

utah department of
human services
SERVICES FOR PEOPLE WITH DISABILITIES



ANNUAL REPORT 2018



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Mission Statement



The mission of the Division of Services for People with Disabilities is to promote opportunities and provide supports for persons with disabilities to lead self-determined lives.



DIRECTOR'S MESSAGE

The 2018 Annual Report details another year of successful growth and change at the Division of Services for People with Disabilities. Within these pages are descriptions, data, and stories about the people participating in home and community based services. I am proud to present the efforts made this year to serve people with disabilities, manage fiscal responsibilities, and improve service delivery systems.

Fiscal Year 2018 can be characterized by the word "collaboration." DSPD engaged in projects requiring significant departmental and community collaboration. We contributed to Department of Human Services Model of Care strategic planning initiatives. Progress was made with implementation of the Settings Rule through partnership with the Utah Department of Health and community stakeholders.

In the coming year, DSPD will complete two in-depth studies on waiting list management strategies and employment transition services for youth. Implementation of an electronic billing system will improve processes for payment of services. MySTEPS will launch an online application for services intended to refine the intake process and empower applicants. And I look forward to continuing collaborative work with the Utah Department of Health and providers to align our system with the Settings Rule and new Electronic Visit Verification requirements.

I want to express my gratitude to DSPD employees, people we serve, their families, providers, support coordinators, the Utah State Developmental Center, the Utah Department of Health, the Utah Developmental Disabilities Council, the Utah Parent Center, the Center for Persons with Disabilities, and the many additional stakeholders who contributed to another successful year. Thank you for participating in this pursuit to continuously improve service delivery and outcomes for people with disabilities.

Sincerely,

A handwritten signature in blue ink that reads "Angella Pinna".

Angella D. Pinna



utah department of
human services
SERVICES FOR PEOPLE WITH DISABILITIES



PREVENTION

Implement prevention and early intervention strategies to reduce risk, trauma and intergenerational cycles of isolation and suffering



SELF-RELIANCE

Support families and individuals in their homes, schools, workplaces and communities for sustainable success



PARTNERSHIP

Improve outcomes through family accountability, interagency collaboration, public/private alliances and community supports



OPERATIONAL EXCELLENCE

Seek, share, and build upon best practices and demonstrate effectiveness through data and measurable results



PEOPLE & CULTURE

Support employee career development, confidence, professional judgement and cultural competency

953

People received short-term services while waiting for waiver enrollment

5,917

People enrolled in home and community-based waiver services

237

Contracted providers serving People in their homes and communities

98%

of Provider Agencies met contract quality measures

113

Employees dedicated to delivering and improving home and community-based services

DIVISION ORGANIZATION

DSPD operates four Medicaid 1915(c) Home and Community Based Service Waivers that serve over five thousand people. Managing documents, information, budgets, and data for thousands of people requires DSPD to continuously improve the USTEPS case management system and USTEPS Provider Interface. In order to maintain health and safety while fostering self-determination, DSPD completes assessments of strengths and needs that determine eligibility and inform budgeting. Multiple teams orchestrate access to short-term and ongoing services,

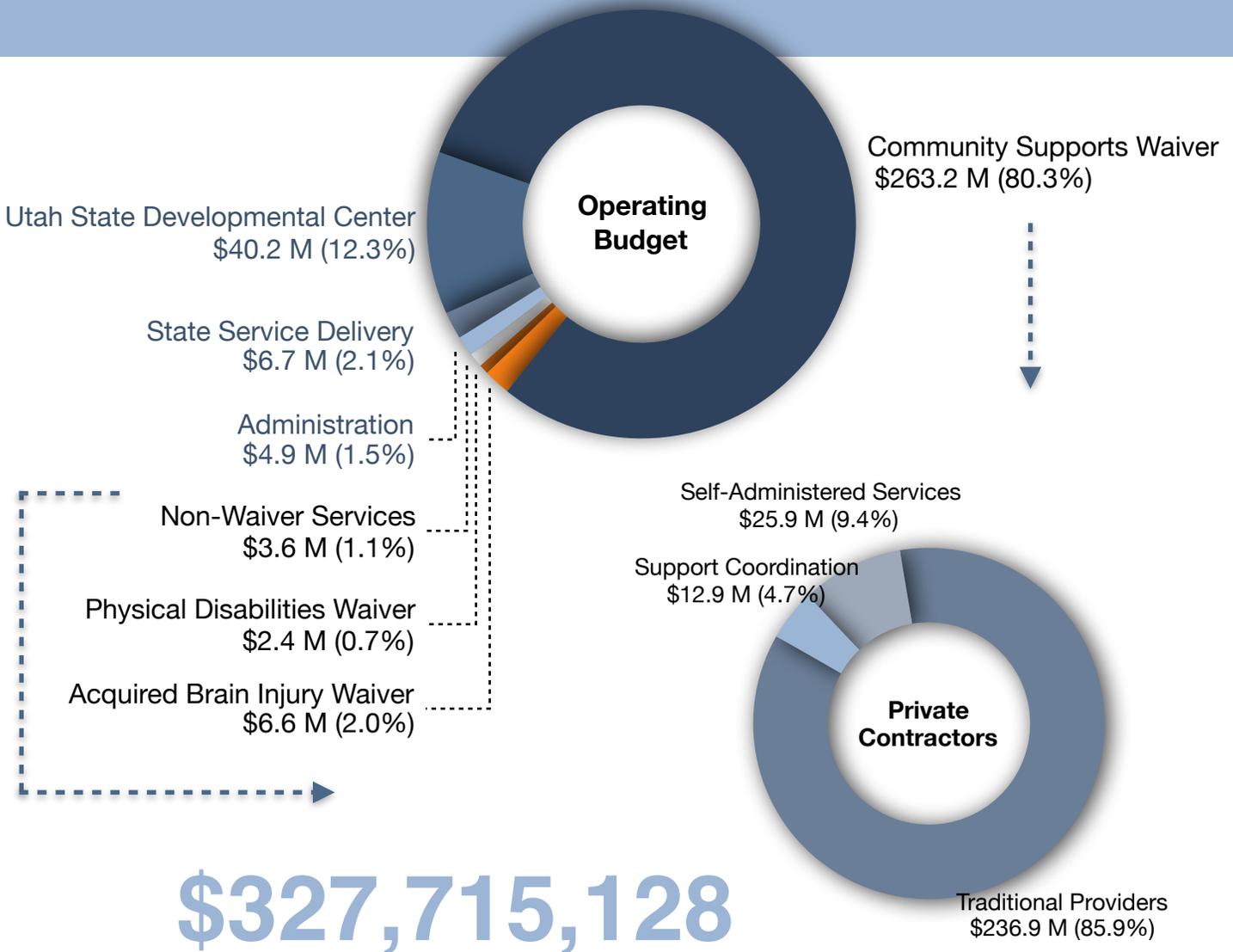
whether linking someone to community resources or managing individual budgets. DSPD tracks and uses data to answer legislative inquiry and meet reporting requirements. During 2018, oversight of service provider contract quality measures transitioned from DSPD to the Department of Human Services Office of Quality and Design.



Find more information about DSPD at <https://dspd.utah.gov/>.

BUDGET OVERVIEW

Each year DSPD uses the Federal Medical Assistance Percentage (FMAP) to calculate the percentage of federal matching funds received for every state dollar spent. The FY 2018 FMAP was 29.83%.



Waiting List Transition Funds

\$750,000 Ongoing

In FY 2018, DSPD enrolled 139 people from the waiting list into the three available waivers and non-waiver services.



Legislative Appropriations

Direct Care Staff Wage Increase

\$2,000,000 Ongoing

Beginning in 2015, the legislature funded an initiative to improve recruitment and retention of direct care staff through increased wages. Utah recognizes that adequate and stable staffing is crucial to successful service delivery.

Mandated Additional Needs

\$505,600 Ongoing

\$3,627,700 One-Time

As part of the 1915(c) waiver language approved by the Center for Medicare and Medicaid Services, DSPD must provide for changes in health and safety needs of those already enrolled in waiver services. Each request for services (RFS) undergoes a comprehensive review of need by the RFS Committee before approval. This amount includes youth transitioning from DCFS/DJJS service funding.

Rate Adjustments

\$250,000 FMS Ongoing

\$150,000 MTP Ongoing

The legislature approved payment rate increases for Financial Management Services (FMS) and Motor Transportation Payment (MTP). Rate adjustments improve access to these valuable services that help people live self-determined lives.



All dollar amounts are state general fund only.

Communities

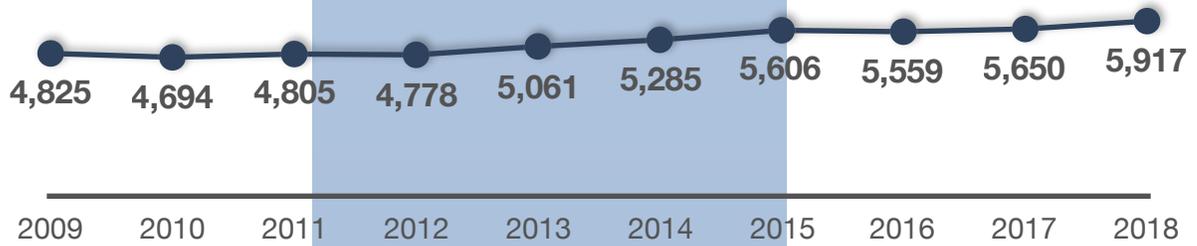
We

Serve



HOME & COMMUNITY BASED SERVICES

Home and community-based services (HCBS), an alternative to institutional care, provide habilitation services to people with disabilities. HCBS support the person's choice to remain in their community.



Community Supports Waiver	5,402	A comprehensive, lifespan waiver serving people with an intellectual disability or a related condition, who meet Intermediate Care Facility level of care.
Acquired Brain Injury Waiver	141	Serves people 18 years or older with a brain injury, who meet Skilled Nursing Facility level of care.
Physical Disabilities Waiver	108	Serves people 18 years or older with a physical disability that results in the functional loss of two or more limbs, who meet Skilled Nursing Facility level of care.
Autism Waiver	49	Provides respite to children up to age seven, who have an Autism Spectrum Disorder (ASD) diagnosis.
Non-Medicaid Waiver Services	85	Lifespan assistance for people who meet DSPD eligibility requirements, but are not eligible for federal Medicaid funding or are transitioning from homelessness.

132 People were in the process of transitioning into services.



Jay recently joined the Wendy's team. He provides customer service and maintains the dining room by cleaning and stocking. Known for going above and beyond, Jay takes pride in a job well done. His charismatic, fun personality adds to the work environment and customer experience.

Employment helped Jay improve his independent living skills and financial independence. Successful new relationships and more community involvement have increased his confidence and

encouraged Jay to participate in more activities. Embracing responsibility prompted Jay to learn how to manage his money so that he can participate in all of the new activities, interests, and opportunities.

Duan works on an environmental services team at a veterinary

emergency room. She overcame nerves and fears to find a fun and fulfilling work environment. Soon she will celebrate her one year anniversary.

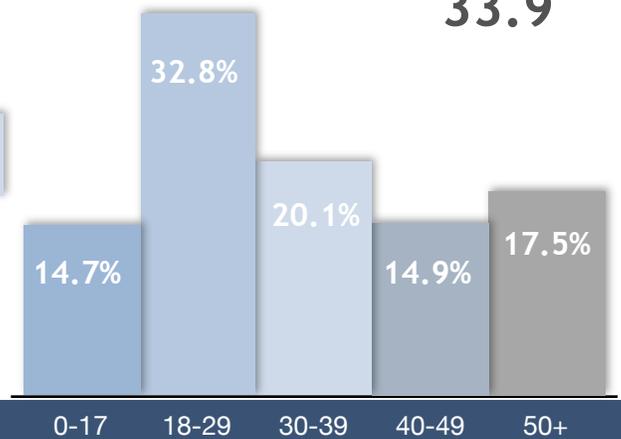
The job includes learning different tasks and transitioning between them. Duan's favorite task is folding the laundry. The clinic cat helps her fold by sitting on the warm towels and meowing at her. Duan is proud of herself, and enjoys all of her new found friendships, human and animal.



5,917
In-Service

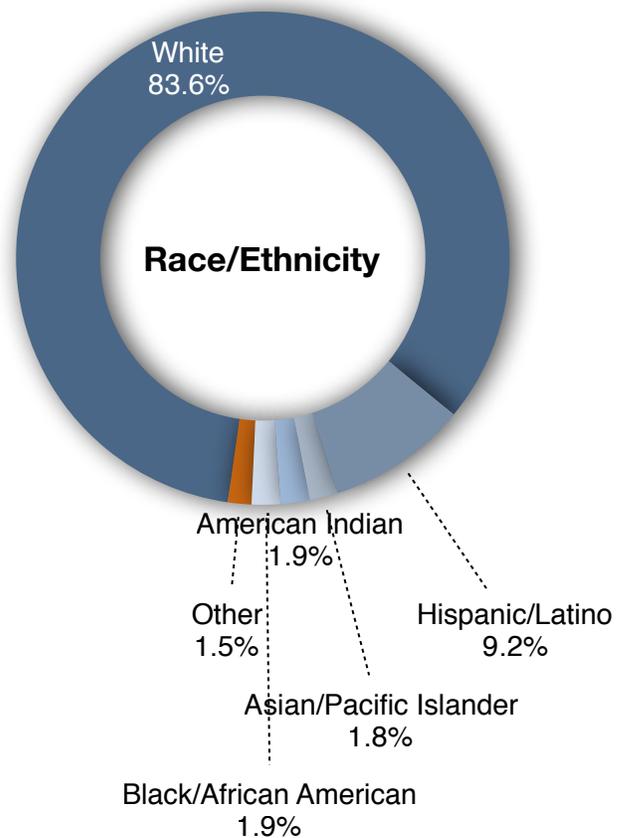
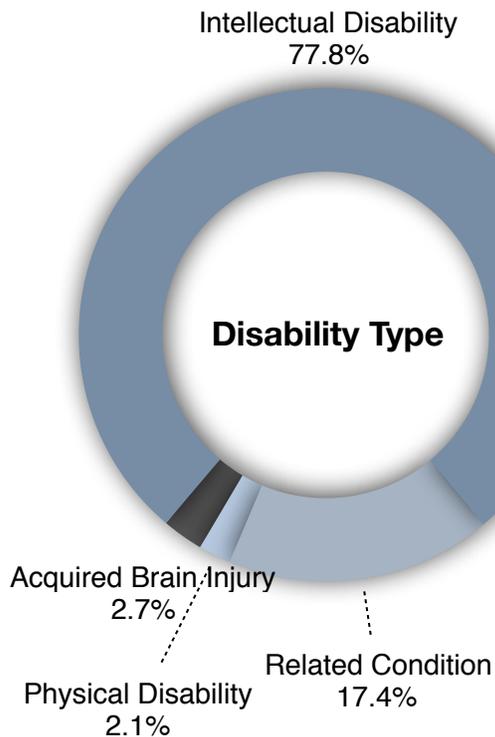


Average Age
33.9

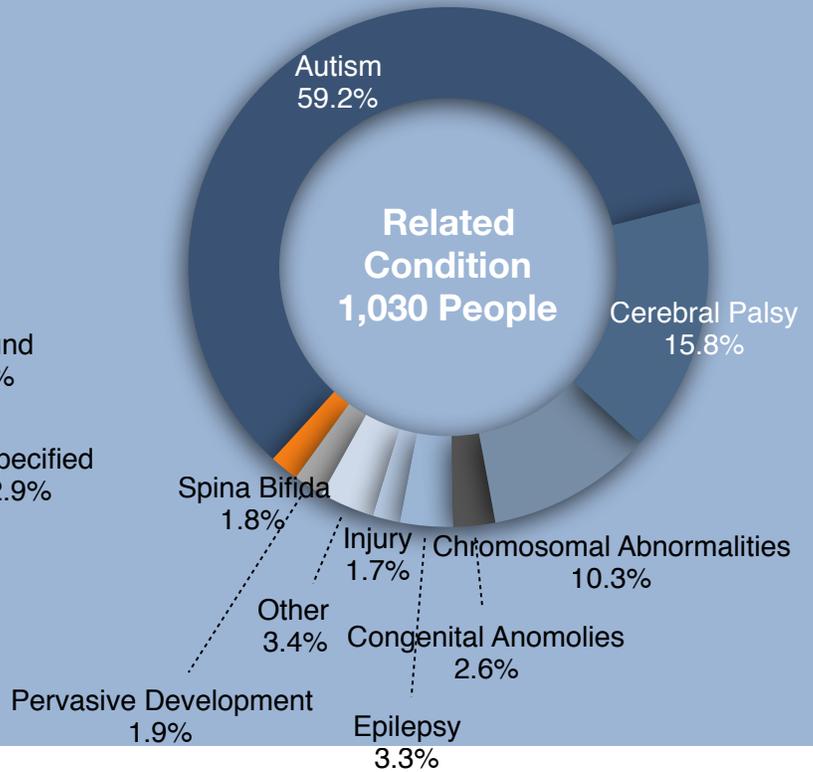
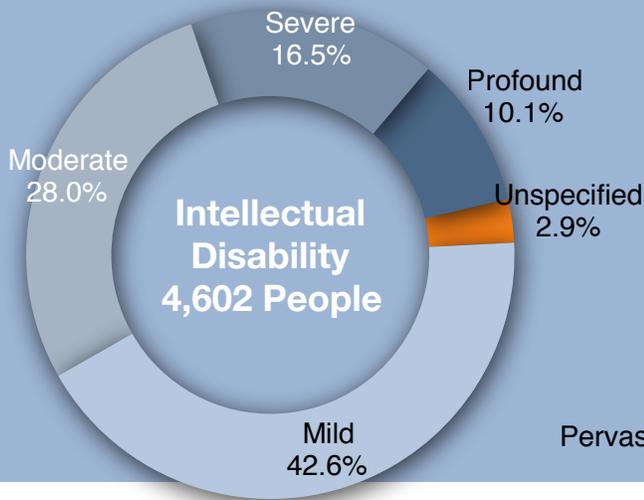


For more information about 2018 please visit <https://dspd.utah.gov/dashboard/>.

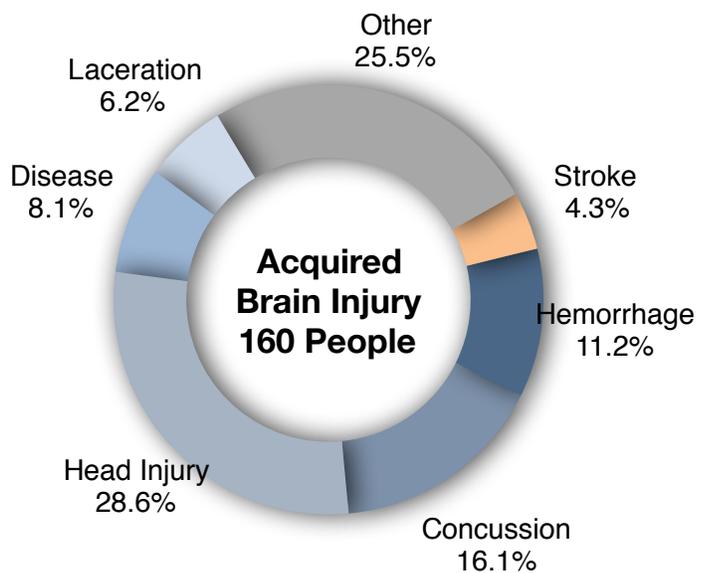
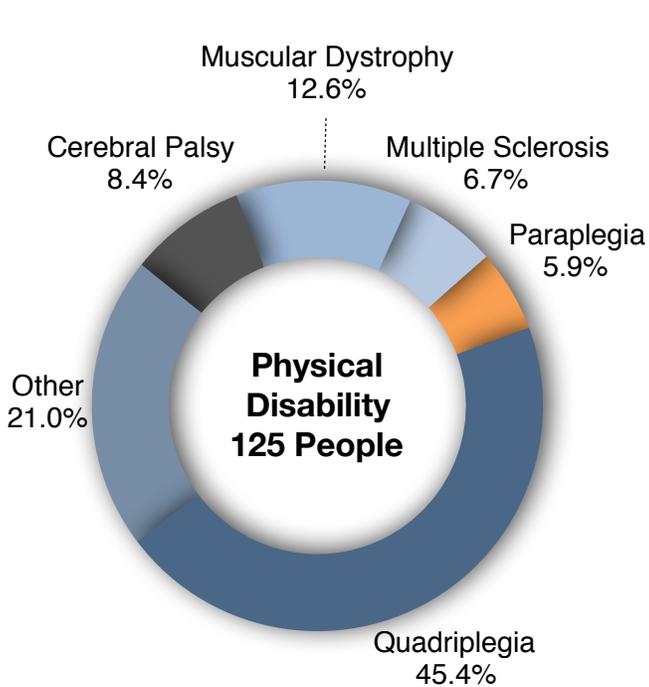
Demographics



QUALIFYING DIAGNOSIS



Eligibility for Division services requires that a person have a minimum of one qualifying diagnosis. A qualifying diagnosis must give rise to mental or physical impairments that cause, at least, three substantial functional limitations in a major life activity, such as: self-care, language, mobility, capacity for independent living, and economic self-sufficiency.



NEW SERVICE RECIPIENTS

345

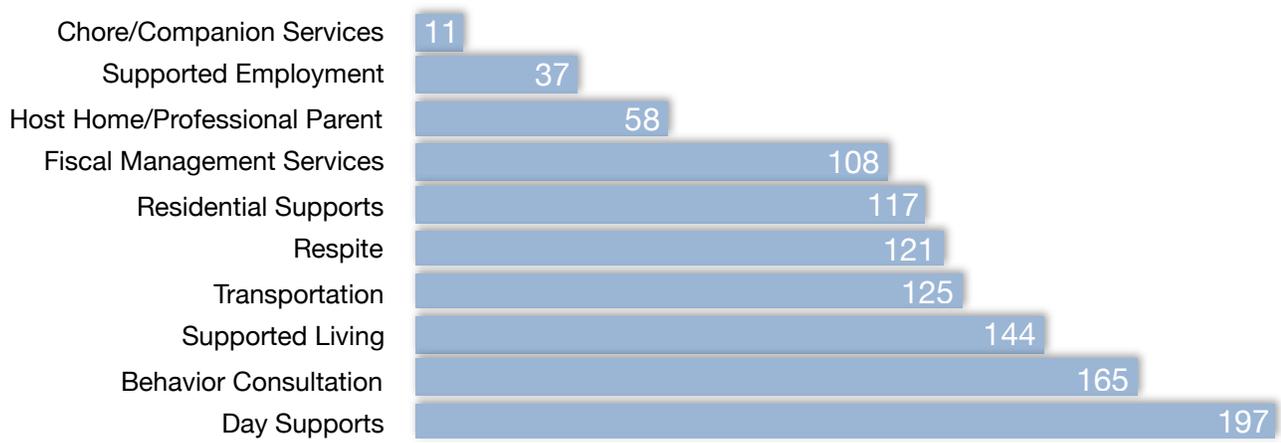


Average Budget

Funding Source	Percent	State	Total		
Appropriation	Most Critical	109	31.6%	\$9,600	\$32,000
	Respite Only	37	10.7%	\$4,700	\$15,600
Attrition	Crisis	124	35.9%	\$23,800	\$79,700
	Court Order	11	3.2%	\$30,900	\$103,700
Transfer	DCFS	47	13.6%	\$26,000	\$87,000
	Transition*	17	4.9%	\$25,700	\$86,000

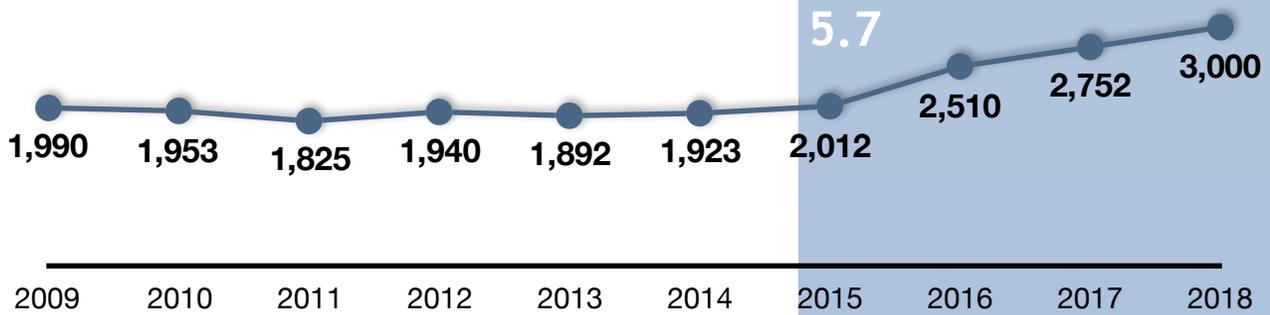
*Includes people transitioning from Intermediate Care Facilities and Utah State Developmental Center.

Services Received

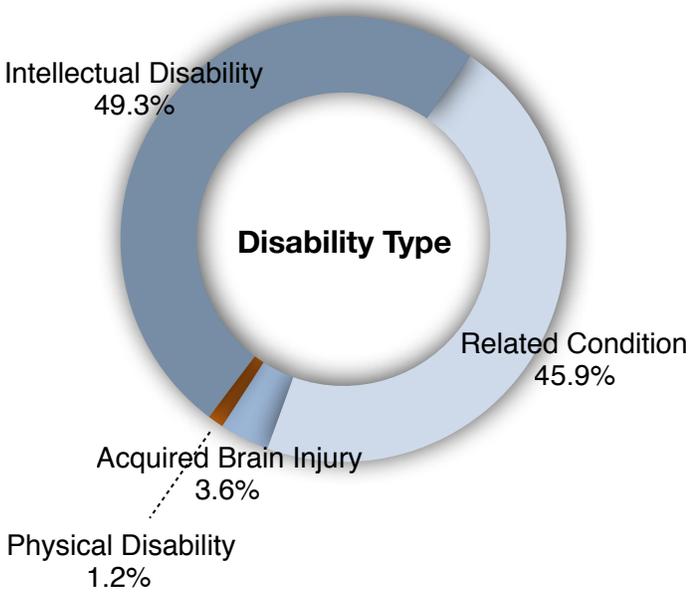
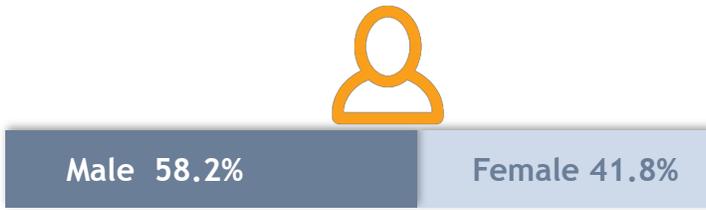
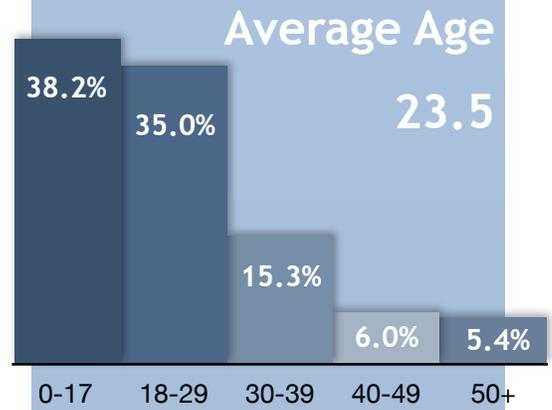


Number of People

WAITING FOR SERVICES



DSPD uses all available funds to provide services to as many eligible persons as possible. At the end of FY 2018 there were 3,000 people waiting for services. As funds become available, DSPD enrolls people with the most critical needs into services.



Service Needs*	
Supported Living/ Personal Assistance	45.6%
In-Home Supports/ Respite	46.7%
Residential Services	6.5%
Host Home/ Professional Parent	1.2%
Day Supports	22.7%
Supported Employment	18.9%

*The numbers do not add to 100%, because people can be waiting for multiple services.

SHORT-TERM SERVICES

While waiting for ongoing supports, DSPD can provide some short-term services. Available services include: Supported Work Independence (SWI), Respite Services, and Community Service Brokering (CSB). Funding comes from a combination of ongoing and one-time appropriated general fund dollars allocated each fiscal year. People may be eligible to receive one or more of the limited short-term services available while waiting.



Supported Work Independence

504
People Served

SWI is designed to assist eligible persons, who are waiting for waiver services, obtain and maintain competitive employment in an integrated setting, earning at least minimum wage.



Respite Services

404
People Served

In an effort to address caregiver burnout, DSPD can offer a person's caregiver relief through limited, one-time respite services.



Community Service Brokering

137
People Served

CSB connects eligible persons waiting for waiver services to a skilled advisor who expertly links the person to available community resources.

UTAH STATE DEVELOPMENTAL CENTER

205
Served



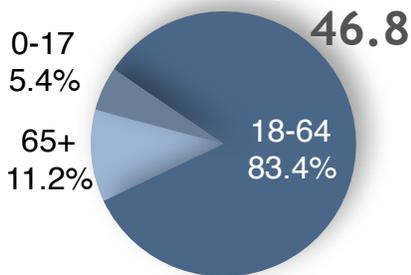
Arrivals: 22

Closures: 18

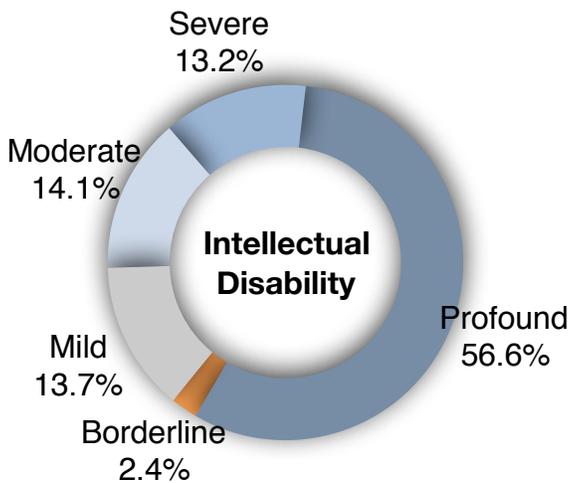
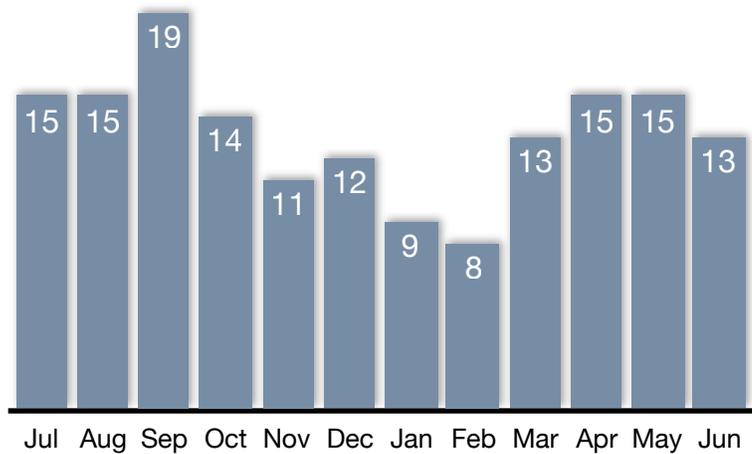
USDC serves all ages in a comprehensive residential setting. On-site services include: habilitation, medical, dental, employment and recreation. Dormitory style living matches four to six people as roommates who share common areas. Staff assist with grocery shopping, cooking, and cleaning. USDC also offers respite support for people enrolled in DSPD services. Families report that this valuable service supports continued caregiving at home.

USDC is dedicated to providing an array of resources and supports for people with disabilities with complex or acute needs in Utah.

Average Age



People Receiving Respite



For more information about USDC, please visit <https://usdc.utah.gov/>.

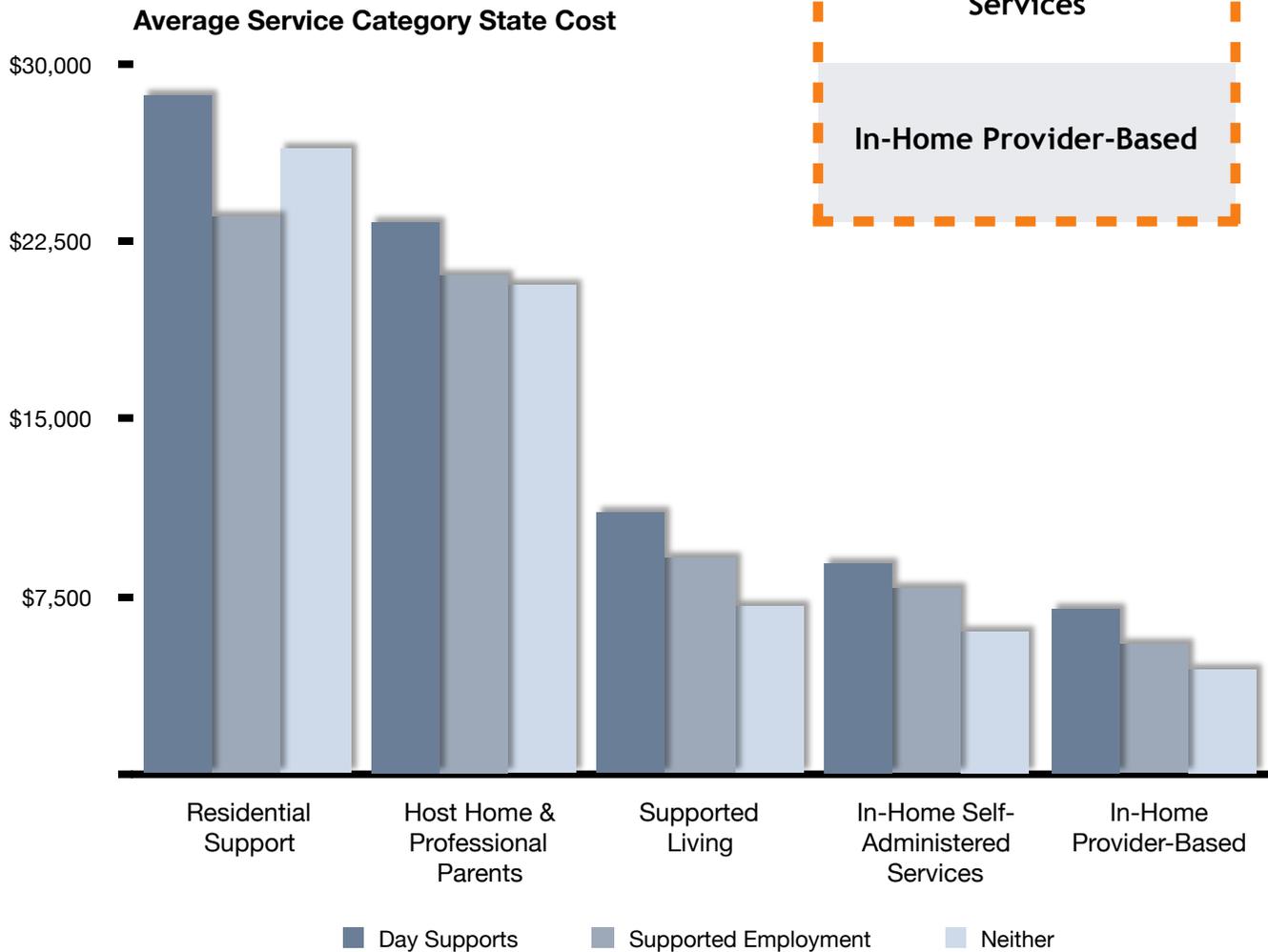
Service Category Data



SERVICE CATEGORIES



DSPD uses validated assessments, self-report, and provider experience to tailor a person-centered service plan (PCSP). Person-centered planning offers the person and their planning team choice from an array of community integrated programs in order to promote and foster self-determination. The resulting PCSP organizes available services to meet the person's needs, preferences, and goals by annually identifying the person's changing strengths and priorities. Individual budgets within each service category vary based on need.



RESIDENTIAL SUPPORT

Residential habilitation offers 24-hour support in supervised apartments and group homes as an alternative to institutional settings. Individualized assistance helps the person obtain and maintain independent living skills in their chosen community. Services that often accompany RHS, include: prescription monitoring, behavior consultation, employment, and day support.



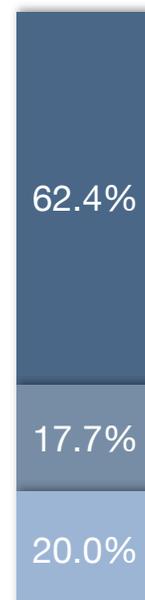
	1,923
Average Age	41.2
Average Annual Total Cost	\$92,000
Average Annual State Cost	\$27,400
Total Cost	\$176.9 M
Total State Cost	\$52.8 M

HOST HOME & PROFESSIONAL PARENTS

Host family residential services offer a shared living experience for youth and adults, with exceptional care needs, who want a family environment, but cannot live with immediate family members. The host family provides assistance with independent living skills and supervision that helps the person engage in their community and avoid isolation.



	441
Average Age	29.4
Average Annual Total Cost	\$74,800
Average Annual State Cost	\$22,300
Total Cost	\$33.0 M
Total State Cost	\$9.8 M



SUPPORTED LIVING

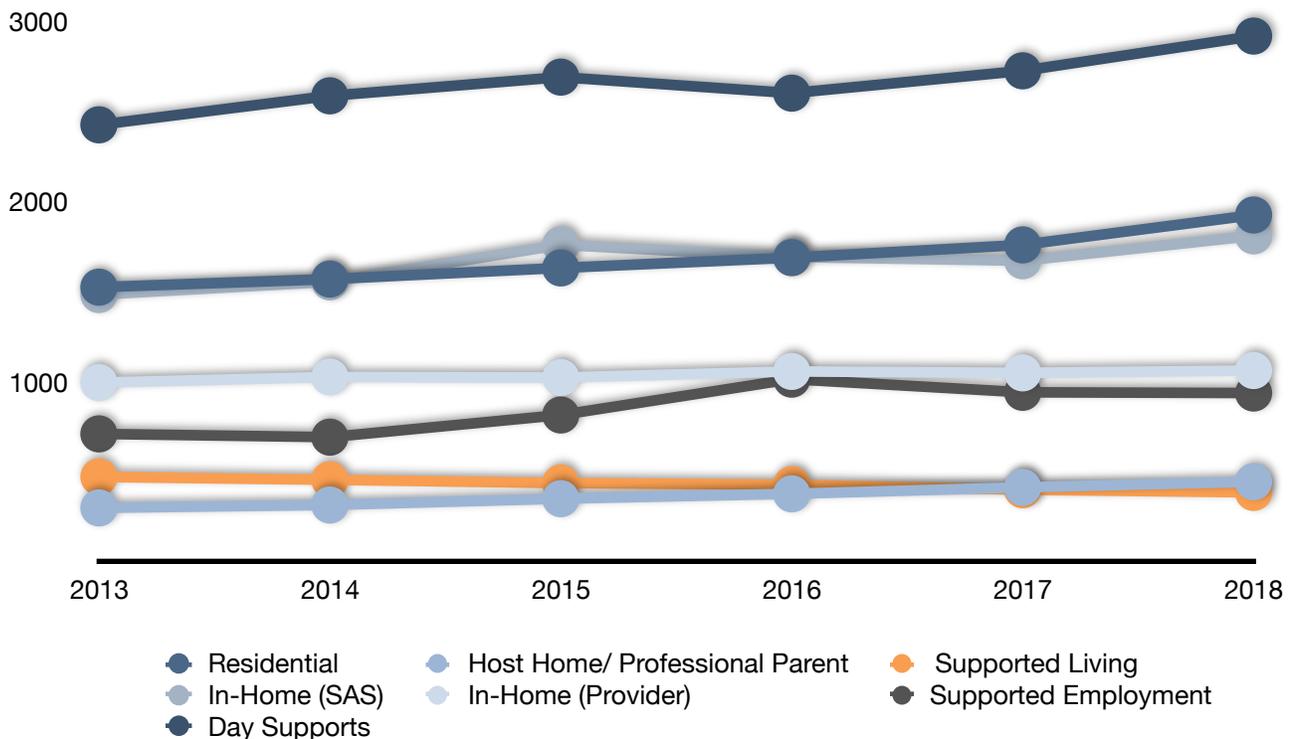
Multiple supported living options offer hourly, intermittent care for people who live in their own home. Services designed to maintain health and safety, and avoid isolation include: transportation, personal care, homemaking, chores, medication monitoring, advocacy, communication assistance, and other activities of daily living.



■ Day Supports
 ■ Supported Employment
 ■ Neither

	382
Average Age	47.4
Average Annual Total Cost	\$29,000
Average Annual State Cost	\$8,700
Total Cost	\$11.0 M
Total State Cost	\$3.3 M

Service Category Utilization



IN-HOME PROVIDER-BASED

An enrolled person and their family can access respite, companion, homemaker, chore, and personal assistance through a contracted provider agency. The person and provider agency collaborate to design a service plan that maintains health and safety, and avoids isolation.



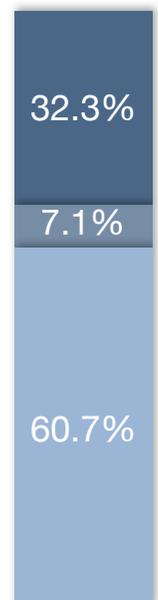
	1,059
Average Age	33.2
Average Annual Total Cost	\$20,300
Average Annual State Cost	\$6,000
Total Cost	\$21.5 M
Total State Cost	\$6.4 M

IN-HOME SELF-ADMINISTERED SERVICES

Engagement in waiver service through SAS allows a person and their family to become an employer of their own direct service staff. SAS includes access to a fiscal management agent that provides payroll and budget management services. Waiver services offered under SAS include: respite, companion, homemaker, chore, and personal assistance.



	1,807
Average Age	27.4
Average Annual Total Cost	\$23,700
Average Annual State Cost	\$7,100
Total Cost	\$42.8 M
Total State Cost	\$12.8 M



DAY ACTIVITIES

Supported Employment

Assistance for adults who want to obtain, maintain, and advance in competitive integrated employment and entrepreneurship paying at least minimum wage, or in self-contained business locations. The service provides a job coach or co-worker support to either an individual or group. Employment support offers the flexibility to customize work hours and setting in order to follow the person's interests and achieve the Person's goals.

	934
Average Age	39.4
Average Annual Total Cost	\$49,800
Average Annual State Cost	\$14,800
Total Cost	\$46.5 M
Total State Cost	\$13.9 M

Day Supports

Daytime supervision and support, in either an individual or group setting, designed to help develop and maintain habilitation skills, including: self-help, community living, and communication skills. Structured programs provide socialization, skill building, and leisure activities.

	2,917
Average Age	36.4
Average Annual Total Cost	\$64,600
Average Annual State Cost	\$19,300
Total Cost	\$188.4 M
Total State Cost	\$56.2 M



Ashley works as a bakery assistant for Great Harvest Breads. She preps and designs displays for sale items. Prep for

the various breads, mixes, cookies, and trail bars includes bagging and labeling. During the holidays, she assembles and displays gift bags for purchase. Ashley also helps maintain the dining room by washing dishes, sweeping, mopping, wiping down tables, and stocking paper goods.

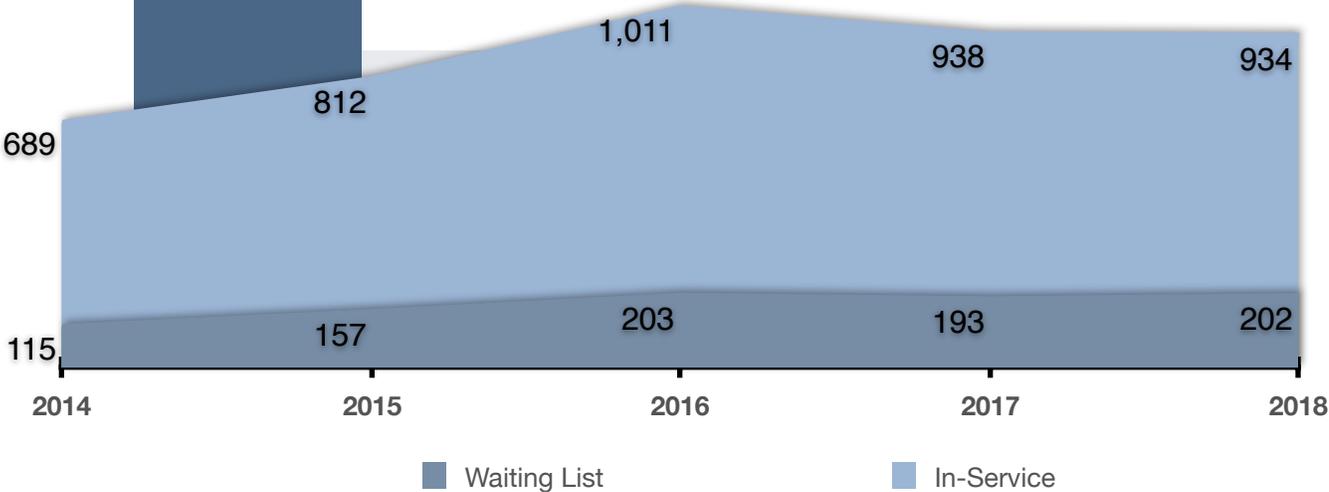
Ashley loves her job. Integrated community employment helped her become more financially independent and learn new skills. The warmth and acceptance that the team showed Ashley allowed her to develop friendships at work. Her manager noted that Ashley contributes to a positive work environment that makes a huge impact on customer experience.

EMPLOYMENT

Committed to the Employment First initiative, DSPD recognizes the benefits of prioritizing meaningful, competitive employment opportunities for people enrolled in services. Supported Employment assists adults who want to obtain, maintain, and advance in competitive integrated employment or entrepreneurship paying at least minimum wage. Supported Work Independence (SWI), similarly, provides skill development and job coaching to adults waiting for waiver services.

SWI	
Percent Employed	47%
Average Hourly Wage	\$8.11
Average Work Week	14 Hours

Fiscal Year	SE Expenditures		In Millions
	State	Total	
2018	\$2.7	\$7.8	
2017	\$2.6	\$7.4	
2016	\$2.5	\$6.9	
2015	\$1.9	\$5.5	
2014	\$1.7	\$4.9	





177

Traditional Provider Companies

Operate statewide to provide direct support staff and structured programming designed to maintain health and safety in integrated, educational, and self-determined settings.



57

Support Coordination Companies

A statewide network of Qualified Intellectual Disability Professionals who assist people and their families coordinate care through Medicaid waiver services and other community resources.



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Fiscal Agent Providers

As part of the self-administered service model, fiscal agents assist people and their support team with fulfilling employer requirements, including: hiring, payroll, and taxes.



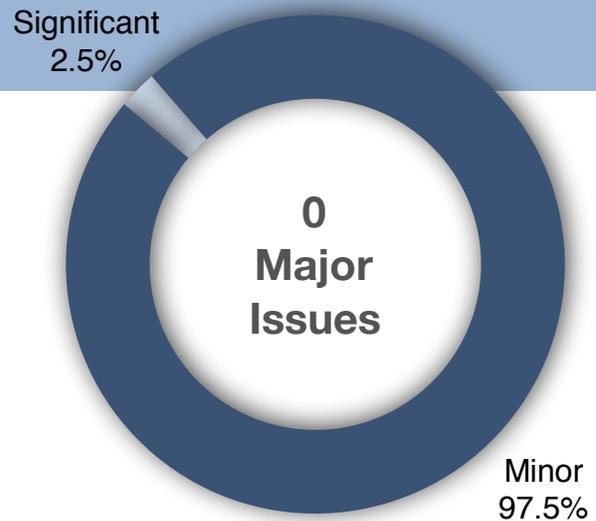
PROVIDER REVIEWS

DSPD provider contract audits measure compliance with fiscal and non-fiscal contract standards, and number/severity of plans of correction needed. All practices found in violation of contractual requirements must be remediated according to DSPD's corrective action process:

1. Provider may become compliant by the end of the review cycle, or
2. Develop a remediation plan that designates timeframes for progress toward compliance.

Fiscal Compliance	99.1%
Non-Fiscal Compliance	98.4%

Plan of Correction



Minor

Issues do not negatively impact a Person's well-being or jeopardize funding requirements.



Significant

Non-compliance with Division Directives, contract requirements, or other rules that results in inadequate treatment; or has the potential to jeopardize a Person's well-being.



Major

Issue results in imminent danger to a Person's health and safety, or an imminent risk to one or more people.

SETTINGS RULE

Medicaid requires that all states be compliant with the Home and Community Based Services final settings rule by March 22, 2022. DSPD and the Utah Department of Health have made significant progress with the State Transition Plan over the last year, and look forward to another productive year.



Individuals with disabilities have the right to a self-determined life, individual choice, and connection to those in their community just as much as those without disabilities.

- Working closely with the Utah Department of Health (UDOH) to review the State Transition Plan and stay on target to meet the State Medicaid deadline.
- Continuing Work Group of representatives of Support Coordinators, Providers, Families, UDOH, Utah Parent Center, Disability Law Center, and DSPD staff to develop a PCSP process suitable for notating choice, autonomy, and modifications to settings based on individual needs.
- Revisions to applicable rules, contracts, service codes, and policies are underway to reflect the intent and language of the Settings Rule so that all information from DSPD is consistent and congruent with the Settings Rule.
- Development of a Settings Innovation Technical Assistance that offers resources and subject matter experts to Providers who assist them with restructuring efforts that achieve compliance with the Settings Rule in a financially sustainable way.



For more information about Settings please visit, <https://dspd.utah.gov/settings-rule/>.

DSPD values the work and care provider agencies and support coordinators offer the people receiving disability services. To show appreciation each year, DSPD solicits community nominations for the following two awards:

Sandra Asbury

Employment Opportunity

Award

The Sandra Asbury Award recognizes provider agencies or support coordinators who demonstrate innovation in employment opportunities for people with disabilities.

Smith & Edwards - West Jordan

The team at Choice Supported Employment coordinated an employment opportunity at the Smith & Edwards store location in West Jordan for a Person in-service. The Person loves cowboy culture and boots, which made this integrated work setting even more exciting. The store team embraced inclusion by ensuring a wheelchair accessible work environment; and welcomed him with a new pair of cowboy boots. It did not take long for him to integrate into the Smith & Edwards work family. With such a supportive team behind him, the Person contributes to the store and his confidence has grown.



Shelly Mortensen

Shelly provides outstanding support coordination to all the individuals that she serves. Shelly works with each Person to reach goals and find dream jobs by trusting her good intuition about coaches and staff that she hires. She expects the best from her team; and shows her dedication to her team, clients, and community by regularly going above and beyond expectations. Shelly wants her company to be successful, which means happy and successful clients.

Ila Marie Goodey Award

Named for the late Dr. Ila Marie Goodey, a former psychologist at the University of Utah, the award honors direct care professionals who respect individuality, promote independence, and honor self-determination. Dr. Goodey, nationally and locally recognized as a passionate advocate for people with disabilities, has been described as representing “the ideal of selfless service to others with an uncompromising insistence on the right of all people to experience a high quality of life, especially those who are unable to fully represent themselves.”



Lisa Bauer

Lisa Bauer, of Keystone Advocacy and Supports, is an awesome support coordinator who often manages some difficult situations. Known for smiling through adversity, Lisa facilitates successful team collaboration in even the toughest circumstances. Her ability to serve with such grace inspires everyone around her to do their best.



Key Residential - Stacy Montoya

Key Residential, a provider company, goes above and beyond for the people they serve. Stacy Montoya assisted on an urgent case involving someone who became homeless after their mother passed. After becoming aware of this Person, Key Residential and DSPD worked quickly to find housing, well-suited roommate, medical care, clothing, and other needed supports. Dedicated staff helped her adjust to the new environment and process traumatic experiences by connecting her to clergy, nurses, and friends. Stacy and Key Residential demonstrate that great things can be done when partners and people come together.