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# CHOOSING A SUPPORT COORDINATOR;

*Entry into Services; Changing Support Coordinators while in Services*

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## Directive 1.54

Authorizing Code: [62A-5-103](#)

Rule: R539-2

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Forms: 1-6; 1056

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### Purpose

This directive establishes Division policy and procedure to ensure a Person's Informed Choice in selecting a Support Coordinator when entering into services with DSPD, or when changing Support Coordinators while already in services. It outlines the roles and responsibilities of Constituent Services Representatives in ensuring that Informed Choices can be assisted by a neutral party where other interests exist with contracted parties and others.

### Definitions

**Constituent Services Representative (CSR)** - means the Person's Division Constituent Services Representative, a member of DSPD staff.

**Division (DSPD)** – means the Division of Services for People with Disabilities.

**Guardian** – means either a family member or legal guardian, including those appointed by the Office of Public Guardian (OPG). In the case of a court appointed guardianship for a person with a disability, the Guardian may assume decision making on behalf of the Person, whose legal rights have consequently been limited by that appointment. This does not preclude Informed Choice to the degree that the Guardian will still act with and on behalf of the Person.

**Informed Choice** – means that the Person has options to choose from, information about those options, and experience with the options. The Person's decision making will be supported to the extent that is necessary to account for their style of communication, strengths, and limitations. Such assistance is provided either by a DSPD Constituent Services Representative, a family member or a Guardian, or by a Support Coordinator or another member of the Person's Support Team. Wherever assistance is provided, the Person's decision making should not be unduly influenced by any other party's interests, including the party who is assisting the Person's Informed Choice. Constituent Services will take steps as outlined below to protect the Person's Informed Choice from such interests.

**Invitation to Submit Offer (ISO)** - the Form 1-6, ISO, is used to solicit offers to provide SCE services.

**Person** – an individual who is in services, or who is eligible for services with DSPD.

**Provider** – means a contracted provider who delivers services, including support coordination services, on behalf of DSPD. A Provider may employ Support Coordinators.

**Support Coordinator (SCE)** – means support coordination provider, an individual employed by a contracted provider (Provider) to deliver support coordination services, or who is an independent contractor doing the same but also in the role of a Provider.

**Support Team** - means the Person-Centered support team made up of team members as defined in Section R539-1-3. They are any member of the Person's circle of support who participates in the planning and delivery of any service and support with the Person. This includes the Person, a parent, a Guardian, the Support Coordinator, a friend of the person, and any other professional and provider staff working with the person.

## Policy

Except as described in Section R539-2-8, the Division shall ensure that a Person entering or moving within the service system has a choice of support and provider. The Division, through Constituent Services, will take steps to ensure that Informed Choice.

Support Coordinator change requests may occur under the following situations:

- A Person or their Guardian requests a change in support coordinators; or,
- An SCE leaves the company that they are currently contracted with, and intends to continue providing support coordination services in the State of Utah; or,
- An SCE leaves the company that they are currently contracted with, but does not intend to continue providing support coordination in the State of Utah; or,
- A support coordination Provider requests to transfer a Person to another SCE, or Provider, but informed choice procedures must still be applied; or,
- Any other situation where a new SCE is requested by a party with a legitimate interest. The Person's Informed Choice procedures must still be ensured.

## Procedure

A Person shall be given a choice by the Division in determining who their SCE will be when they first enter services, and whenever they move within the service system. If a Person is changing their SCE, they may contact either their Provider, their SCE, or their CSR. Alternately, if DSPD becomes aware of a pending request to change SCE, the CSR may contact the Person or their Guardian to determine if the Person currently has an SCE whom they have already chosen;

1. Any Person entering the service system will be assisted by the Division in making an informed choice of their SCE, as described above in the definition of Informed Choice. A CSR will act on behalf of DSPD to assist the Person.
  - a. Form 1-6 “Invitation to Submit Offer to Provide Services” will be used to notify support coordination Providers that a Person is seeking an SCE.
2. If a Person who is already in services wants to change their SCE, they (or their Guardian) may contact either their CSR, their SCE, or their Provider.
  - a. If the current SCE is ending or planning to end employment with their current employer (Provider), and also intends to continue working in the State of Utah for another Provider, or to become a contractor themselves, then:
    - i. Neither the Provider, nor the current SCE may assist the Person with making an Informed Choice; and
    - ii. The Person must be referred to a CSR to assist the Person with making an Informed Choice;
    - iii. A CSR will act on behalf of DSPD to assist the Person, as described in (3, a-c), below.
3. If the Person (or their Guardian) contacts a CSR to notify them of a pending or desired change of SCE:
  - a. The CSR shall assist the Person with making an Informed Choice, and determine if the Person already has a preference for an SCE;
  - b. If the Person does not indicate a preference for a specific SCE, then the CSR will then provide the following options:
    - i. Remain with their current SCE where possible; or,
    - ii. Remain with their current Provider if possible; or,
    - iii. Find a new SCE, that is not employed by their Provider:
      1. The CSR will explain the process for submitting an ISO to find a new SCE;
      2. The CSR shall use Form 1-6 to notify Providers that a Person is seeking a new Support Coordinator.
  - c. If the current SCE has separated, or plans to separate, from a Provider and plans to continue employment elsewhere as an SCE with another Provider in the State of Utah, then the CSR shall assist the Person with making an informed choice from among these three options.

4. If an SCE assists a Person with choosing a new SCE:
  - a. The SCE may not be ending or planning to end employment with their current employer (Provider) if they also intend to continue to work in the State of Utah for another Provider, or to become a contractor themselves. In all such situations:
    - i. Neither the Provider, nor the current SCE may assist the Person with making an Informed Choice; and
    - ii. The Person must be referred to a CSR to assist the Person with making an Informed Choice.
  - b. Except as described above in 4.a, the SCE may otherwise assist the Person with making an Informed Choice, but always in alignment with the definition of Informed Choice that appears in the Definitions section above. They must also inform the Person that they may instead choose to contact their CSR to receive assistance with their Informed Choice.
    - i. The SCE must enter a log note in USTEPS to document that they have provided the Person with this option, and that they have given the Person the contact information for a CSR;
    - ii. The CSR, at their discretion, may then confirm that an Informed Choice has been made, and that the option to have a CSR assist that decision was provided. To this end they may contact any of the parties involved to determine that all of these steps have taken place.
5. If a Person notifies their Provider that they want to change their SCE, then:
  - a. If the Person's current SCE is ending, or planning to end, employment with their current employer (Provider), and also intends to work in the State of Utah for another Provider, or to become a contractor themselves, then:
    - i. Neither the Provider, nor the current SCE may assist the Person with making an Informed Choice; and
    - ii. The Person must be referred to a CSR to assist the Person with making an Informed Choice.
  - b. Except as described above in 5.a., the Provider may otherwise assist the Person with making an Informed Choice, in alignment with the definition for Informed Choice that appears in the Definitions section above. They must also inform the Person that they may choose to contact their CSR instead to receive assistance with their Informed Choice.
    - i. The Provider must enter a log note in USTEPS to document that they have provided the Person with this option, and that they have given the Person the contact information of a CSR;
    - ii. The CSR, at their discretion, may then confirm that an Informed Choice has been made and that the option to have a CSR assist that decision was provided. To this end they may contact any of the parties involved to determine that all of these steps have taken place.

6. A Provider may request to transfer a Person to another SCE or Provider; but in order to do so they must first:
  - a. Give the Person a minimum of a 30-day notice before the date of transfer;
  - b. Notify the CSR of the request to transfer;
  - c. If the Provider requests to transfer the Person to any other Provider, then the CSR shall assist the Person with making an Informed Choice;
  - d. If the Provider requests to transfer the person to another SCE that is employed by that Provider, then the Provider may assist the Person with making an informed choice, in alignment with the definition for Informed Choice that appears in the Definitions section above.
    - i. If the Person's current SCE has ended, is ending, or is planning to end employment with the Provider, and also intends to work in the State of Utah for another Provider, or to become a contractor themselves, then the Provider will refer the Person to a CSR to assist the Informed Choice;
    - ii. In all situations, the Provider must still inform the Person that they may instead choose to contact their CSR for assistance with their Informed Choice;
    - iii. If assisting the Person with their Informed Choice:
      1. The Provider must enter a log note in USTEPS to document that they have provided the Person with this option, and that they have given the Person the contact information of a CSR;
      2. The CSR, at their discretion, may then confirm that an Informed Choice has been made and that the option to have a CSR assist that decision was provided; to this end they may contact any of the parties involved to determine whether all of this has taken place.
7. The Division shall make every effort to transfer a person within a 30-day period, beginning on the date that the Division is notified of the Person's Informed Choice.
  - a. If the Division is unable to complete the transfer within 30 days, DSPD will then communicate with each party involved to explain the reason for the delay, and to convey a revised time frame for transfer.
8. A Provider shall accept the Purchase Service Authorization Form 1056 through the Division's case management system before providing a service.