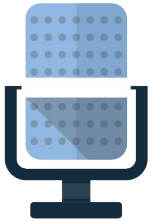
DSPD Quarterly Support Coordinator Meeting

utah department of
human services
SERVICES FOR PEOPLE WITH DISABILITIES

10/21/2020 - 10:30 am - 12:00 pm

Housekeeping



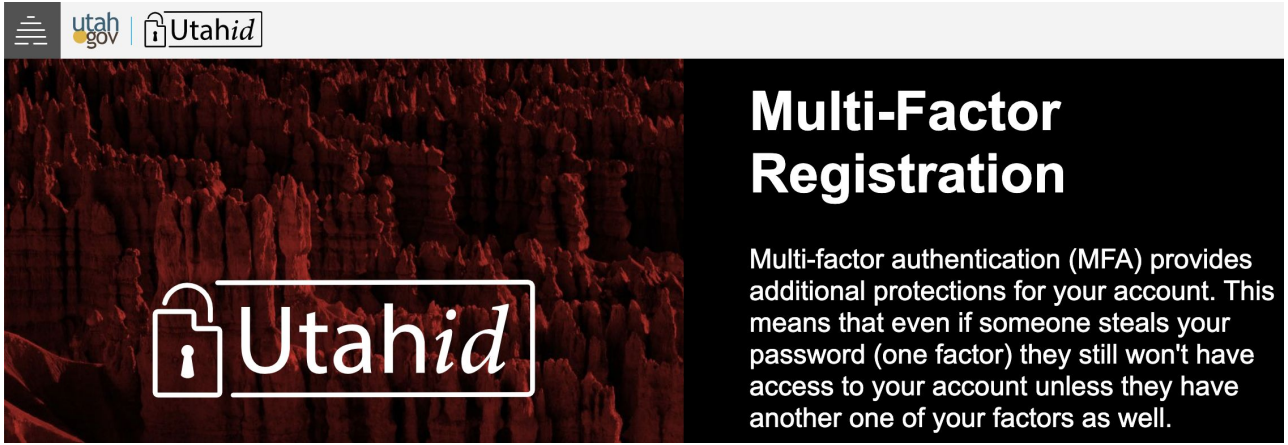
- This meeting is being recorded
- Please mute your microphone
- Recording and PowerPoint will be available early next week at dspd.utah.gov/support-coordinators/
- Questions? Type into chat or email dspdinfo@utah.gov

DSPD Rule R539-1

- Changed to include eligibility for the Limited Supports Waiver (LSW) and to update eligibility procedures
- Utah State Bulletin October 1, 2020, Vol. 2020, No. 19
- Public comment is open until 11/02/2020
  - Utah Office of Administrative Rules webpage
    - Human Services > Services for People with Disabilities

Two-Factor Authentication (utah.gov Accounts)

- Instructions from USTEPS will be forthcoming
- Needs to be set up by October 31, 2020

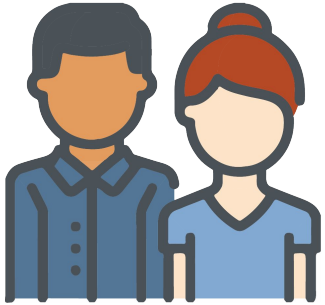


Free or Low-Cost Flu Vaccines

- Adults:
  - dspd.utah.gov/wp-content/uploads/2020/10/Adult-Flu-Vaccine-Initiative-Providers.xlsx
- Children: Utah Vaccines for Children (VFC) Program
  - immunize.utah.gov/vaccines-for-children-program/

Staff Changes

- Research Analysis and Data Management Team
- Utah Registry for Autism and Developmental Disabilities
- Limited Supports Waiver
- Intake
- ICF Transition Team
- RFS



COVID-19 Updates

- Virtual Visits
  - If you must make an in-person visit, please follow the "In-Person Visits and Your Health" guidance
- PCSP Meetings
  - DHS Provider COVID-19 FAQ
    - Additional DSPD Specific > Assessments and PCSP's

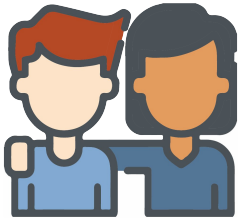
COVID-19 Updates: Caregiver Compensation

- Extended through January 26, 2021 (end of Appendix K allowances)
  - Individuals who have not used Caregiver Compensation, but meet the criteria, may still apply for this service before the end date

https://dspd.utah.gov/covid-19-information/

COVID-19 Updates: Wait List C.A.R.E.S.

- $7.4 million in Federal C.A.R.E.S. Act funding
  - Temporary one-time services for individuals on the DSPD waiting list available from 9/2020 - 12/30/2020
    - Caregiver compensation and/or one-time respite services; Personal Protective Equipment (PPE); Assistive Technology; Meals on Wheels



Caregiver Compensation under Wait List C.A.R.E.S.

- Time cards need to be submitted to DSPD caseworker
- Services are only available until 12/30/2020
- Caregivers do not need to have a background check
- Questions can be answered by the Utah Parent Center at utcares@utahparentcenter.org or 801-272-1051

Self-Advocate and Family Engagement

- What are some of the barriers you see to getting more self-advocates and their families engaged, formally or informally, with DSPD?

- Do you have any ideas of how to overcome those barriers?

Settings Rule Updates

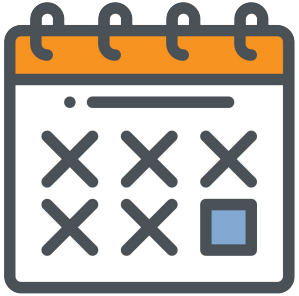
- Stakeholder Workgroup Reconvened
- medicaid.utah.gov/ltc/hcbstransition/
  - Isolating and Institutional Factors, Provider Owned and Controlled Settings, Stakeholder Update July 2020
- January Quarterly: Reviewing Services for Settings Rule Compliance

What is Employment Preparation Services (EPR)?

- Individualized learning and work experience for individuals to develop general strengths and skills that contribute to employability in Competitive Integrated Employment (CIE)
- A separation of pre-vocational services from general day support and from supported employment services
  - Necessary to align with CMS guidance/CMS approved

EPR Transition Time

- DSPD and OQD will be working together with providers to develop a clear implementation plan that will allow 6 months for the providers to meet the stipulations of the service code



EPR Transition (cont.)

- After approximately 6 months Day Supports codes will no longer be allowable for employment related services
  - Day support will continue to be part of the service array
  - Currently, transition to daily EPR when majority of services are employment focused

EPR Service Must:

- Be provided in the community at least 20% of the time in the service each week
- Be provided for up to 24 consecutive months, unless approved by the RFS Committee
- Comply with 42 CFR 440.180(c)

EPR Service Must (cont.):

- Have a goal or support that describes the outcome of the service specific to the individual
- Have a supervisory staff trained in Association of Community Rehabilitation Educators (ACRE) or Workplace Supports with all staff trained in best practices for supporting individuals with pre-vocational goals

When is EPR Recommended?

- An individual is interested in employment and would like to develop a general employment skill before actively pursuing CIE
- An individual is not sure if they want to pursue employment and would like some experience and options for developing skills and interests in employment

When is EPR Not Recommended?

- Not for an individual who has made an informed choice to NOT seek employment or actively develop employment based skills
- Not for an individual who is eligible for Vocational Rehabilitation (VR) services AND the activity is a service VR can provide
- Supported Employment is recommended for an individual, currently placed in CIE, who needs additional support and USOR services are not appropriate

EPR Resources - Day Supports vs. EPR Comparison

Comparison: Day Supports vs. EPR

This document was created to assist service providers and Support Coordinators in understanding the differences between the Day Supports and EPR service codes in order to ensure individuals receive services under the service code that is best for them.

	Day Supports (DSG or DSP)	Employment Preparation Services (EPR)
Community Access	• When out in the community, individuals work on their independent living or social skills. They may also enjoy community activities for purposes of leisure e.g. Individuals go out to eat at a restaurant. Individuals receiving services under day supports may work on cash handling, social interactions, or just enjoy being at the restaurant. These individuals may engage in incidental, informal activities regarding employment such as observing the employees or talking about employment in general. • Day support providers are either compliant or working towards providing most of their activities in the community, as desired and documented in the Person-Centered Support Plan (PCSP) for each individual they serve.	• When out in the community, individuals work on their general employment skills. Community activities under EPR should not be just for leisure e.g. Individuals go out to eat at a restaurant. Individuals receiving services under EPR may engage in formal activities related to employment such as participating in a job tour, speaking to the manager or employees about the work they do, or developing other focused skills related to employment in a CIE environment. • EPR must be provided in the community (outside of the site-based setting) at least 20% of the time. 20% of the time is calculated on a weekly basis. ○ Please refer to the Scope of Work for information on providing EPR in the community more or less than 20% of the time.

Skill Building	• Skill building includes strengthening the individual's self-determination and self-advocacy skills and experiences; and increasing problem solving skills to maximize the individual's ability to participate in activities independently or with natural supports.	• Skill building includes developing and teaching general employment skills and that support the Person's underlying habilitative goals related to Competitive Integrated Employment (CIE) according to the Person's assessed strengths, needs, and interests. These general employment skills include:
		  ○ The ability to communicate effectively with supervisors, co-workers, and customers;
		  ○ Generally accepted community workplace conduct and dress;

EPR Resources - EPR Recommendations

Employment Preparation Services or (EPR)

This document is intended to highlight elements of the EPR service and offer guidance on when EPR is an appropriate service to recommend during Person-Centered Planning.

Evidence, Documentation, Monitoring-

PCST Action	Type of Documentation	Recommendations

Review documentation to decide whether to: begin, continue, or move-on from EPR	• PCSP
	• Daily documentation from the provider
	• Quarterly summaries
	• Log notes
		• Is progress on employment goal continuing, stalled or completed?
		  ○ If response is "completed" an alternative service is recommended such as: SEI, DS, SL or other wraparound service
		  ○ If progress is "continuing" or "stalled," what adjustments can be made to goals or other areas of the PCSP?

Gather evidence of Informed Choice	• Vocational Rehabilitation-
	  ○ Letter from VR Counselor
	  ○ Form 58B
	  ○ Work Strategy Assessment (WSA)
	• Monthly Log note from visits with the individual - note **options** and **information** provided
	• Quarterly summaries - outlining individuals' **experiences**
	• Person-Centered Profile
	• PCSP- Review of last year's services
	• Documentation in USTEPS of decisions made by individual
		• Documentation should clearly show that all elements of informed choice were met.
		  ○ Does information show informed choice (information, options and experiences) was offered to the individual within a calendar year?
		• Documentation of an individual decision should define:
		  ○ Who made the decision?
		  ○ Was the decision independent and self-determined as much as possible?
		  ○ Who was consulted as an expert or support for the decision?
		  ○ What are the planned next steps?

EPR Transition Next Steps

- Stakeholder input on EPR transition
- Partnering with OQD on tracking and monitoring strategies
- Comparison Document EPR and SEI
- EPR Recommendation Fact Sheet
- Scenarios for individuals:
  - EPR and Day Services
  - EPR and VR
- EPR RFS process

EPR Resources

- EPR Orientation Training
- EPR Recommendation Document
- Day Supports and EPR Comparison Document
- EPR Budget Worksheet

PROVIDERS, SCS & STAFF

PROVIDERS

Acquired Brain Injury Resources

Forms

Request for Procurement Solicitations

Service Code Descriptions

Trainings

Provider Conference

Quality Improvement

- Performance Measure Update
  - Identifying unreported critical incidents related to abuse, neglect, and exploitation
  - Whenever you become aware of abuse, neglect, or exploitation notify APS/CPS and submit a critical incident report in USTEPS/UPI

Quality Improvement

- Incident Reporting
- DSPD continues to partner with OL to improve critical incident processes.
  - Support Coordinator External survey sent out
  - DSPD and OL are also working on a handbook for SCE's
  - OL has updated the Critical Incident Reporting Guide

Quality Improvement

- Quarterly summaries
  - Due in Jan, Apr, Jul, Oct (the month after each quarter ends)
  - All service codes except ELS, MTP, PBA, PMI/II, and Respite
- PBA requires monthly SCE review of financial statements
- SAS services require families to complete summaries monthly, but the SCE may record summaries quarterly

Q&A

- Type into chat or email

  dspdinfo@utah.gov

Next Quarterly Support Coordinator Meeting

- Wednesday, January 20, 2021

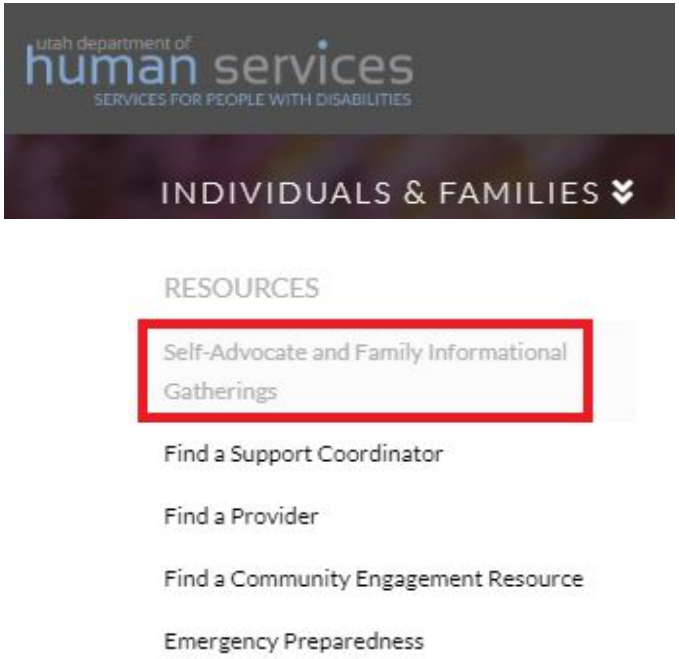
  from 10:30 am - 12:00 pm

dspd.utah.gov/support-coordinators/

Next Family and Self-Advocate Gathering

- Wednesday, November 4, 2020
  - Day: 11:30 am - 1:00 pm
  - Evening: 6:30 pm - 8:00 pm

dspd.utah.gov/resources/meeting-dates-and-materials/



Monthly NCAPPS Webinars

- Facilitation for Choice and Control:

  Person-Centered Planning's Best Kept Secret

  – Thursday, October 29, 2020 from 12:30 - 2 pm MST

ncapps.acl.gov/webinars.html