 Million: Next 25 Providers	
Eaton Alliance, Inc.	\$ 2,988,077
Work Activity Center, Inc.	\$ 2,924,378
FrontLine Services, Inc.	\$ 2,686,464
Cerebral Palsy Of Utah	\$ 2,342,234
Key Residential Services L.C.	\$ 2,012,515
Cache Employment and Training Center	\$ 1,923,185
Ability and Choice Services, Inc.	\$ 1,758,859
KT&T Ventures LLC	\$ 1,578,573
Affinity Services, Inc.	\$ 1,296,833
Utah Transit Authority	\$ 1,143,400
Phoenix Services Corporation	\$ 1,096,992
R.I.T.E.S., Inc.	\$ 946,114
EnableUtah	\$ 876,059
South Valley Training Company, Inc.	\$ 820,756
Community Oriented Services for Helping, Inc.	\$ 701,930
Northstar Advocates & Services, LLC	\$ 695,171
Jordan Valley Day Care and Training Lay Board	\$ 692,285
Pryme Corp	\$ 629,063
Sanpete Community Training Center	\$ 606,041
Valley Personnel Service, Inc.	\$ 544,707
Davis County School District	\$ 541,640
Transitions, Inc.	\$ 536,582
Life Included	\$ 520,363
Alpine School District	\$ 509,030
Provo City School District	\$ 470,961

**Total Contracted
FY2012 Budget
\$161.4 Million**

Providers not listed are included in "Other Providers" and that category totals \$38.5 Million

Rise, Inc.
\$14.4 Million

Turn Community
Services, Inc.
\$12.5 Million

Fiscal Agents
\$12.3 Million

Chrysalis
Utah, Inc.
\$12.1 Million

Danville
Services of
Utah, LLC
\$11.8 Million

Support
Coordination
\$10.5 Million

Chrysalis
Enterprises,
Inc.
\$10.2 Million

Community
Treatment
Alternatives
\$8.6 Million

North
Eastern
Services, Inc.
\$8.6 Million

Futures
Through
Choices,
Inc.
\$5.4 Million

TKJ, LLC.
\$5.3 Million

North
Eastern
Services
Lakeside, Inc.
\$4.0 Million

Salt Lake
School
District
\$3.6 Million

JST
Community
Services, LLC
\$2.8 Million

Fiscal Year 2008

Other Providers \$32.1 Million: Next 25 Providers	
FrontLine Services, Inc.	\$ 2,662,207
Cerebral Palsy Of Utah	\$ 2,478,529
Key Residential Services L.C.	\$ 2,431,805
TRI Connections, Inc.	\$ 1,669,991
Avatar, Inc.	\$ 1,599,603
Cache Employment and Training Center	\$ 1,504,335
Mosaic	\$ 1,356,377
Phoenix Services Corporation	\$ 1,261,938
Achieve Community Services, Inc.	\$ 1,025,470
EnableUtah	\$ 956,202
Jordan Valley Day Care and Training Lay Board	\$ 867,022
South Valley Training Company, Inc.	\$ 749,315
R.I.T.E.S., Inc.	\$ 636,527
Community Oriented Services for Helping, Inc.	\$ 636,197
Utah Transit Authority	\$ 606,537
Alpine School District	\$ 566,196
Sanpete Community Training Center	\$ 563,906
Davis County School District	\$ 538,466
Affinity Services, Inc.	\$ 532,402
Valley Personnel Service, Inc.	\$ 525,414
Choice's, Inc.	\$ 492,716
Freewill Foundation, Inc.	\$ 491,403
Dixie Workshops, Inc.	\$ 491,083
Provo City School District	\$ 487,655
Community Careers & Support Services	\$ 422,697

**Total Contracted
FY2008 Budget
\$132.7 Million**

Providers not listed are included in "Other Providers" and that category totals \$32.1 Million

Rise, Inc.
\$14.6 Million

Danville Services
of Utah, LLC
\$12.4 Million

Turn
Community
Services, Inc.
\$10.2 Million

Fiscal Agents
\$9.9 Million

Community
Treatment
Alternatives
\$7.3 Million

Futures
Through
Choices, Inc.
\$7.2 Million

Chrysalis
Enterprises,
Inc.
\$7.0 Million

Chrysalis
Utah, Inc.
\$6.6 Million

North
Eastern
Services, Inc.
\$6.3 Million

TKJ, LLC
\$5.8 Million

Salt Lake
School
District
\$3.4 Million

REM
Utah, Inc.
\$3.3 Million

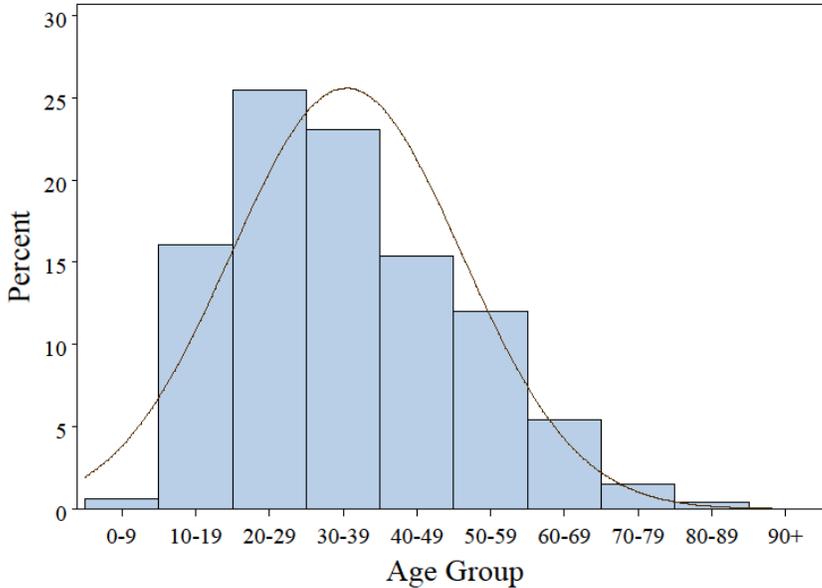
Work
Activity
Center, Inc.
\$3.2 Million

North
Eastern
Services-
Lakeside, Inc.
\$2.8 Million

DEMOGRAPHICS

Age

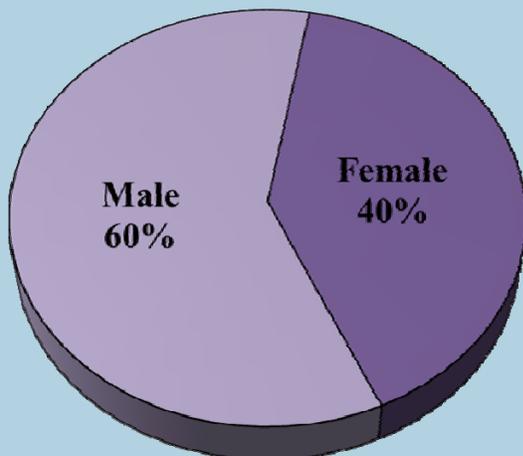
In-Service Age Distribution



Race/Ethnicity

Race/Ethnicity	Count	Percentage	
		DSPD	Utah ¹
White	4036	84.47%	86.09%
Hispanic/Latino	521	10.90%	12.96%
Asian/Pacific Islander	74	1.55%	2.88%
American Indian	72	1.51%	1.19%
Black/African American	69	1.44%	1.05%
Other/Unknown	6	0.13%	8.76%

Gender



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.

Intellectual Disabilities

Functional Limitation	People
Capacity for independent living	4,419
Self-direction	4,258
Learning	4,110
Economic self-sufficiency	3,561
Self-care	3,038
Language	2,309
Mobility	1,038

People receiving services due to an intellectual disability or related condition most commonly have 4 functional limitations. (n = 4,493)²

Acquired Brain Injury

Functional Limitation	People
Employment	114
Memory or cognition	113
Judgment and self-protection	113
Activities of daily life	96
Control of emotion	73
Communication	57
Physical health	53

People receiving services due to an acquired brain injury most commonly have 5 functional limitations. (n = 116)

Physical Disabilities

Functional Limitation	People
Mobility	156
Self-care	155
Capacity for independent living	150
Economic self-sufficiency	33
Language	9
Self-direction	2
Learning	1

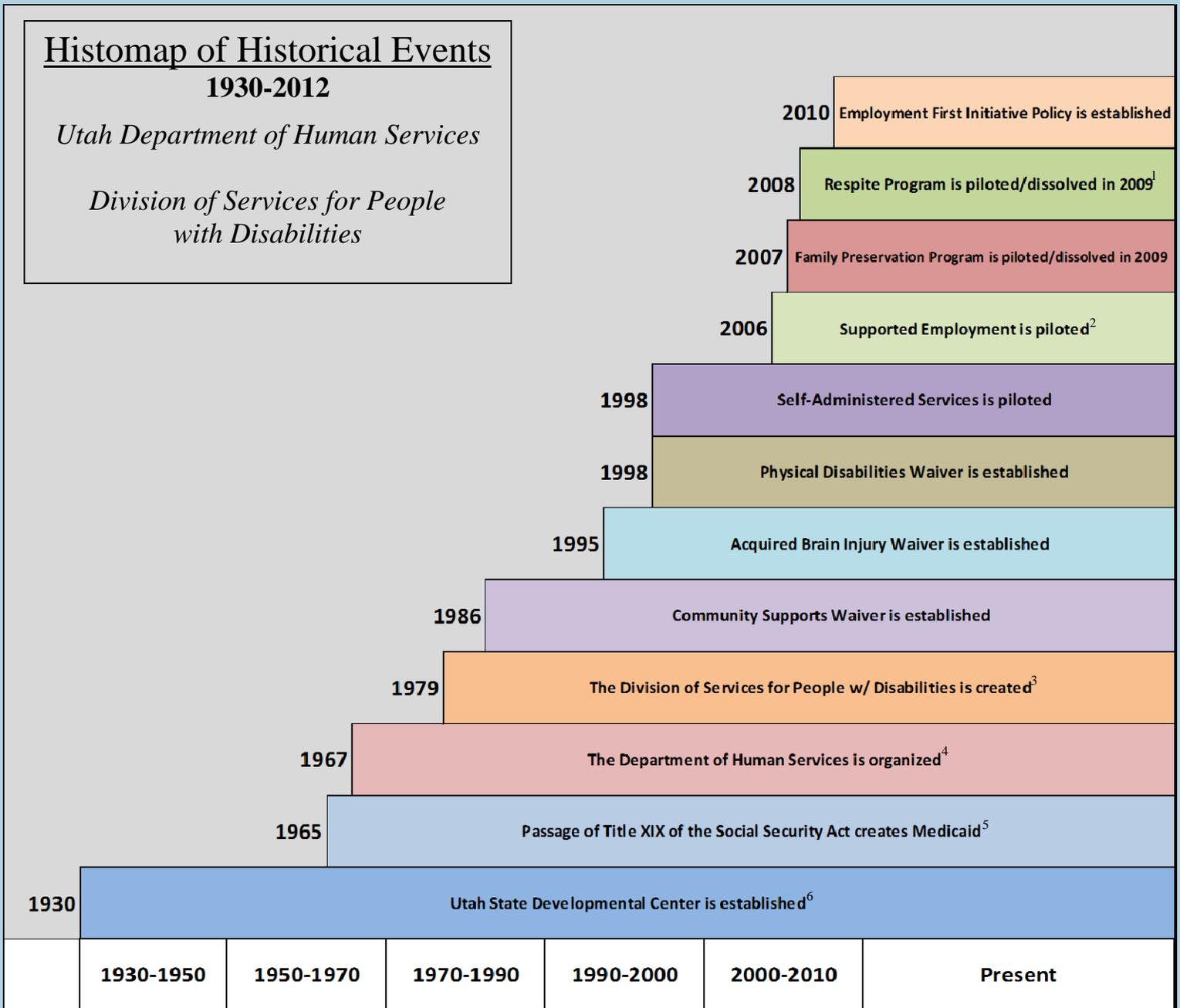
People receiving services due to a physical disability most commonly have 3 functional limitations. (n = 156)

¹ United States Census 2010. 2010 Census Interactive Population Search.

² Total of 4,506 consumers with intellectual disabilities includes thirteen (13) people who were under age seven, considered too young to have functional limitations determined.

HISTORICAL HIGHLIGHTS

The following graph provides significant events that have shaped the Division's capabilities and effectiveness for providing services for people with disabilities. Several of these events are programs that were initially created as pilot programs and have been granted ongoing funding.



¹ The Respite program as well as the Family Preservation program were dissolved in fiscal year 2009 due to cuts approved in the Special Session.

² H.B. 31 Pilot Program for the Provision of Services for People with Disabilities, from the 2006 General Session of the Utah State Legislature.

³ Originally named Office of Handicapped Services at the Dept. of Health. The Division of Developmental Disabilities and Mental Retardation is created in 1981 and merged with OHS in 1983 and changed to current name in 1991. 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>

⁴ Originally named Dept. of Health and Welfare, changed to Dept. of Social Services in 1971, and then changed to current name in 1990. H.B. 313 Omnibus Disability Service Act, from the 1991 General Session of the Utah State Legislature.

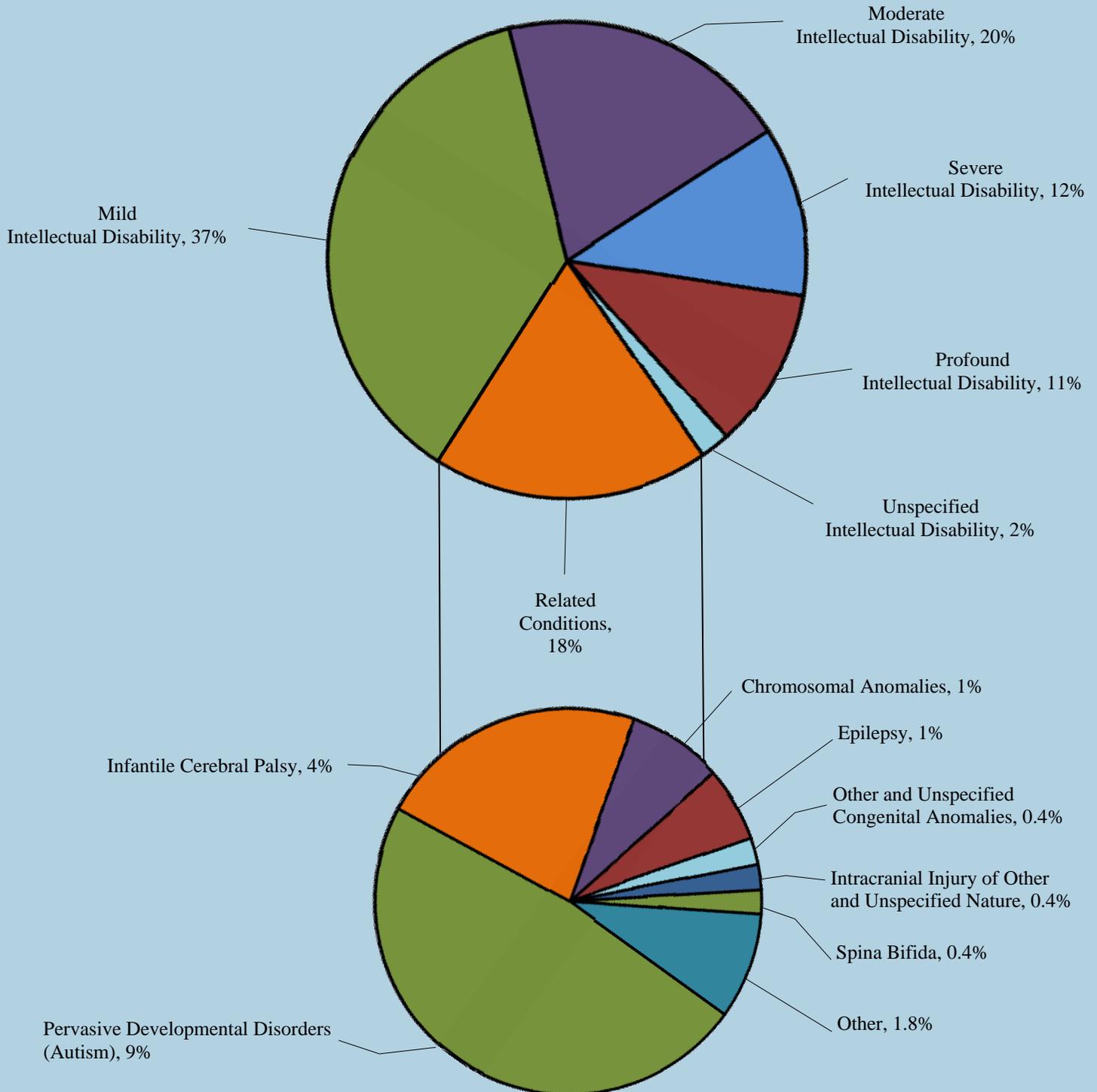
⁵ Social Security Act, Title XIX, 42 U.S.C.A. § 1396 *et. seq.*

⁶ Originally named Utah State Training School, received current name in 1991. 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.

DIAGNOSIS

Qualifying Diagnosis of Consumers Receiving Services

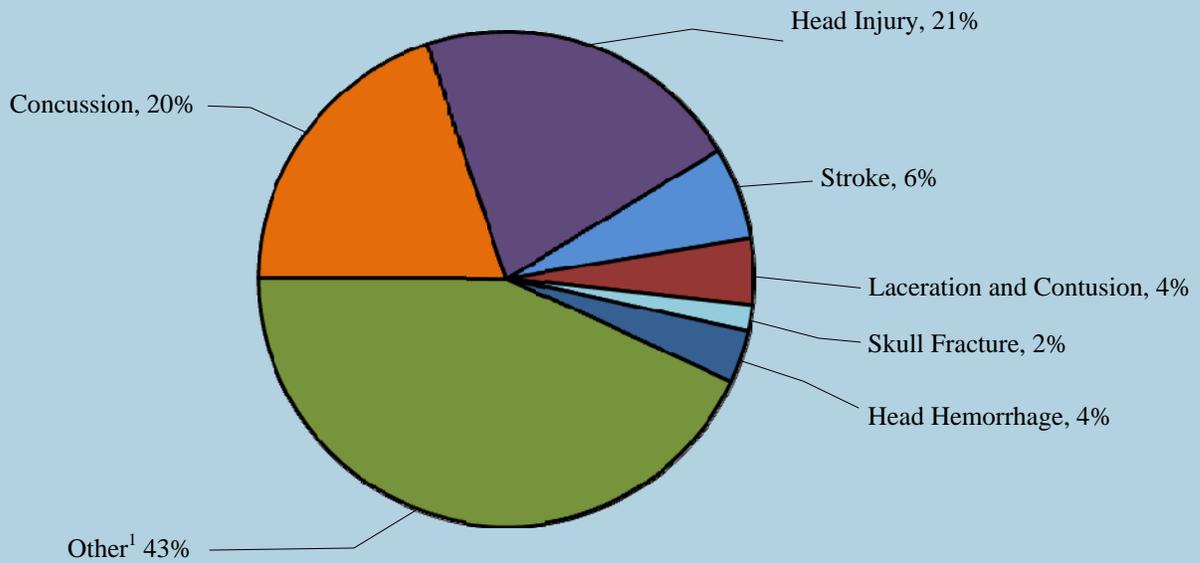
Intellectual Disabilities and Other Related Conditions (n=4,506)



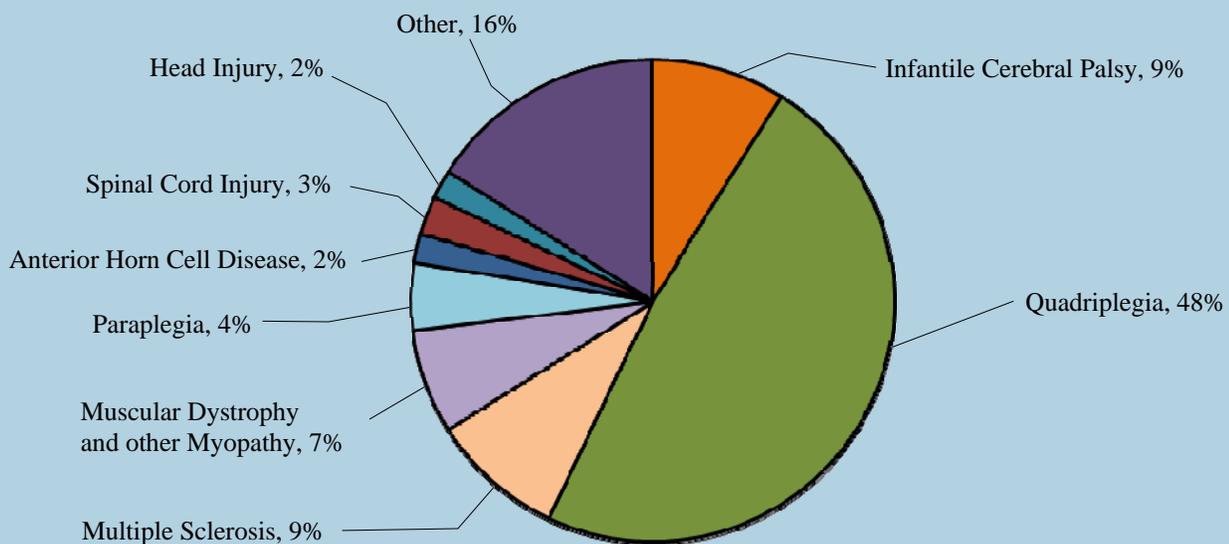
DIAGNOSIS

Qualifying Diagnosis of Consumers Receiving Services

Acquired Brain Injury (n=116)



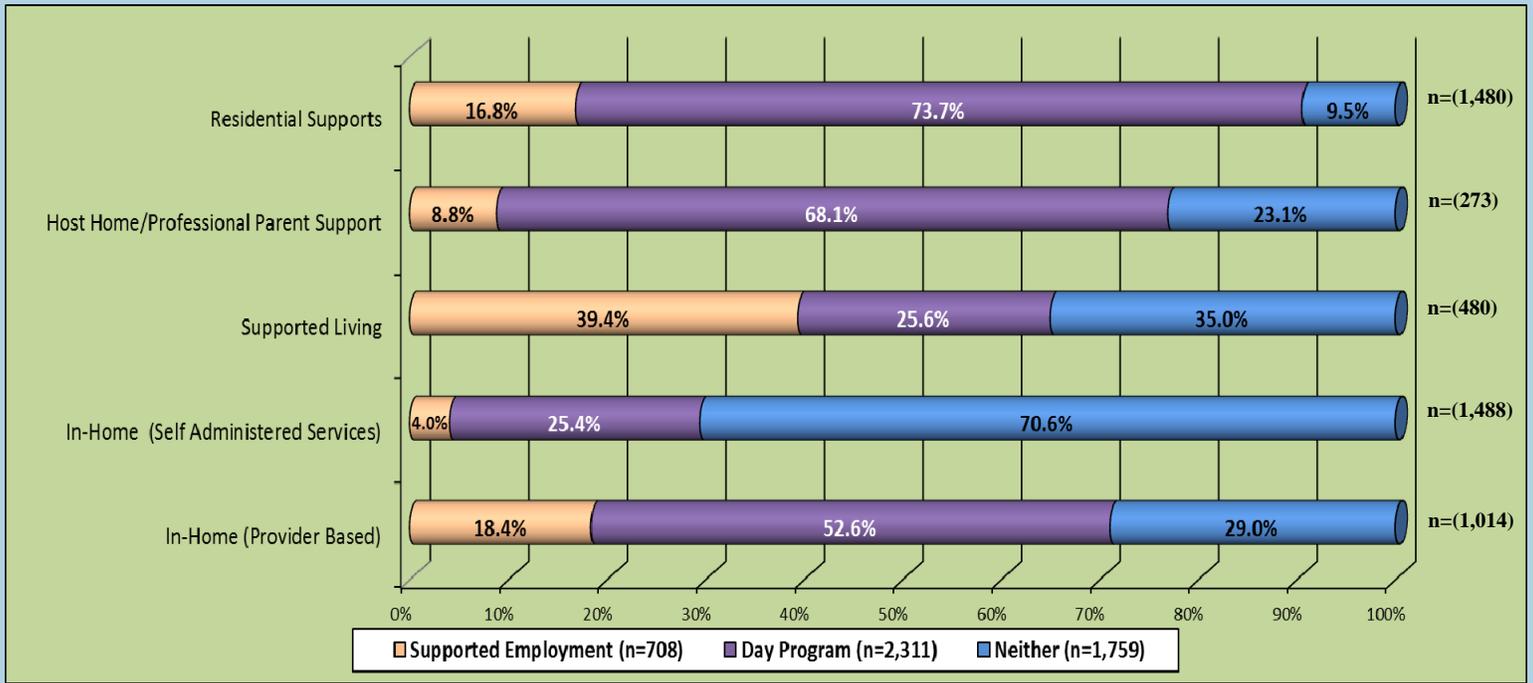
Physical Disabilities (n=156)



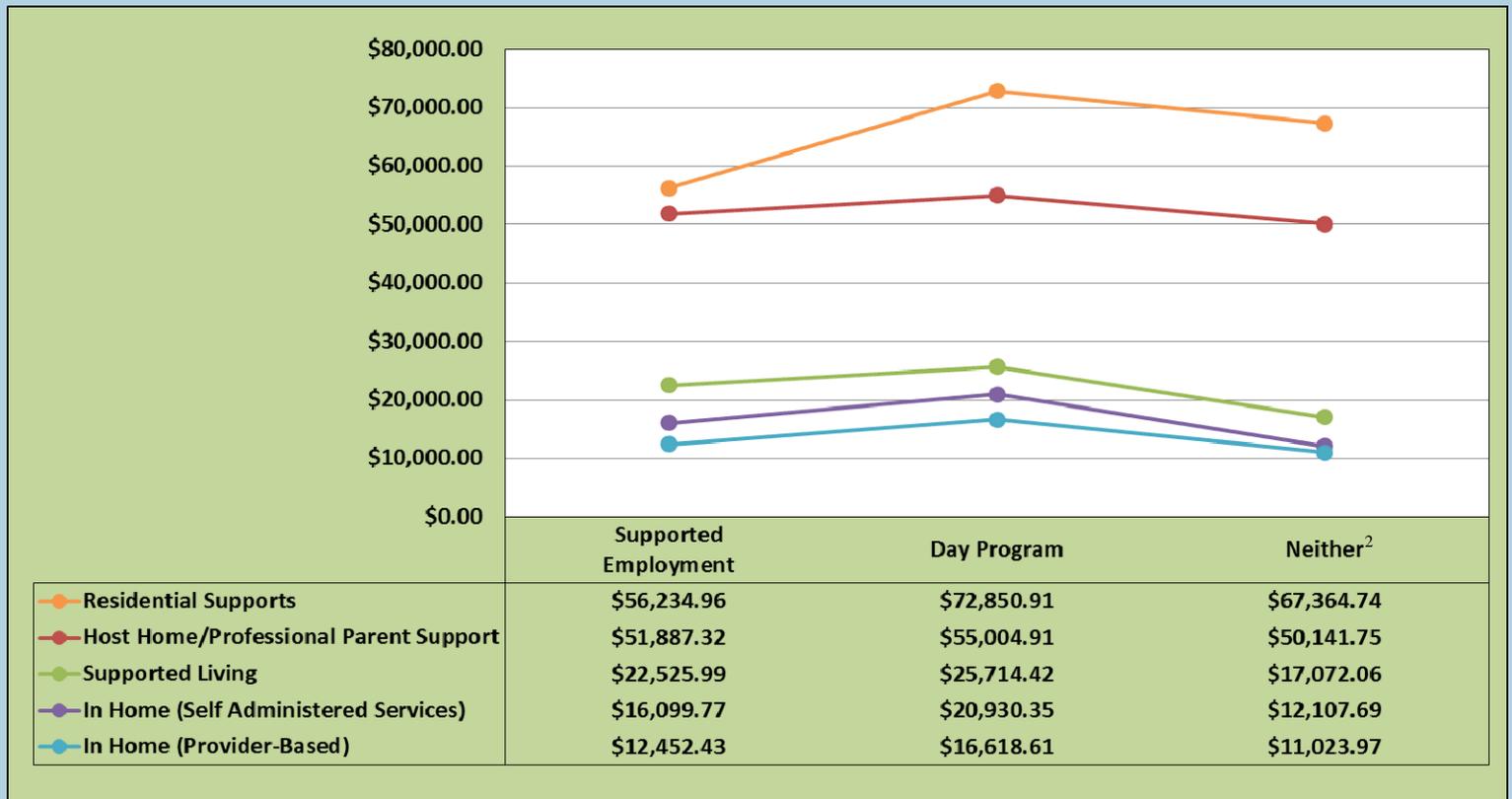
¹ Brain injury caused by a brain tumor, cyst, diabetic coma, cerebral anoxia caused by heart attack, other medical issues related to mental disorder.

ARRAY OF SERVICES

What Service Combinations are Being Utilized



Average Annual Cost¹



¹ Average cost for all supports after classification of people into 5 X 3 different service packages.

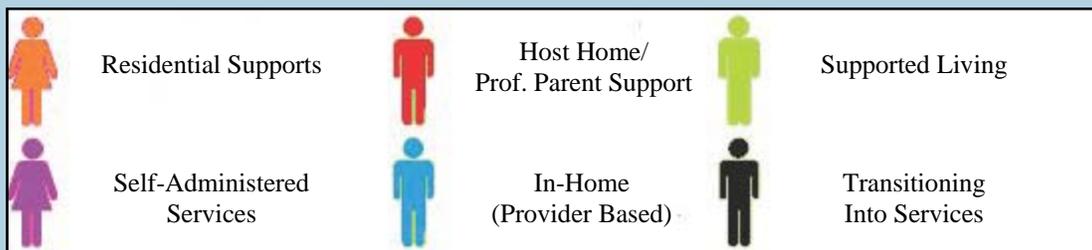
² Includes children who receive supports from their school or adults who decline to participate in a supported employment or day program.

ARRAY OF SERVICES

If Consumers Consisted of 100 People....

Waiting List

In-Services



SERVICE GROUPINGS

Residential Services

(Daily 24-hour services in supervised apartments and group homes)

Number of people:	1,480	Average Age:	41 years
Number of Providers:	40	Average Annual Cost:	\$53,834 (\$15,598 State General Funds)
Total Cost FY12:	\$79.7 Million	Total State Cost FY12:	\$23.08 Million
Avg. # of Days per Year:	331	Average # of Days per Month:	28

Residential services assist a person to gain and/or maintain independent living skills in a community setting. Provider staff supervise, train and assist people receiving residential services with activities of daily living such as toileting, eating, bathing and dressing. These residential services offer habilitation, supervision and assistance as an alternative to placement in an institutional setting. Other supports often offered with residential services include behavior consultation, prescription monitoring and extended living supports.

Host Home and Professional Parent

(Daily 24-hour service placement with Utah Family)

Number of people:	273	Average Age:	29 years
Number of Providers:	22	Average Annual Cost:	\$42,497 (\$12,314 State General Funds)
Total Cost FY12:	\$11.6 Million	Total State Cost FY12:	\$3.36 Million
Avg. # of Days per Year:	340	Average # of Days per Month:	28

The Host Home and Professional Parent services are similar to residential services in terms of the support provided. The difference is that these homes are private family homes where the person lives with a non-related family. Host and Professional Parent homes provide a setting in a private home that offers support, supervision, training and assistance to maintain individual health and safety, and assistance with activities of daily life as well as behavior consultation and prescription monitoring services, if needed. The service gives those with exceptional care needs an alternative to institutional settings in order to enhance their ability to live as independently as possible, fully participate in a community setting of their choosing and to avoid isolation.

Supported Living Services

(Hourly and Intermittent Services in Own Home or Apartment)

Number of people:	480	Average Age:	43 years
Number of Providers:	43	Average Annual Cost:	\$13,838 (\$4,010 State General Funds)
Total Cost FY12:	\$6.64 Million	Total State Cost FY12:	\$1.92 Million
Avg. # of Hours per Year:	584 hours	Avg. # of Hours per Month:	49 hours
Avg. # of Hours per Week:	11.25 hours		

Supported Living Services provide supervision, training and assistance for people to live as independently as possible. This service is available to those who live alone in their own homes, with roommates, with a spouse, with their parents or other related caregivers. Providers of supported living services maintain the person's health and safety, and provide transportation, personal care, homemaker, chore, attendant care, observation of all administration of all medication, advocacy, assistance with communication and activities of daily living.

SERVICE GROUPINGS

Self-Administered Services Model

(using a payroll agent)

Number of people:	1,488	Average Age:	26 years
Number of Providers:	3	Average Annual Cost:	\$8,470 (\$2,454 State General Funds)
Total Cost FY12:	\$12.6 Million	Total State Cost FY12:	\$3.65 Million
Avg. # of Months: 11 (n=1488)		Avg. # of Days: 45 (n=625)	Avg. # of Hours: 651 (n=1355)

The Self-Administered Services Model provides respite, transportation, training and other assistance for families to enable them to maintain their family structure while caring for a family member with a disability. A payroll agent, called a Fiscal Management Agent in this program, is tasked with providing payroll services and financial information to help the family manage their own workers and budget used to fund supports that allow the person to continue living with his or her family.

Self-Administered Services:

Respite Services:

Average Annual Cost:	\$5,337 (\$1,546 State General Funds)		
Total Cost FY12:	\$4.5 Million	Total State Cost FY12:	\$1.31 Million
Avg. # of Days:	42 (n=576)	Avg. # of Hours per Year:	339 hours (n=702)
Avg. # of Hours per Month:	28 hours	Avg. # of Hours per Week:	7 hours

Respite provides daily and overnight care to give relief to, or during the absence of the person's normal caregiver. Additional options for respite care include Family Managed Group (up to three individuals) and room and board.

Supported Living:

Average Annual Cost:	\$9,987 (\$2,893 State General Funds)		
Total Cost FY12:	\$5.0 Million	Total State Cost FY12:	\$1.45 Million
Avg. # of Days:	672 (n=501)		

Supported living assures health and safety, personal care services, medication observation, assistance with daily living, transportation, budget and paying bills, and other indirect services like socialization.

Homemaker & Chore Services:

Average Annual Cost:	\$3,492 (\$1,011 State General Funds)		
Total Cost FY12:	\$261,936	Total State Cost FY12:	\$75,895
Avg. # of Hours per Year:	184 hours (n=75)	Avg. # of Hours per Month:	15 hours
Avg. # of Hours per Week:	4 hours		

Homemaker services, help a person with disabilities maintain a clean and sanitary home and a safe living environment. Homemaker services include meal preparation, household chores and cleaning. Chore services include landscape maintenance, rearranging furniture, snow removal and other heavy lifting maintenance work.

Personal Assistance:

Average Annual Cost:	\$9,555 (\$2,768 State General Funds)		
Total Cost FY12:	\$3.7 Million	Total State Cost FY12:	\$1.08 Million
Avg. # of Days:	52 (n=51)	Avg. # of Hours per Year:	733 hours (n=381)
Avg. # of Hours per Month:	61 hours	Avg. # of Hours per Week:	14 hours

Personal assistant services reinforce an individual's strengths while compensating for the absence, loss, diminution, or impairment of physical or cognitive functions or for the loss of a family caregiver who was providing natural or unpaid support.

SERVICE GROUPINGS

In-Home Provider-Based Model

(for a person living in their family's home)

Number of people:	1,014	Average Age:	33 years
Number of Providers:	68	Average Annual Cost:	\$7,897 (\$2,288 State General Funds)
Total Cost FY12:	\$5.6 Million	Total State Cost FY12:	\$1.62 Million
Avg. # of Days:	35 (n=139)	Avg. # of Hours:	339 hours (n=605)
Avg. # of Sessions:	38 (n=209)		

The In-Home Provider-Based Model provides respite, chore and homemaker services, companion services, personal assistance, transportation, training and other assistance for families to enable them to maintain the family structure while caring for a family member with disabilities. Families participating in the provider-based model select from a list of contracted providers to meet their service needs. The service's activities include maintenance of the person's health and safety, personal care, homemaker, chore, attendant care, advocacy, communication, assistance with activities of daily living and instrumental activities of daily living, transportation to access community activities and shopping and other services.

In-Home Provider-Based Services:

Respite Services:

Average Annual Cost:	\$5,904 (\$1,710 State General Funds)		
Total Cost FY12:	\$2.3 Million	Total State Cost FY12:	\$689,496
Avg. # of Days:	25 (n=135)	Avg. # of Hours per Year:	264 hours (n=137)
Avg. # of Hours per Month:	22 hours	Avg. # of Hours per Week:	5 hours
Avg. # of Sessions:	46 (n=131)		

Respite provides daily and overnight care to give relief to, or during the absence of the person's normal caregiver. Additional options for respite care include room and board, and short-term session services in an approved community based facility.

Supported Living:

Average Annual Cost:	\$7,412 (\$2,147 State General Funds)		
Total Cost FY12:	\$3.5 Million	Total State Cost FY12:	\$1.04 Million
Avg. # of Hours per Year:	336 hours (n=484)	Avg. # of Hours per Month:	28 hours
Avg. # of Hours per Week:	6 hours		

Provides support, supervision, and training to children and adults who live with their parents or other relatives. Services are designed to provide intermittent support to access community, avoid isolation, and to complete instrumental activities of daily living. Service access include personal care, homemaker and chore services, advocacy, transportation, and community access.

Massage Therapy Services:

Average Annual Cost:	\$2,423 (\$702 State General Funds)		
Total Cost FY12:	\$84,810	Total State Cost FY12:	\$24,573
Avg. # of Sessions:	38 (n=35)		

Provides massage therapy treatment, training, and consultation services that are necessary to achieve cost-effective treatment outcomes.

SERVICE GROUPINGS

Supported Employment

Number of people:	708	Average Age:	40 years
Number of Providers:	42	Average Annual Cost:	\$7,169 (\$2,077 State General Funds)
Total Cost FY12:	\$5.1 Million	Total State Cost FY12:	\$1.47 Million
Avg. # of Days	195 (n=269)	Avg. # of Hours:	251 (n=451)

Supported Employment helps an adult obtain, maintain, and advance in competitive employment in an integrated work setting at a job paying minimum wage or more. These services are provided individually or in groups, with a job coach and/or co-worker supports and are designed to be flexible enough to accommodate both the needs of the employer and the needs of the person. Supported Employment can be arranged on a full or part time basis, during traditional or non-traditional workdays, or work hours and take place in settings where the person is afforded the opportunity to work with co-workers who do not have intellectual disabilities.

Day Supports

Number of people:	2,311	Average Age:	37 years
Number of Providers:	49	Average Annual Cost:	\$13,884 (\$4,022 State General Funds)
Total Cost FY12:	\$32.08 Million	Total State Cost FY12:	\$9.29 Million
Avg. # of Days:	329 (n=2242)	Avg. # of Hours:	689 (n=119)

Day Supports provide daily and hourly support, supervision and training for individuals and groups of adults and the elderly. The service provides a safe, non-residential, community habilitation program in a structured program setting, other naturally occurring environment or community settings where people can gather in groups during the day to avoid becoming isolated and to participate in and contribute to their community.

For children, Day Supports are provided during breaks from school, including summer breaks, holidays, vacations and in after school programs. People receiving day supports are generally supported in a group setting with others who have similar disabilities. These services may include contract work and payment of sub-minimum wages for piece-rate work based on individual productivity.

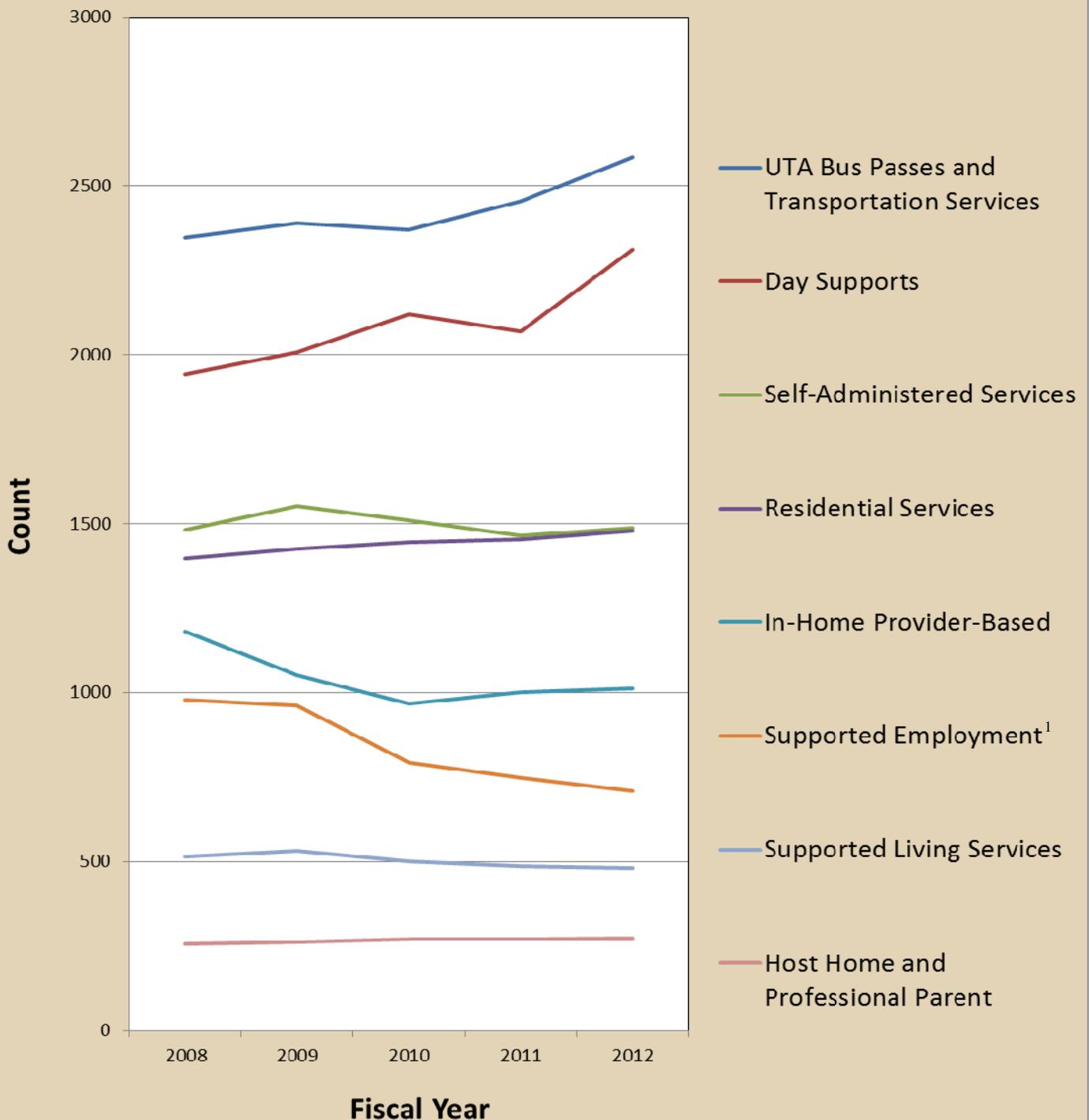
UTA Bus Passes and Transportation Services

Number of people:	717	Average Age:	39 years
Number of Providers:	15	Average Annual Cost:	\$1,957 (\$567 Provided by UTA)
Total Cost FY12:	\$1.4 Million	Total State Cost FY12:	\$406,606
Avg. # of Months:	10 (n=152)	Avg. # of Days:	184 (n=493)
Avg. # of Trips:	136 (n=79)	Avg. # of Miles:	4,608 (n=76)

Transportation services are provided to help the person gain access to supported employment and other community services, activities, and resources.

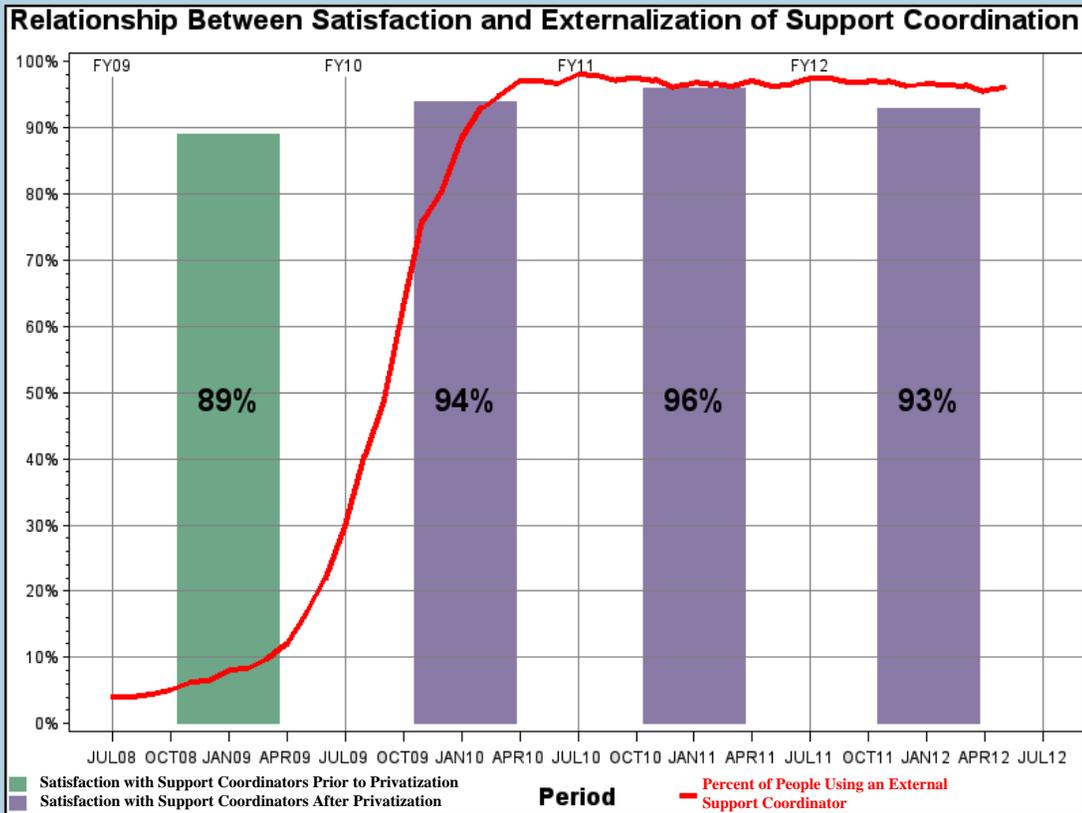
SERVICE GROUPINGS

Service Participation Past 5 Years 2008-2012



¹ Does not include consumers on the wait list who are participating in Supported Work Independence.

SUPPORT COORDINATION



In July 2009 the Division accelerated privatization of support coordination (formerly called Case Management) due to budget cuts. Privatization allowed the Division to realize savings in rent paid for local offices that were closed, savings from reduction in motor pool use, phone service and computer technology charges. From June 2008 to June 2010 the percent of support coordinators who were privately contracted increased from four to 96 percent. At the end of FY 2012, eight support coordinators continue to be employed by the state. The state support coordinators handle transition cases (Utahns with disabilities moving off the waiting list into services), Non-Waiver cases, and complete annual assessments and recertification of eligibility.

FY 2012 Support Coordination Satisfaction Ratings¹

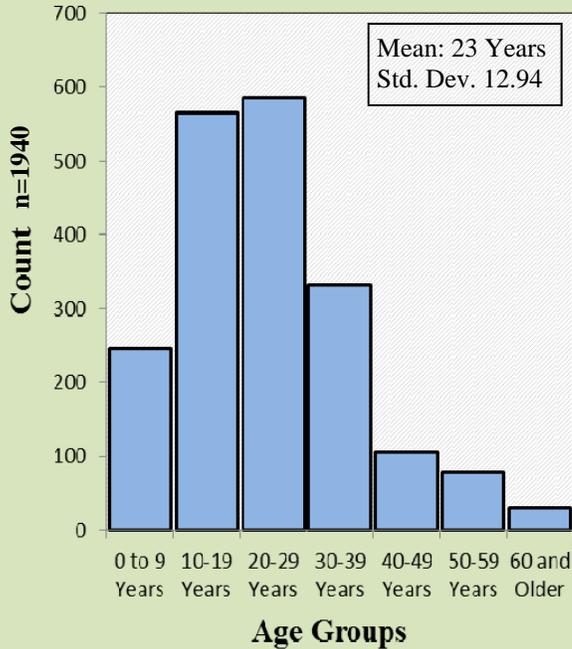


¹ Satisfaction ratings are derived from the Division's Support Coordinator Choice Report (April 2012). http://www.dspd.utah.gov/reports_pdf/sc_choice_2012-04-06.pdf

WAITING LIST

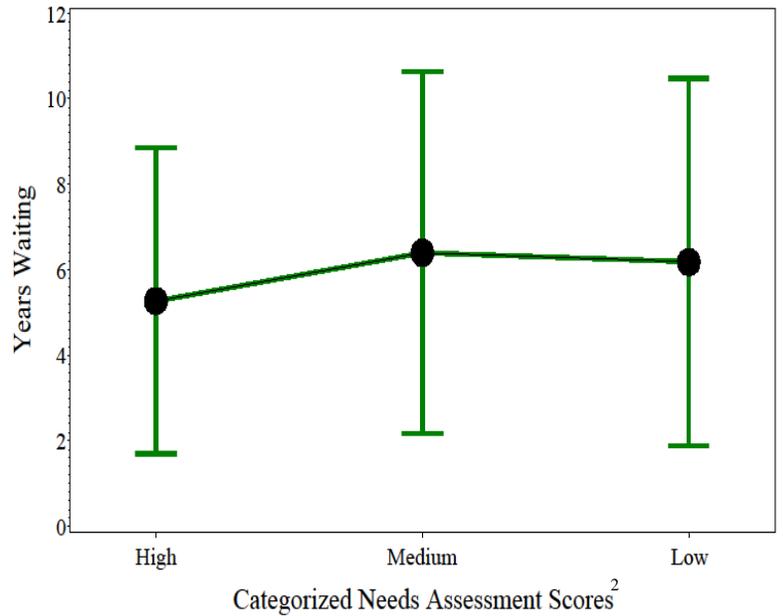
Age

Waiting List Age Distribution



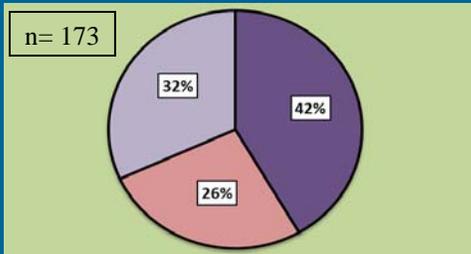
Years Waiting

Average Years Waiting
Mean and Standard Deviation Intervals¹

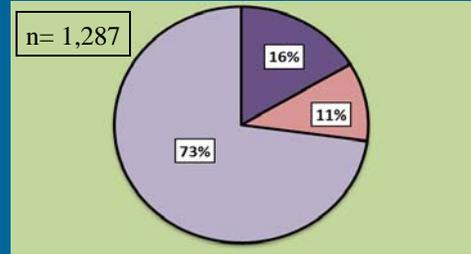


Services Needed

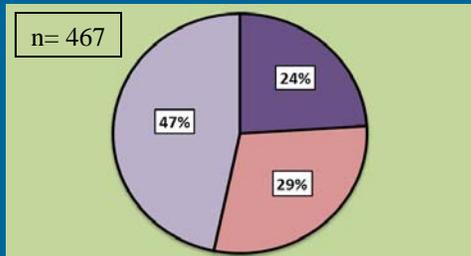
Residential Services



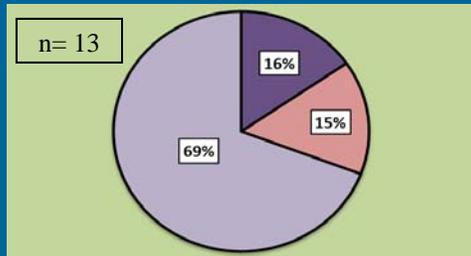
Personal Assistance/Sup. Living



In-Home Support/Respite



Host Home/Prof. Parent Services



Supported Employment

Day Supports

Neither

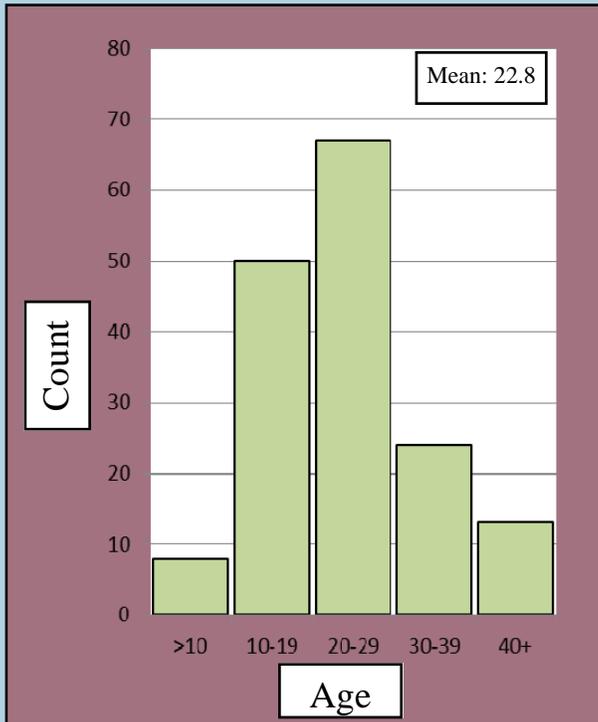
¹ Needs scores for consumers with physical disabilities are not included in this graph (n=39).

² Needs scores range from 1.0 to 0.0 with 1 being the highest. Scores are categorized as follows: High (.69 and above, n=193), Medium (.68-.35 n=1,063), Low (.34 and below, n=644).

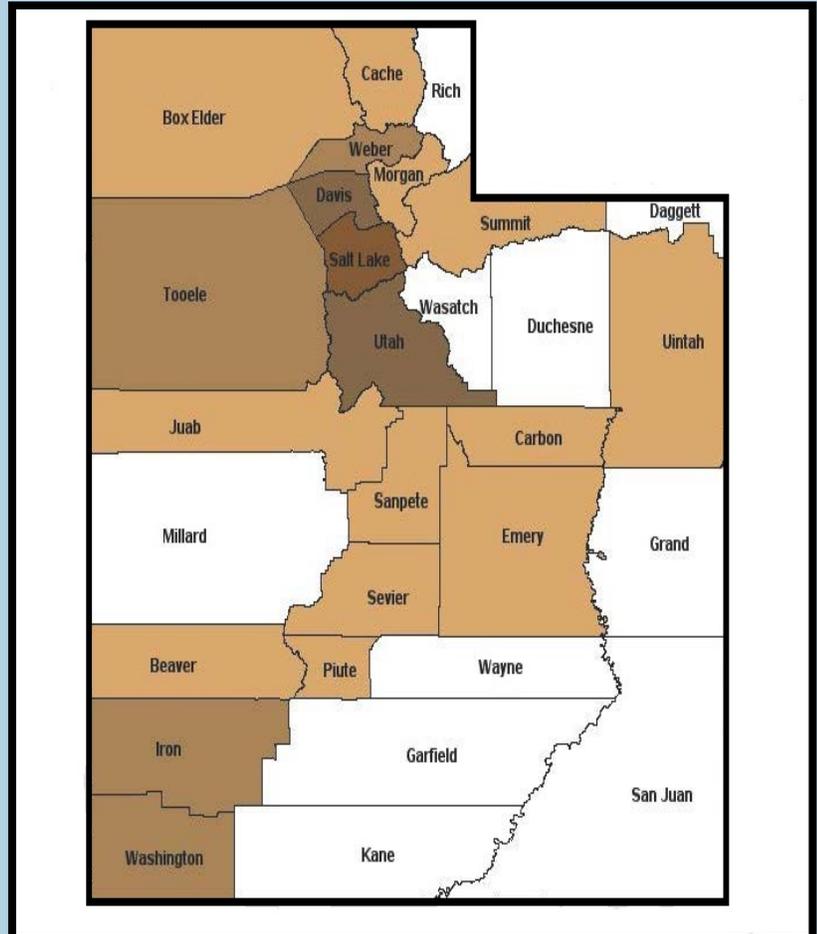
NEW SERVICE RECIPIENTS

During the 2012 general session, the Utah State Legislature appropriated \$1.06 million in general funds to begin serving 162 individuals from the waiting list. The graphs and charts below illustrate the demographics and services of those 162 individuals who entered into service. Utah statute requires division staff to prioritize people based on critical need and to provide allocations in order of critical needs score.

Age



Where do they live?



Gender

Male
65%

Female
35%

Cost of Services¹

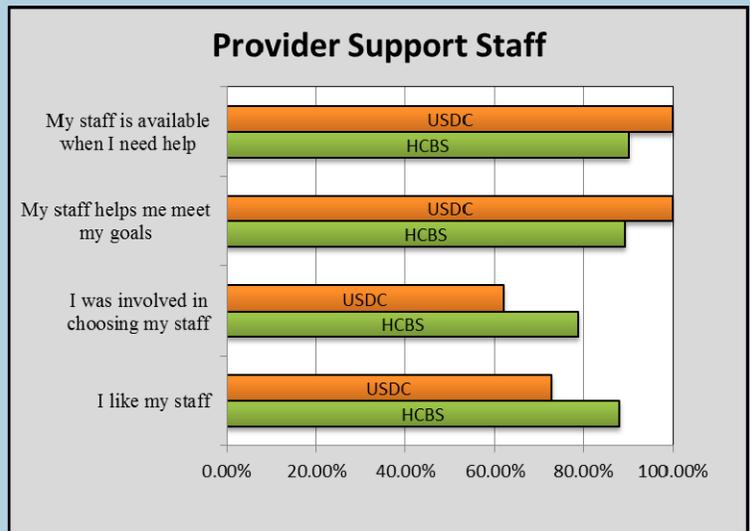
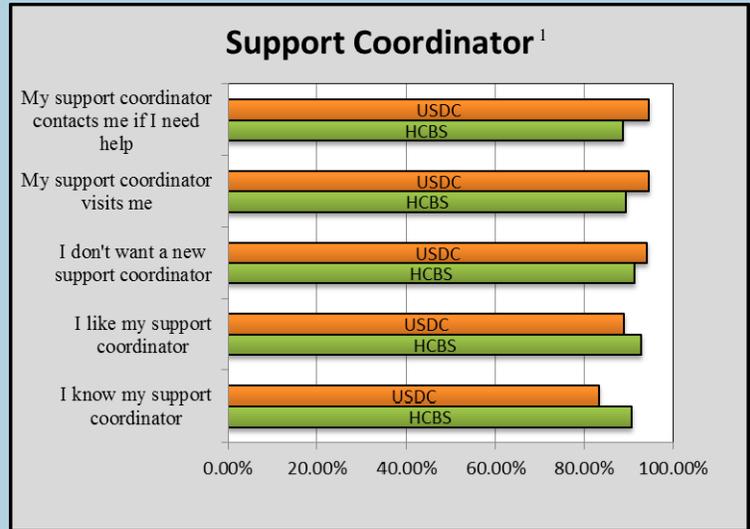
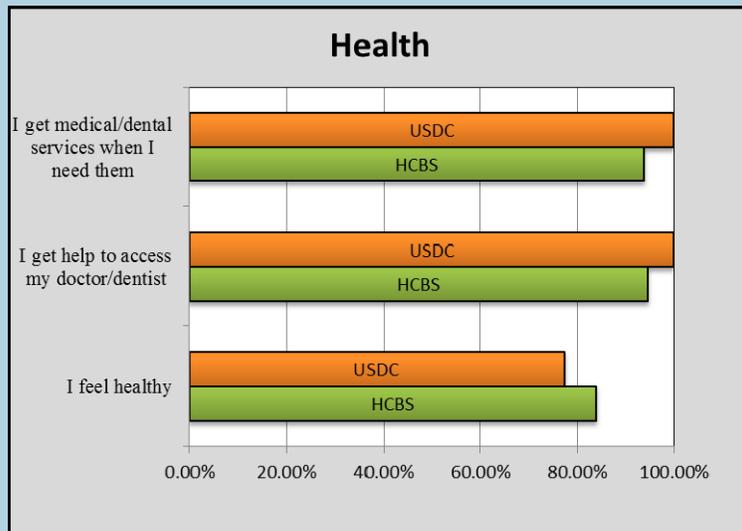
Services	Count	%	General Fund	Total (Service)
Residential Supports	14	8.64%	\$24,987	\$86,235
Host Home/Professional Parent Support	2	1.23%	\$12,779	\$44,105
Supported Living	5	3.09%	\$7,699	\$23,988
In-Home (Self-Administered Services)	79	48.77%	\$4,813	\$16,392
In-Home (Provider Based)	62	38.27%	\$5,281	\$16,819
Total	162	100.00%	\$6,922	\$23,168

¹ General Fund and Service Total cost estimates are averages based on different consumer services. General Fund total expenditures are generally 5% below the budget allocation.

CONSUMER SATISFACTION SURVEYS

The Consumer Satisfaction Survey is conducted throughout the year by the division's Quality Management team. Data is collected through a direct interview with a random sample of consumers who are receiving supports in Home or Community Based Services (HCBS) as well as at the Utah State Developmental Center (USDC). The following results show comparisons in select areas between HCBS and USDC.

	Sample Size	Population
Home and Community Based Services	232	4,778
Utah State Developmental Center	26	207



ILA MARIE GOODEY AWARD RECIPIENTS

This award of excellence is named after Dr. Ila Marie Goodey, a psychologist formerly with the University of Utah. Dr. Goodey has been recognized both locally and nationally for many years as a passionate advocate for high quality supports for people with disabilities. Dr. Goodey has been described as representing “the ideal of selfless service to others with uncompromising insistence on the right of all people to experience a high quality of life, especially those who are unable to fully represent themselves.” This award is given in Dr. Goodey’s honor to the provider agency or individual who best exemplifies the focus on Quality of Life and quality in services to people with disabilities.

2012 Award Recipients

Family Advocacy and
Consultation Service, Inc.



For empowering families, individuals, and staff to promote all aspects of self-determination and for providing opportunities for people to have a voice and promoting the People First/Grassroots Advocacy Partnership.

Photo (Left to Right): Paul T. Smith, Director (DSPD), Mandy Shale

Affinity Service, Inc.



For promoting and providing individualized opportunities for employment so people in services can lead self-determined lives.

Photo (Left to Right): Paul T. Smith, Director (DSPD), Gary Golding

Previous Award Recipients

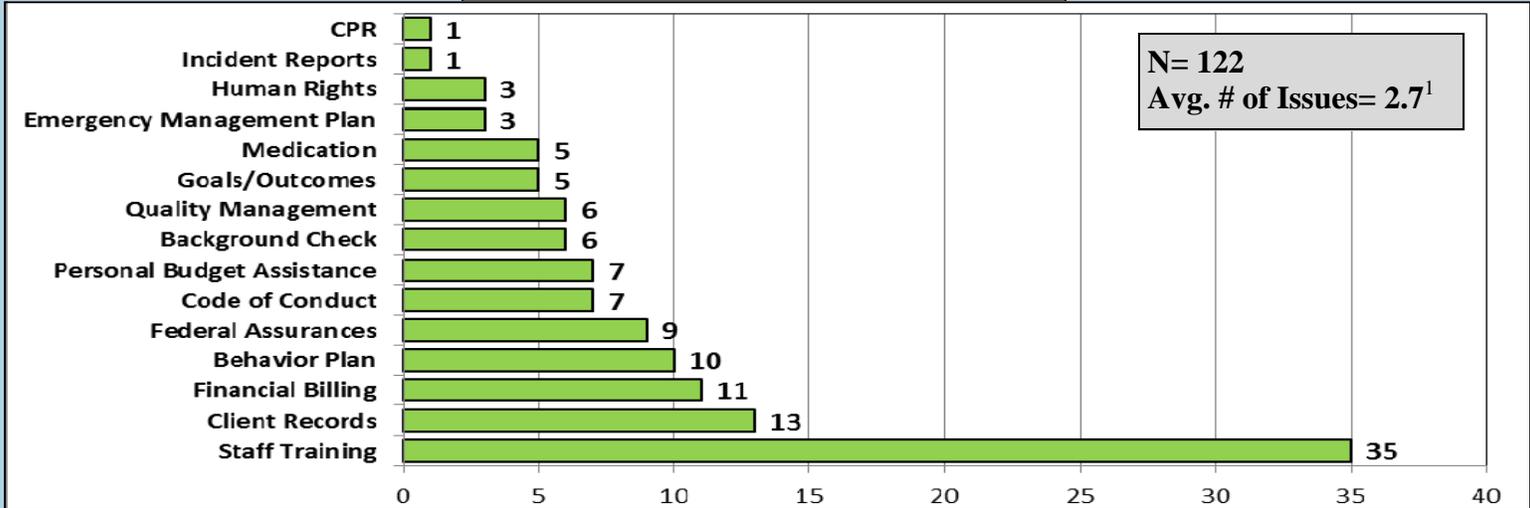
Bear River Adult Skills Center (1994)
Bethpage Mission West, Inc. (1996)
BJB, Inc. (2004)
Cache Employment and Training Center (2000)
Caste Valley Center (1999)
Central Utah Enterprises (1992)
Chrysalis Enterprises, Inc. (1999)
Chrysalis Utah, Inc./ Chris Frankowski (2003)
Community Treatment Alternatives (1993)
Danville Services of Utah, LLC (1995)
David Hennessey, Director of Project LIFT (1995)
Developmental Training Systems, Inc. (2000)
Fern Haven (1993)
Georgia Baddley (1996)
Iron Parke Corporation (2000)
Key Residential Services, LLC (2004)

Leonard Consulting, LLC (2005)
North Eastern Services, Inc. (1998)
Phoenix Services Corporation (1994)
Project LIFT (1992)
Project TURN (1992)
Quality Support Solutions, Inc. (2003, 2004)
REM-Utah, Inc. (1999)
Residential Services, Inc. (1992)
RISE, Inc. (1995)
Sanpete Community Training Center (1992)
Summit Employment Agency (1996)
Sunshine Terrace Senior Day Program (1992)
TKJ, LLC (1998)
Tri Services (2001)
Work Activity Center, Inc. (1992)

PROVIDER REVIEWS

Annual Performance Measures Review

Reported Compliance Issues



¹ Average # of Issues is based on the 45 providers that required a plan of correction after the initial compliance review.

Plan of Correction

A plan of correction is provided to any contractor who in the course of any review is found to be outside contract minimums in any area. The severity of a plan of correction may fall into any one of these areas listed below. A contractor who does not have any of these issues does not require a plan of correction.

Minor

Minor corrective action issues do not negatively impact client well being or jeopardize funding. Minor corrective actions are typically related to poor documentation or late reporting. In these cases, the issues are immediately addressed for the person, but documentation is lacking or turned in after deadlines have passed.

Examples of Minor Issues:

Failure to submit incident reports timely or accurately

Recurring Billing Errors

Failure to respond to request for information

Time to Resolve:

Minor issues require a plan of correction within 15 days, and implementation of the plan within 60 days.

Significant

Significant corrective action issues in general are non-compliance with directives, contract requirements or rules, that result in inadequate treatment or that have the potential to jeopardize the well-being of a person. This could also be the result of failure to implement plans of correction for minor contract issues. Significant issues do not put the person in imminent danger.

Examples of Significant Issues:

Failure to resolve and follow up on incident reports or failure to report incidents

Misuse of Funds

Failure to report to person's support coordinator any potential risks to person

Time to Resolve:

Significant issues require a plan of correction within 10 days, which must be fully implemented within 30 days.

Major

Major corrective action issues pose an imminent danger to the person's health and safety, or an imminent risk to person or other people. Major issues can become sanctions if not resolved within the specified timeframe.

Examples of Major Issues:

Staff place person in danger of abuse, neglect, exploitation, negligence or malnutrition

Billing Fraud

Leaving a person who requires constant supervision unattended

Time to Resolve:

Major issues must be resolved within 24 hours, including a plan of correction to prevent re-occurrence.

PROVIDER REVIEWS

Annual Performance Measures Review

Provider Name	Plan of Correction
Ability & Choice Services	Minor
Ability First	Minor
Active Re-Entry	Minor
Acumen Fiscal Agent, LLC	None
Affinity Services, Inc.	Minor
Alpine Transition and Employment Ctr	None
Alternative Behavior Strategies	Minor
Alternative Care Solutions LLC	None
Apex Behavior Consultation LLC	Minor
Autism Behavior Treatment Ctr	None
Autism Ranch, LLC	Minor
BJB, Inc.	None
Byron K Jensen dba Antanna's Vocational Svc	Minor
Cache Employment and Training Center	None
Cache Valley Treatment Alternatives	Minor
Castle Valley Center	None
Central Utah Enterprises	None
Cerebral Palsy of Utah	None
Choice Supported Employment Services	None
Chrysalis Enterprises, Inc.	None
Chrysalis Utah, Inc.	None
Columbus Community Center	None
Community Careers and Support Services	Minor
Community Treatment Alternatives	None
Copperview Community Center	Minor
Community Oriented Services	Minor
Covenant Employment Services	None
Critical Signal Technologies	None
Daniel J Schmidt - Massage Tx	Minor
Danville Services of Utah, LLC	None
David Gabaldon dba New Future Body Wkr	Minor
Daybreak Training Services, Inc.	Minor
Developmental Disabilities, Inc	None
Developmental Training Systems, Inc.	Minor
Dixie Advantages	None
Dungarvin Utah, LLC	None
Eaton Alliance, LLC	None
Enable Industries	Minor
Enhancing Lifestyles, Inc.	None
Family Advocacy & Consultation Services, Inc.	None
Family Matters Services, Inc.	Minor
Friends 4 Life, LLC	Significant
Frontline Services, Inc.	None
Futures Through Choices, Inc.	Minor
Goal Home LLC	Minor
Heidi Van Etten	Minor
Home Comfort Care LLC	None
Infinity Care Service, LLC	Minor
Intersect Services LLC	Minor
Jordan Valley Day Care & Training	Minor
JST Community Services, LLC	None
Julie M. Bowen	None
Key Residential Services, L.C.	None

Provider Name	Plan of Correction
Key Support Services LLC	Minor
Kostopolus Dream Foundation	None
KT & T Ventures, Inc.	Minor
Leonard Consulting, LLC	None
Life Included	None
Life Skills Vocational Center	Minor
LINC	Minor
LKG Life Inc	Minor
Marylynn Hollingsworth, Massage Therapy	Minor
MassageWorx, LLC	None
Melonie Curtis	None
Milestone Counseling Services, Inc	None
Morning Star Financial Services, LLC	None
Neighborhood House Association	Minor
New Beginnings, PPA	None
North Eastern Services, Inc.	None
North Eastern Services -Lakeside, Inc	None
Northstar Advocates & Services, LLC	None
Options For Independence	Minor
Phoenix Services Corporation	None
Pioneer Adult Rehabilitation Center	Minor
Pioneer Youth & Adult Community Services	None
Proaxis, LLC	None
Pryme, Corp.	None
Quality Support Solutions, Inc.	None
Red Rock Center For Independence	Minor
RISE, Inc.	None
R.I.T.E.S., Inc.	None
RZT Supported Employment	None
S.T.E.P.S., Inc.	None
SAI, Inc.	None
Sanpete Community Training	None
South Valley Training Company	None
SP Foundation	Minor
Special Home Provider, LLC	None
SPLORE-Special Population Learning	Minor
Stepping Stones Child Plcmt Ag	None
Support Coordination Services of Utah	Minor
TKJ, LLC	None
Training in Life Choices, LLC	Minor
Transitions, Inc.	None
Tri-County Independent Living Center	None
True Care Companies, LLC	None
TURN Community Services, Inc.	Minor
TURN COMMUNITY SERVICES-CSB	None
UWork, LLC	Minor
Uintah School District - Community Employment	None
Utah Independent Living Center	Minor
Utah State University (BRASC)	Minor
Utah Transit Authority	None
Valley Personnel Services, Inc.	Minor
Work Activity Center, Inc.	None
Work Inc.	Significant

DIVISION REORGANIZATION

Administration 2005-2012

Since the end of fiscal year 2005 through the end of fiscal year 2011, 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%. FY 2012 marked the end of all region and assistant director positions.

	2005	2006-2009	2010	2011	2012
Eastern Director					
Western Director		Southern Director			
Northern Director		Northern Director	North/South Director		
Central Director		Central Director	Central Director	Assistant Director	
Assistant Director		Assistant Director	Assistant Director	Division Director	
Assistant Director		Assistant Director	Assistant Director		Division Director
Division Director		Division Director	Division Director		
Positions	7	6	5	2	1

Old Administration:

- Four regions and four region directors.
- 24 local offices completing information, referral, eligibility determination & intake, waiting list management, support coordination, individual budget determination, provider reimbursement, staff supervision and regional administration.
- About 120 support coordinators employed as state employees.
- Low caseloads for support coordinators of an average of about 32 cases per worker.
- Utah State Developmental Center (USDC) provided pharmacy, physical therapy, speech and hearing therapy, psychological testing, grounds keeping, laundry services, housekeeping and security by employees hired as state workers.

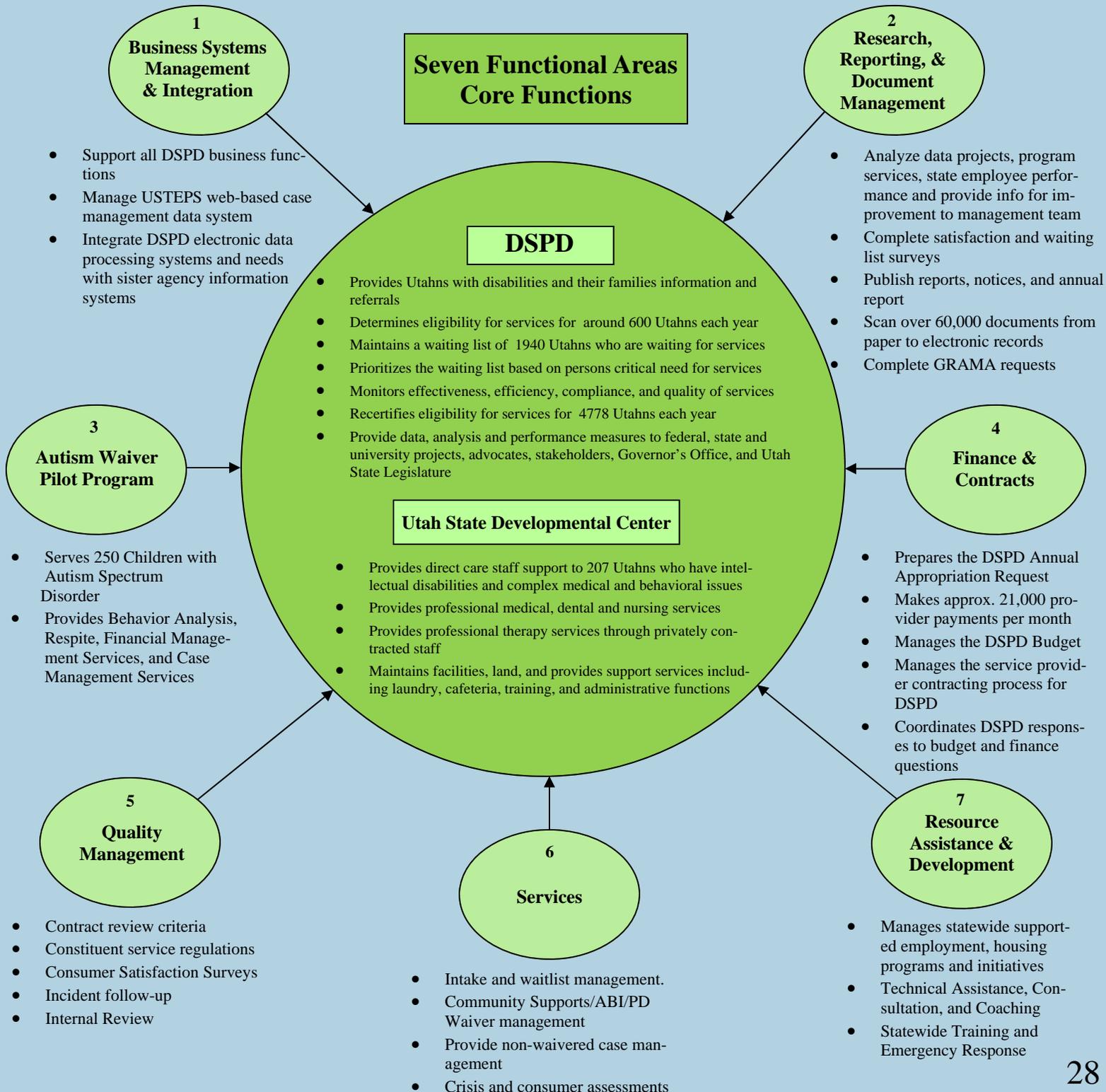
New Administration:

- Closed 18 local offices in American Fork, Blanding, Brigham City, Bountiful, Cedar City, Delta, Heber, Holladay (SLC), Logan, Manti, Moab, Nephi, Ogden, Park City, Richfield, Roosevelt, Spanish Fork, and Tooele.
- Continue to operate six local offices in Clearfield, Price, Provo, Salt Lake, St. George, and Vernal.
- Centralized statewide program administration including intake, waiting list, and provider reimbursement.
- Privatized support coordination.
- Increased average caseload to 46 cases per support coordinator.
- Implemented online case management, payment and waiting list data system
- USDC replaced state employees with privately contracted companies in pharmacy, physical therapy, speech and hearing therapy, psychological testing, grounds keeping, laundry services, house keeping and security.

DIVISION REORGANIZATION

FY 2012 Reorganization

In April, 2012 DSPD underwent a major reorganization to improve efficiencies and streamline its operations. Abandoning the regional structure, the Division organized the administration of its community services into the seven functional areas as shown below. Note that the Utah State Developmental Center continues to operate under the jurisdiction of DSPD.



EMPLOYMENT

Supported Work Independence

Supported Work Independence (SWI) established by House Bill 45 is a program designed to assist individuals with the most significant disabilities to obtain and maintain competitive employment while waiting for DSPD services. Previously a pilot program, SWI became an ongoing program in 2011 with an annual budget of \$250,000. The SWI program is not supported by Medicaid funds and is not part of a Medicaid waiver. Monthly oversight and coordination are provided by privately contracted supported employment providers and Community Service Brokers. The goal of the program is to provide services for 200 people.

Participation in Fiscal Year 2012:

Participants:	137	Average Wage:	\$7.63/hour
Employed:	73	Average Hours Worked per Week:	15 Hours

Total SWI Expenditures: \$97,333

SWI Consumer Stories

Russ

Russ is a 39 year old man with intellectual disabilities and severe and persistent mental illness. He has been on the DSPD waiting list since 2008 and lives in Utah County. Russ has worked through most of his adult life, but recently found himself unemployed and homeless. Without a home and routine, Russ would forget to take his medication. He was hospitalized, but once stabilized on medication, was referred to Utah State Office of Rehabilitation. Russ was referred to the SWI program as he needed extended support to stay employed. Russ is now employed as a dishwasher at the Center Street Bistro in Provo, living in his own apartment and doing well with minimal support. Without the support from the SWI program, Russ would have been identified as someone who needed intense, expensive long term services. The small amount of funds that keep him employed diffused the need for Medicaid waiver services.



Goran

Goran is a 29 year old man who experiences autism. He has been on the DSPD waiting list since 2004 and lives in Salt Lake County. Goran moved to Utah from Bosnia with his family when he was 11 years old. He is fluent in both Bosnian and English, but only speaks to his family. After graduating high school in 2001, Goran had a difficult time finding meaningful activities. He would spend a lot of his time sleeping and riding the bus around town during the day. Goran began working after getting connected to USOR in 2004. He has been part of the SWI program since April of 2012. Goran currently works for the Division of Services for People with Disabilities for the State of Utah as an office assistant. Goran is always on time, works very hard, is a perfectionist, and has a great sense of humor. He assists several DSPD employees with filing and organizing projects. He is always willing to learn and take on new challenges. For Goran, a job isn't just about work and money; it is about the importance of being equal with the rest of his family and community through working and contributing.

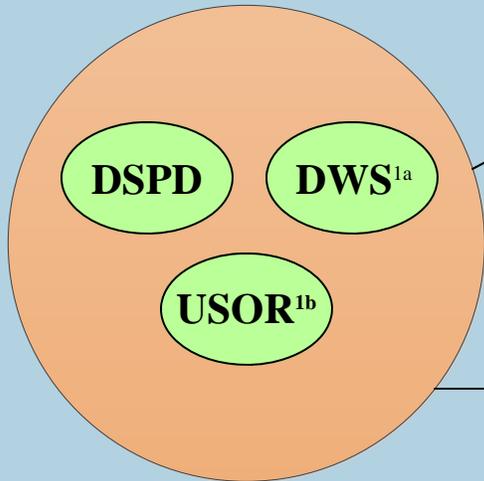


EMPLOYMENT

Employment First Priority Initiative

The Employment First Priority Initiative (HB240) is a policy that requires departments to give priority to providing services that assist people with disabilities in obtaining and retaining meaningful and gainful employment. When a person comes off of the waiting list and into services, the priority needs to be placed on obtaining employment for the person prior to pursuing other services or programs. Prioritizing employment coincides with DSPD's mission statement to help people with disabilities lead self-determined lives. Of the 3,019 consumers participating in programs during FY12, 23.5% (708) of those were participating in supported employment.

Utah Employment First Partnership



Mission

To ensure state government services currently offered by the Partners emphasize and support competitive, integrated, and community based employment for persons with disabilities.

Vision

Every Utahn maximizes his or her career potential and Utah's employers have access to the skilled workforce need to be successful.

- Established the Utah Employment First Partnership Council to effectively carry out the partnerships emphasis, mission, and goals.

Utah Employment First Partnership Council²

Role:

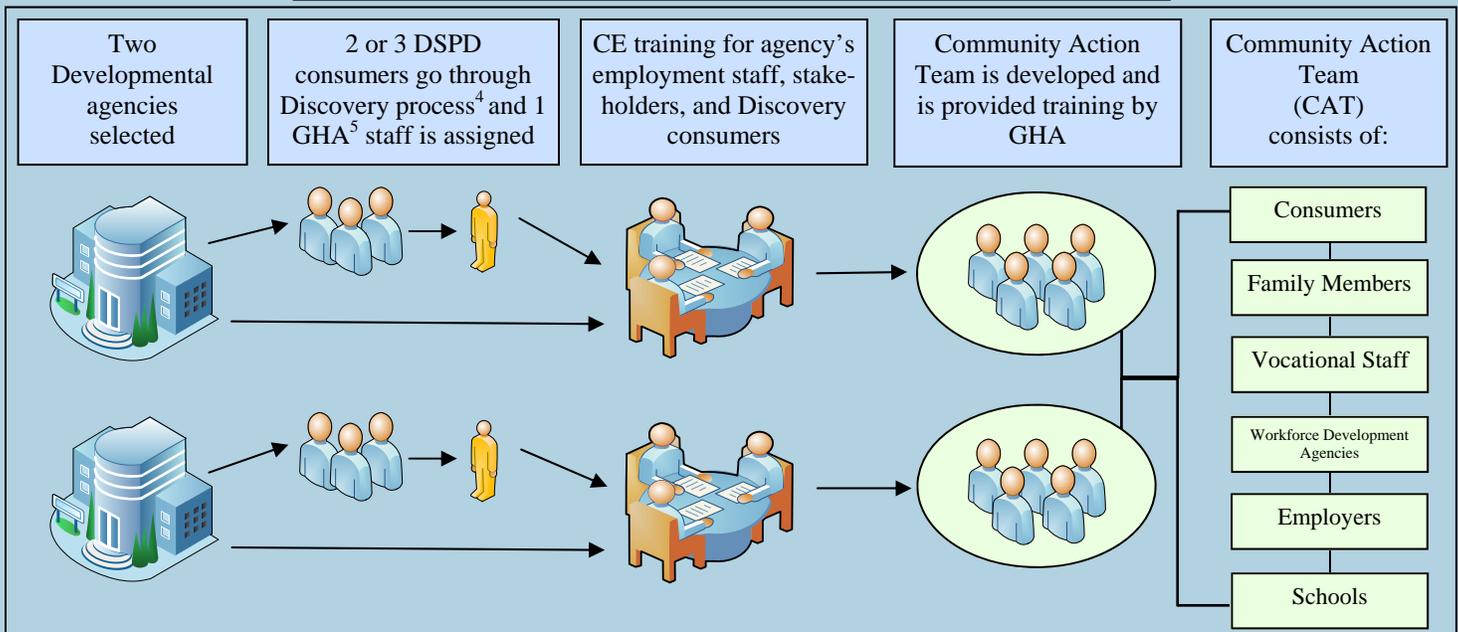
- Review policies and procedures that may hinder Partner's philosophy.
- Review training activities that emphasize employment first priority emphasis.
- Create Strategic Implementation Plan designed to make recommendations and identify annual goals and outcome measures.

Customized Employment Project

What is Customized Employment?

Customized employment is a process in which employment relationships between employees and employers is individualized in a way that meets the needs of both parties.³ Customized employment may create employment through a number of methods such as job carving, self-employment and entrepreneurial initiatives, job development, and responsibility restructuring.

Customized Employment Mentoring Plan



^{1a} DWS – Department of Workforce Services. ^{1b} USOR – Utah State Office of Rehabilitation.

² Council consists of individuals w/ disabilities, their families, rehabilitation programs, employers, and other interested parties.

³ Definition, U.S. Department of Labor.

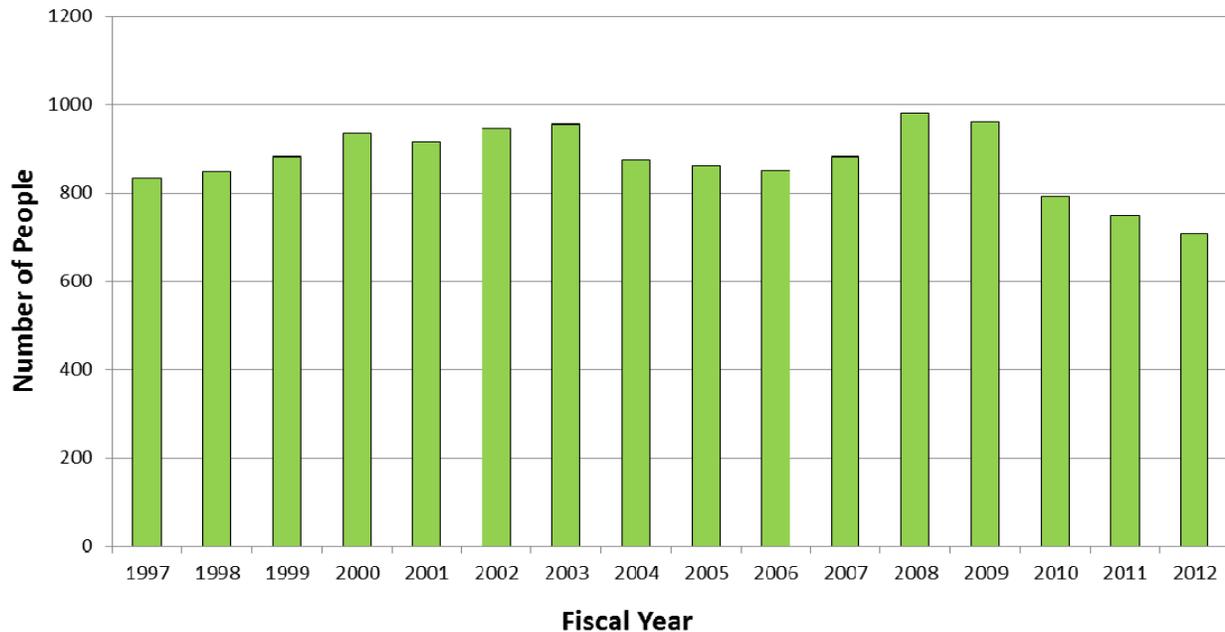
⁴ Discovery is the process of finding ideal conditions of employment by going through a process that reveals a person's strengths.

⁵ Griffin-Hammis Associates, LLC. International leaders in Customized Employment training, contracted by the state for the project.

EMPLOYMENT

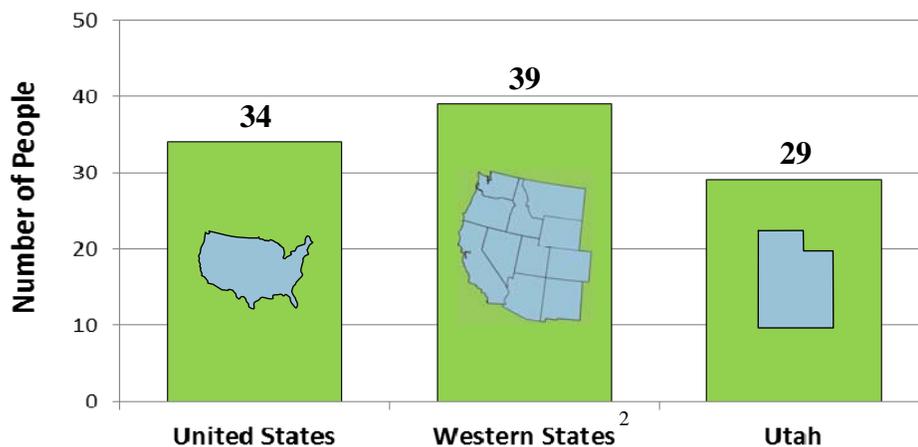
Historic Employment Participation

People in Services Receiving Supported Employment to Work
Fiscal Year 1997-2012



National Comparison

Number of People in I/DD Integrated Employment
per 100,000 Population
FY 2009¹



¹ *The State of the States in Developmental Disabilities*: Department of Psychiatry and Coleman Institute for Cognitive Disabilities, University of Colorado, Revised Report, 2011.

² Western States consist of WA, OR, CA, NV, ID, MT, WY, CO, UT, NM, and AZ.

Medicaid Autism Waiver Pilot Program

During the 2012 general session, the Utah State Legislature authorized House Bill 272 which created an autism services pilot program. Other aspects of the bill were to establish a new Medicaid waiver to provide services to children with autism spectrum disorders. Funding was appropriated to serve 250 children. Evaluation of the pilot program's outcomes and effectiveness is scheduled to be reported to the legislature in October of 2013¹.

Services:

- ⇒ Intensive Individual Support– Consultation Services
- ⇒ Intensive Individual Support– Direct Services
- ⇒ Respite
- ⇒ Financial Management Services
- ⇒ Case Management (Administrative Function)

Waiver Openings:

- ⇒ Selections for services will be provided through an open enrollment process
- ⇒ A proportionate distribution of waiver openings will be assigned based off of Census geographical data
- ⇒ When children age-out of the program, new participants will be chosen from within the same geographical region

Eligibility Requirements:

- ⇒ Children must be between 2 and 5 years of age
- ⇒ Have an Autism Spectrum Disorder diagnosis (ASD)
- ⇒ Must meet waiver financial eligibility requirements for Medicaid

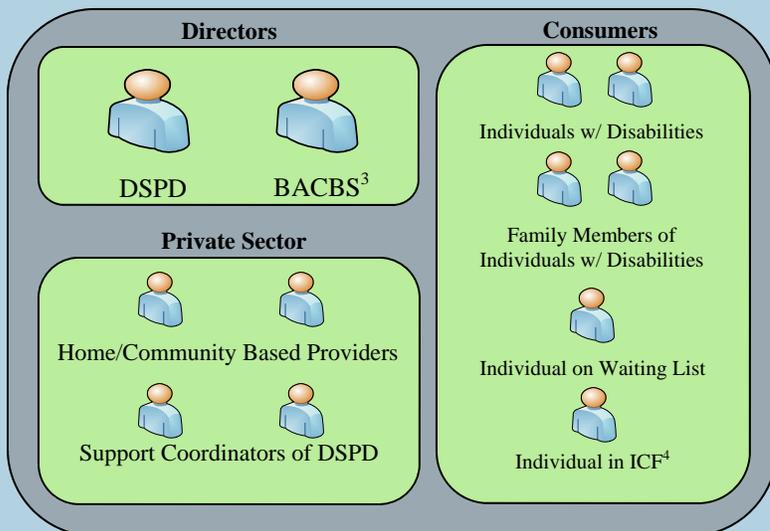
Anticipated Outcome:

To provide intensive individual support to improve the social, physical and educational development limitations of young children and to assist families to allow their children to better integrate in their communities.

Disabilities Advisory Council

On May 14th, 2012, Governor Gary R. Herbert signed an executive order creating the Disabilities Advisory Council. The mission of the council is to enhance support by encouraging regular input, review and evaluation of services in the disability system. Furthermore, the Disabilities Advisory Council would also like to strengthen relationships and build partnerships through activities that would benefit its stakeholders, community and institutions².

Who Will Serve on the Council?



Council Functions and Meetings:

- ⇒ To increase meaningful input from stakeholders regarding the efficiency and effectiveness of DSPD services
- ⇒ Review and evaluate current and future policies, procedures, guidelines, and regulations
- ⇒ Promote strong relationships between stakeholders, DSPD, Dept. of Human Services, and Dept. of Health
- ⇒ Serve as a resource for future projects, ideas, and practices
- ⇒ To provide and strengthen partnerships between DSPD and other agencies providing supports to persons with disabilities and their families
- ⇒ Council meetings will be held at least every quarter and possibly more based on chairperson request or majority vote of council
- ⇒ A public hearing will be held annually to gather input and feedback regarding DSPD services or supports

¹ Utah Department of Health– Bureau of Authorization & Community Based Services.

² Governor, Administration: Governor's Executive Order EO/004/2012: Creating the Disabilities Advisory Council.

³ Bureau of Authorization & Community Based Services, Dept. of Health.

⁴ Intermediate Care Facility: Utah State Developmental Center (USDC) or private ICF/ID.

LOOKING FORWARD TO 2013

National Core Indicators

Beginning in FY 2013, the division will be contracting with National Core Indicators (NCI) to perform quality and consumer surveys focusing on target outcome measures. Core indicators are standard measures used across participating states that assess outcomes of services provided to individuals and families. Indicators measure areas such as employment, personal rights, service delivery, community inclusion, choices, health and safety.¹

What is NCI?

National Core Indicators is a collaboration between Human Services Research Institute (HSRI), National Association of State Directors of Developmental Disabilities Services (NASDDDS), and participating states. Reports consist of adult, family, and child surveys conducted by DSPD's Quality Management team both in person and through mail-out surveys.

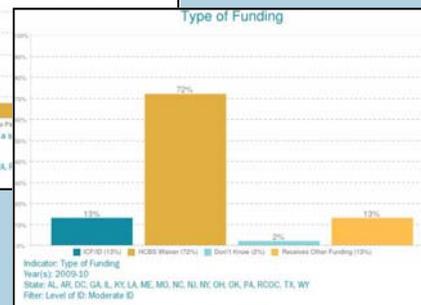
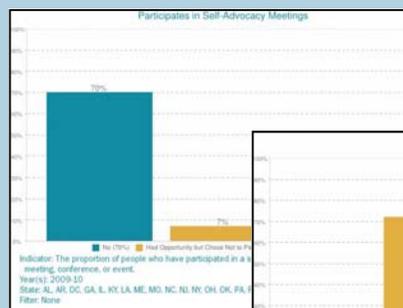
Benefits of Using NCI?

- Ability to use standardized indicators to access several areas of concern such as rights, choice, health, service delivery, and community involvement for people with disabilities.
- The division will now have the ability to compare satisfaction results to other participating states.
- NCI reports are made available for everyone to access. Chart generators allow for comparable data on any number of variables that can be filtered to any type of service or demographic.

NCI Participating States & Sample Reports



Participating States



REPORTING RESOURCES

Comprehensive performance measures available online and updated throughout the year.

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: 366 Counties Served: UTAH
 Self-Admin. Services Model: 171

Overall Rating: Able to Connect w/ R Satisfaction Survey (Self-Admin) Low Caseload Turnover: Able to Identify People's Strer Prudent Use of Publ Spending Matches Plan: Plan Matches Need: Completes Work in a Face to Face Visits: Person Centered Support Pla

Options:	Acumen	Leonard Consulting	Morning Star
TIME ENTRY:			
Online	YES	NO	NO
Fax	YES	YES	YES
In person	YES	YES	NO
e-mail	YES	YES	YES
Mail	YES	YES	YES
PAYMENT:			
Direct Deposit	YES	YES	YES
Check	YES	YES	YES
Pay Card	YES	NO	NO

Performance**:	Acumen	Leonard Consulting	Morning Star
Responds quickly to contacts.	80%	96%	94%
Pays employees on time	90%	90%	96%

National Reports

Residential Services for Persons with Developmental Disabilities: Status and Trends Through 2009

The State of the Developmental 2011

StateData: The National Report on Employment Services and Outcomes 2010

Satisfaction Survey Data

Report Month: June 2011

Satisfaction with Fiscal Agent - By Provider
 Surveys received from 07/01/2010 to 06/30/2011

Current Overall Satisfaction:
 ACUMEN 81.7%
 LEONARD 96.5%
 MORNING STAR 88.7%

Day Program/Employment

1. Do you like your _____ (job, day program, school, summer program/camp, after school program) with?

2. Did you choose your _____ (job, day program, school, summer program/camp, after school program) with?

3. Do you like who you attend your _____ (work, day program, school, summer program/camp, after school program) with?

P-Yr	Mean	N	Trend	Survey Item
1122	83%	98	DOWN	Do you like the who you attend your _____ (work, day program, school, summer program/camp, after school program) with?
1116	85%	96	DOWN	Did you choose your _____ (job, day program, school, summer program/camp, after school program) with?
1126	87%	101	DOWN	Do you like your _____ (job, day program, school, summer program/camp, after school program) with?
091	74%	51	DOWN	Do you like the who you attend your _____ (work, day program, school, summer program/camp, after school program) with?
1101	88%	50	DOWN	Did you choose your _____ (job, day program, school, summer program/camp, after school program) with?
1107	85%	117	DOWN	Do you like the who you attend your _____ (work, day program, school, summer program/camp, after school program) with?
1118	85%	111	DOWN	Did you choose your _____ (job, day program, school, summer program/camp, after school program) with?
1119	70%	110	DOWN	Do you like the who you attend your _____ (work, day program, school, summer program/camp, after school program) with?
1128	85%	115	DOWN	Did you choose your _____ (job, day program, school, summer program/camp, after school program) with?
081	75%	36	DOWN	Do you like the who you attend your _____ (work, day program, school, summer program/camp, after school program) with?
081	91%	29	DOWN	Did you choose your _____ (job, day program, school, summer program/camp, after school program) with?
1121	75%	141	DOWN	Do you like the who you attend your _____ (work, day program, school, summer program/camp, after school program) with?
1121	75%	108	DOWN	Did you choose your _____ (job, day program, school, summer program/camp, after school program) with?
081	45%	30	DOWN	Do you like the who you attend your _____ (work, day program, school, summer program/camp, after school program) with?
1101	75%	117	DOWN	Did you choose your _____ (job, day program, school, summer program/camp, after school program) with?
1101	75%	114	DOWN	Do you like the who you attend your _____ (work, day program, school, summer program/camp, after school program) with?
1101	47%	117	DOWN	Did you choose your _____ (job, day program, school, summer program/camp, after school program) with?



Visit:



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