DSPD Quarterly Support Coordinator Meeting

04/21/2021 - 10:30 am - 12:00 pm
Housekeeping

• This meeting is being recorded

• Please mute your microphone

• Recording and PowerPoint will be available this Friday at:
  dspd.utah.gov/support-coordinators/

• Questions? Type into chat or email dspdinfo@utah.gov
DHS Leadership Introductions

CRAIG WALTERS
Quality and Design

TRACY S. GRUBER
Executive Director

DAVID LITVACK
Deputy Director
Rescue Act Funding Options

• One-time increase of the federal match for HCBS waiver services by an additional 10% - only available 3/31/22

• What ideas or thoughts do you have for how this temporary funding could be used to increase opportunities and meet the needs of people we serve?

• What could help position our system better for the future?
Marci Platt, Community Transitions Waiver Manager

- [marci@utah.gov](mailto:marci@utah.gov)
- (801) 361-2896
Virtual Visits

• Continue the use of virtual visits unless the healthy and safety of the person cannot be ascertained through a virtual visit

  – In-Person Visits and Your Health Guidance
    • COVID-19 Information tab> Support Coordinators heading
PCSP Meetings

- Year extension on holding a PCSP meeting has ended
- Host a virtual PCSP meeting or in-person PCSP meeting (if it can be safely scheduled)
  - In-Person Visits and Your Health Guidance
    - COVID-19 Information tab > Support Coordinators heading
Caregiver Compensation

- Extended for **people in DSPD services** through **6/30/21**
- Individuals who meet the criteria but who have not used Caregiver Compensation may still apply for funding
  - COVID-19 Information tab> Caregiver Compensation
Vaccines

• Report is now available in USTEPS
  – Support Coordination > COVID-19 Vaccine Resources
April Rollover

• 4/29/21: Budget rollover to incorporate the direct care increase
  – Effective for services provided between 4/1/21 - 6/30/21
  – ***All your billing for services provided through 3/31/21 need to be submitted before the last payment cycle of the month (Monday, 4/26)
  – Email usteps@utah.gov if you have questions
FY22 Funding Allocations

- $8,925,000 for additional needs
- $600,000 to increase the payment rate for the support coordination service
- $650,000 to increase direct care staff wages
  - April Rollover
- $1,563,500 to pay spouses who provide extraordinary care
  - SB 63
- Funding was not allocated to bring new people into ongoing services from the waiting list
Bills That Passed

- HB 333 Medicaid Amendments
- HB 334 Special Needs Training for Law Enforcement Amendments
- HB 365 State Agency Realignment
- SB 63 Caregiver Compensation Amendments
<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jordyn Peterson</td>
<td>(801) 538-6586</td>
<td><a href="mailto:jordynpeterson@utah.gov">jordynpeterson@utah.gov</a></td>
</tr>
<tr>
<td>Glen Larsen</td>
<td>(801) 538-9294</td>
<td><a href="mailto:glarsen@utah.gov">glarsen@utah.gov</a></td>
</tr>
<tr>
<td>Jamie Douglas</td>
<td>(801) 538-9864</td>
<td><a href="mailto:jdouglas@utah.gov">jdouglas@utah.gov</a></td>
</tr>
</tbody>
</table>
ISO Process Changes

Do not include:

- Any specific dates
- Diagnosis
- Specifics of past or current trauma
- Specific situations that demonstrate a behavioral concern

- A location smaller than a county when talking about the person’s history
- Specifics of court involvement unless there are elements a provider would need to follow-up on
ISO Process Changes (cont.)

• Do not at any time share sensitive documents, such as psychological assessments with a provider unless the person has selected them to provide services

• Contact Amy Huppi with questions:
  – amyhuppi@utah.gov
  – (385) 303-7267
2021 Community Inclusion Project

- Community Inclusion Project will be completed in 2 phases
  - Currently gathering survey data as a result of Phase 1
    - 45+ respondents
    - Asked questions regarding benefits, strategies and barriers used to support people to find and keep Competitive Integrated Employment (CIE), and access local community
  - Phase 2 - Community of Practice will be scheduled in the future
Coordination with Vocational Rehabilitation (VR)

**EMployment Services Workflow**

**Process Steps to Coordinate DSPD and VR Employment Services**

<table>
<thead>
<tr>
<th>STEP</th>
<th>Support Coordinator Responsibilities</th>
<th>VR Responsibilities</th>
<th>Individual’s Responsibilities</th>
</tr>
</thead>
</table>
| 1    | Support the Individual in making contact with the local Vocational Rehabilitation (VR) office  
- Assist the individual in making contact with their local VR office in person or through teleservices  
- Assist the individual schedule an orientation | Collaborate with the Support Coordinator and Individual to attend an orientation presentation | Make contact with the VR office  
Schedule an orientation appointment |
| 2    | Complete VR application  
- Support Individual to complete and submit their VR application | Provide access to a VR application | Complete the VR application |
| 3    | Complete VR orientation and meet with a Counselor  
- Assist Individual to attend orientation in person, online, or through teleservices | Conduct orientation  
- Meet with Individual to help them understand the eligibility process and to understand the person and their needs. | Complete the orientation,  
(online video or in person) [https://www.youtube.com/watch?v=9EsqJWmkg7U](https://www.youtube.com/watch?v=9EsqJWmkg7U) |
| 4    | Wait for VR eligibility determination  
- Assist the individual to meet with a VR Counselor after they have received their eligibility letter | Prepare and send eligibility determination to the individual | Look for the eligibility letter in the mail  
Upon arrival, call support team to schedule a meeting with a VR Counselor |
| 5    | Attend a Meeting with VR Counselor  
- Attend meeting in person or via teleservices  
- Complete and return Department of Workforce Services (Utah State Office of Rehabilitation (DWS) USOR) Form 38a if requested | Start the conversation about employment, and develop a plan based on employment goal within 90 days of the meeting  
For Individuals on the Supported Employment (SE) track, VR initiates DWS USOR Form 38a when an Individual Plan for Employment (IPE) is established  
Coordinate Individual’s decisions with the Support Team | Communicate employment goals to Support Team  
Help the team determine what your employment needs are  
Choose a Community Rehabilitation Provider (CRP) |
# Employment Services Workflow

<table>
<thead>
<tr>
<th>STEP</th>
<th>Support Coordinator Responsibilities:</th>
<th>VR Responsibilities:</th>
<th>Individual’s Responsibilities:</th>
<th>Expectations of CRP</th>
</tr>
</thead>
</table>
| 6    | Participate in VR services          | • Be an active and participating member of the support team  
   |                                    | • Authorize employment supports  
   |                                    | • Communicate with your job coach and your support team regularly  
   |                                    | • Be an active member of your support team  
   |                                    | • Attend meetings as much as possible  
   |                                    | • Document and communicate progress  
   |                                    | • Be an active and participating member of the support team  
   |                                    | • Attend and participate in all scheduled meetings  
   |                                    | • Be a valuable employee  
   |                                    | • Job coaching and job development activities  
   |                                    | • Meet frequently with the support team  
   |                                    | • Meet with the Individual for activities as necessary  
   |                                    | • Be an active and participating member of the support team  |
| 7    | Prepare for DSPD to fund ongoing employment supports  
   | Begin this process at least 60 days prior to “Anticipated Date Extended Services”  
   | • Attend job stability meeting  
   |                                    | • Conduct job stability meeting  
   |                                    | • Complete DSPD USOR forms S8b, S8c, and S9  
   |                                    | • Review all documentation and justification to ensure pertinent criteria has been met  
   |                                    | • Deliver individual decision based on consensus of committee members  
   |                                    | • Provide an impartial assessment of all the prescribed services after VR services are fully utilized  
   |                                    | • Deliver individual decision based on consensus of committee members  
   |                                    | • Continue at your chosen job  
   |                                    | • Communicate if you need any changes in supports  |
| 8    | DSPD funds ongoing employment supports  
   | • Coordinate ongoing supports and transfer services  
   |                                    | • Once DSPD USOR forms S8b, S8c, and S9 are completed and sent to the Support Coordinator, the VR case will remain in Employed status for 90 days  
   |                                    | • Continue services through DSPD  |

Note: If Individual loses employment, it may be appropriate to repeat steps 1-6. Use your best professional judgment.
- If an individual loses employment, it may be appropriate to repeat steps 1-8. Please follow all current DSPD and USOR guidance, and use your best professional judgement.
### Employment Service Workflow - Slide 1

<table>
<thead>
<tr>
<th>Workflow Step</th>
<th>Support Coordinator Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Contact local VR office</td>
<td>1. Assist person to make contact</td>
</tr>
<tr>
<td>2. Complete VR application</td>
<td>2. Assist Person to complete application</td>
</tr>
<tr>
<td>3. Complete VR orientation and meet with VR Counselor</td>
<td>3. Assist person to attend orientation</td>
</tr>
<tr>
<td>4. Wait for eligibility letter</td>
<td>4. Assist person to schedule meeting with VR Counselor after eligibility is received</td>
</tr>
</tbody>
</table>
Employment Service Workflow - Slide 2

**Workflow Step**

5. Attend a Meeting with a VR Counselor
6. Participate in VR Services
7. Prepare for DSPD to fund employment supports
8. DSPD funds employment supports

**Support Coordinator Responsibility**

5. Active participant in VR meeting, complete requested forms
6. Active participant on VR support team, adjust any DSPD services
7. Attend job stability meeting, complete RFS
8. Coordinate DSPD employment supports
VR: Support Coordinator Expectations

Support Coordinator expectations when participating in the VR process:

- Ensure individual is prepared for meetings and discussions with a VR Counselor
- Advocate for individual vocational needs, desires and interests
- Respect the VR Process, recognizing it is different than DSPD

- Promptly respond to a request from VR
- Work with the VR Counselor to ensure individual receives appropriate services to be successful in obtaining and maintaining their job
- Coordinate other DSPD services to help maintain Competitive Integrated Employment long-term
VR Counselor Roles and Responsibilities

- Determines eligibility for VR services
- Providing VR Counseling and Guidance
- Determining the appropriate intervention services necessary to support the VR client in pursuit of competitive and integrated employment*
- Providing informed choice to all clients of VR
- Developing a cooperative plan with the individual, the family, other agencies and local service providers*
- Coordinating, facilitating, problem solving, and communicating with the client and other stakeholders and setting clear expectations of each party’s roles and responsibilities*
- Holding team meetings as often as necessary will ensure success with this important step*
- Identifying continued barriers to employment
- Negotiating additional services as necessary to assist clients in becoming successfully employed

*Areas that may necessitate Support Coordinator involvement and input
Collaboration between DSPD and VR

DSPD Reminders

• DSPD staff coordinate issues, questions or unique cases with VR on a consistent basis.

• DSPD will ask that an individual meet with a VR Counselor for informed choice, but does not require an individual to sign up for VR.

• DSPD does not require every individual complete a Work Strategy Assessment (WSA). WSA’s should be authorized when an individual has expressed interest in working and in collaboration with a VR Counselor.
VR Reminders

- VR staff coordinate issues, questions or unique cases with DSPD on a consistent basis.
- VR does not generate a letter stating a client “cannot work”
- VR can provide an “Employment First” letter which indicates the client received information about VR services and is choosing to not pursue employment at this time
- VR can provide restoration services to clients to assist in stabilizing disabling conditions prior to job searching
- VR will complete a comprehensive assessment of the client’s needs, so job search activities may not start immediately after the client is determined eligible
“Employment First Letter”

Why is a letter being requested from VR?

• As part of a Request for Services (RFS)
  – Person needs informed choice for employment before asking for a replacement service

This letter **DOES NOT** state an individual cannot work, but does state they have received information and referral services from VR, and has chosen not to pursue employment at this time.
Process to obtain letter:

1) Contact local VR office indicating an “Employment First Letter” is needed for DSPD purposes
2) Meet with a VR Counselor in an information and referral meeting
3) VR Counselor can then generate an “Employment First Letter” that states the client has received information and has chosen not to pursue employment at this time
4) VR Counselor signs the letter for the client
Example Letter

Sign the letter and give it to the client

CSM Example:
https://jobs.utah.gov/usror/vr/about/chapterthreeappendix_a.pdf
If steps of the DSPD Employment Process are skipped, completed incorrectly or ignored, this negatively impacts mutual clients.

If steps in the VR process are not completed appropriately, service provision may be delayed or denied, negatively impacting our mutual clients.

Example of incorrect Employment Services Workflow: Using previously approved DSPD employment services to support a new job search or placement.
Utah Comprehensive Assessment of Needs and Strengths (UCANS)
Utah Developmental Disabilities Council
“The Words We Speak” Project

• The Goal: Create a crosswalk/roadmap tool for families and self-advocates who can be empowered to confidently navigate the various systems in which they work.

Complete the survey here: https://forms.gle/Lzem3ypPuKmLXY5s7
What should I expect if I participate?
You will work individually and in a group to help you reflect on your life and your community. Each person will work toward creating a personal advocacy plan with the skills and knowledge gained throughout the program.

In this program, you will:
- share thoughts and ideas with other participants
- attend 80 hours of training: 5 in-person training sessions and 6 online sessions between September and May (no session in December)
- be open to challenging yourself to think differently and to be open to new ideas
- give feedback to presenters and program staff on presentations, activities, and advocacy skills taught
- set goals and take action

What does it cost to participate?
It doesn’t cost anything, It’s FREE!

Who do I contact to sign up or get more information?
You can email uddc@utah.gov or call 801-245-7350
Q&A

Type into chat or email
dspdinfo@utah.gov
Next Quarterly Support Coordinator Meeting

• Wednesday, July 21, 2021
from 10:30 am - 12:00 pm

dspd.utah.gov/support-coordinators/
Next Self-Advocate and Family Gathering

• Wednesday, May 12, 2021
  – Day: 11:30 am - 1:00 pm
  – Evening: 6:30 pm - 8:00 pm

dspd.utah.gov/be-informed-and-be-involved/
New Core Training Videos

dspd.utah.gov/support-coordinator-training/
upharentcenter.org/creating-a-vision-of-a-good-life/

Integrated Supports Star (1/2)

In this video, we explain the basic philosophy of Charting the LifeCourse and demonstrate ways for a parent to use the tool Integrated Supports Star with a family member. The intent is to give you some ideas for using it for yourself or a loved one.

Integrated Supports Star (2/2)

In this video, a parent reports how they used the tool Integrated Supports Star for their family member. They explain what did and didn't work, what the family will do going forward, and hopefully inspire you to use the tool yourself.

Life Domain Vision Tool (1/2)

In this video, we explain the basic philosophy of Charting the LifeCourse and demonstrate ways for a parent to use the tool Life Domain Vision Tool with a family member. The intent is to give you some ideas for using it for yourself or a loved one.
Monthly NCAPPS Webinars

• Strengths-Based Planning for Worst-Case Scenarios: The Role of Person-Centered Planning in Disaster Preparedness
  — Monday, April 26 from 1 - 2:30 pm MST

ncapps.acl.gov/webinars.html