

04.21.21 SUPPORT COORDINATOR QUARTERLY MEETING Q&A RESPONSE

Q: Parents are asking if caregiver compensation will continue after July. The wording with spouse care?

A: The House Bill 63 about Caregiver Compensation is specific to allowing a spouse of a person with a disability or aging adult to be paid for extraordinary care. We will evaluate our budget capabilities as we have each quarter, to determine if we can continue caregiver compensation through the temporary Appendix K authority.

Q: Would it be possible to have more info in e-Rep? For example if someone has been given an extension of one month could it show that, rather than just show as being eligible?

A: E-Rep is a system managed by the Division of Workforce Services (DWS). The reports you can review in USTEPS for eligibility reflect the information from E-Rep that is available to DSPD through a data share agreement. If you need more specific information about eligibility we recommend that you talk with the DWS case manager for the person you are supporting.

Q: An updated list of who's who at DHS/DSPD would be very helpful.

A: An updated DSPD organization chart and phone list will be posted on the DSPD webpage in the coming week. From the DSPD home page, click on [About](#) and you will see the lists on that page.

Q: Is there a way to look up specific dates that clients are in the hospital? I used to be able to see hospitalization dates on the Medicaid eligibility lookup tool, but have not been able to look at that recently. I have a hard time getting that information from clients who live with their parents and they are either very stressed or older.

A: There has been a recent update to the Medicaid Eligibility Lookup Tool. If you have the web address saved, we recommend updating it to <https://elt.medicaid.utah.gov>. If you can not find the dates there for hospitalizations, do the best possible to get good information. Then ensure that it is accurately reflected in USTEPS and billing as much as possible.

Q: How do we ask questions about the vaccine?

A: Your approach will likely change based on the person and their family. No one is required to receive the COVID-19 vaccine if they do not want to. Please offer them information and options, such as receiving the vaccine at home if it is not safe for them to go to a vaccination site, so they can make an informed choice. The goal of the mobile vaccine efforts is to remove barriers that may exist for those that do wish to receive the vaccine.

Q. Does this [translation services process] include translation services for the deaf and hearing impaired?

A. Yes, it does. You can review the contact information again on the [slides for the quarterly meeting](#).

Q: Employment Services Workflow: Can this document be posted on the DSPD website?

A: Yes, this document is now available on the [Support Coordinators webpage](#) under the April 21, 2021 quarterly meeting heading.

Q: The SCE cannot contact VR and start the application process, this requires the guardian or the individual to complete this. If a client or guardian won't follow through, what do you suggest?

A: The responsibility of the Support Coordinator is to "assist." We leave it to Support Coordinators to assist, coordinate or ensure the process step is completed. This means that the Support Coordinator is not required to complete the task, just support the person, family, providers or others to complete the task. These questions should be coordinated on the local level and reach out to Bryn Peterson directly with questions. Bryn can be reached at brynpeterson@utah.gov or (385) 228-3122.

Q: Will the RFS be updated to reflect that a work strategy assessment is not always needed? I don't think it will validate unless one is attached

A: Please reach out directly to Bryn Peterson on this question: brynpeterson@utah.gov or (385) 228-3122.

Q: Will providers be trained on the VR information? We have an issue here where I feel like I am always the mediator between a provider and VR.

A: Yes, providers will have access to this information. Each person is given an informed choice of the provider that can deliver employment services with VR. While we understand that DSPD providers are often involved in supporting a person to get to VR, technically the person still has a choice of any VR service provider, or CRP that has a contract at the local VR office. This is why the Employment Services Workflow does not include DSPD providers. Since the CRP is contracted with VR at the time, please work with the local VR Counselor to remedy any concerns. If further discussion is needed on a specific individual, Bryn Peterson is happy to connect with you and coordinate these concerns with VR administrators: brynpeterson@utah.gov or (385) 228-3122.

Q: I have clients who have been receiving SEI - but now during the pandemic the provider is stating they are not working with clients unless they receive residential from them. Should we help those individuals go back to Voc Rehab if they are ready to find a new job?

A: Yes, return the SEI services that are attached to the previous job and return to VR to open a new case for this new job goal. VR Counselors can assist in helping to find a new CRP for employment services.

Q: Are VR counselors encouraged to return the WSA if it is incomplete or has not accessed team members for input?

A: More information is needed to answer this question. Please reach out to Bryn Peterson: brynpeterson@utah.gov or (385) 228-3122.