

## Expectations and Responsibilities of Support Coordinators and Families

### Responsibilities of Support Coordinators

Support Coordinators are generally private contractors with DSPD. They work through a Medicaid contract to provide services. They can be very helpful in understanding the pieces to the DSPD puzzle, interviewing providers, and completing the necessary paperwork. They are also available to help in these areas:

1. Assist individuals with disabilities to find the most appropriate services.
2. Create a plan for support based on the individual person's needs and wishes.
3. Oversee the budget and billing by allocating funding, setting priorities, and assessing needs.
4. Keep track of progress and provide/access documentation such as monthly summaries from providers and families, yearly planning meetings (more about this later), changes to the plan or the individuals' needs, and changes to Medicaid regulations and guidelines.
5. Monitor the services, the budget, and the individual to ensure needs are met and guidelines are followed.
6. Meet regularly with the individual/family to make sure things are going well for you and your family member.
7. Provide connections to agencies, organizations, and other professionals, and let the family know about disability resources available.
8. Follow up with the Medicaid renewal that happens once a year.
9. Ensure that all medical services are being met through a Medicaid waiver.



### Responsibilities of Families

As a member of the team supporting your loved one, there are also responsibilities of families and caregivers. The Support Coordinator should be informed when changes occur in the family or individual's life, when there are concerns about a provider or services, or when other events impact the person's ability to receive or benefit from services.

- Keep the Support Coordinator informed on how goals are progressing. If they are not progressing, do you see something that could be getting in the way of a goal being achieved?
- Let them know about major life events and changes. This could include changes in physical and mental health, family support including with extended family, and if you are moving.

- You will fulfill responsibilities for Self Administered Services (SAS), if applicable. Turning in monthly summaries and reporting on who is employed or if you do not have employees at the time.
- Collaborate and communicate with the provider(s), if applicable.
- Invite the Support Coordinator to important meetings such as IEPs with school, Vocational Rehabilitation, doctors, and other appointments. They may not be able to come but let them know. Keep the lines of communication open.
- Talk to your Support Coordinator any time you have a question or any time the needs change. If you are uncomfortable discussing an issue with your Support Coordinator, contact DSPD directly.
- Let them know about major life events that are good, as well, such as getting a job, a wedding in the family, or fun things that are happening in your life.



## Person-Centered Support Plan (PCSP) Meeting

A Support Coordinator will help an individual and family understand the Person-Centered Support Plan (PCSP) process. It may seem similar to an Individualized Education Program (IEP) but it is different. The budget goes for a 12-month period and the PCSP is generally completed one month before your budget ends. Families will work with the Support Coordinator to create a Person-Centered Support Plan. This is where we get to celebrate the goals the individual has been working on. The individual is a part of this meeting and encouraged to use their voice to the extent possible. When a child is younger, the parent may have to rely on the “mom/dad knows best” card. But as they become older, the individual should have more and more say in what their goals are going to be so that as adults, they are the driver of their PCSP.

The Support Coordinator will reach out to everyone that is on the individual's team to be involved in the meeting. You can create a team to attend this meeting as you collaborate with and problem-solve to come to the best solutions for the individual. This could include provider staff or your hired staff if using Self-Administered Services. It could also include family or friends of the individual. The PCSP meeting is strength-based, which is important for the team to keep in mind. It is a time to recognize the individual's accomplishments and to help build supports through their DSPD services to help them achieve their goals.

To prepare for the meeting it may be helpful to think of new goals and review ones that may have been worked on in the past. Helpful tips would be to include information on school goals, employment goals, and independent living skills that you might want to work on.

Additional points to consider are:

- All team members, including the individual, discuss the goals and outcomes they hope to achieve.
- The individual can invite anyone to the meeting for support.

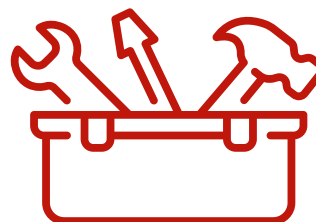
- This should be a great time to celebrate all the progress that has been made. Think about ways to motivate your loved one and the family to build success with their support.
- The initial PCSP goals can be revised at any time. They are not set in stone. Life changes can happen with illness, loss of job, and other big changes. Please let your Support Coordinator know so they can help with the revision of goals and look for ways to support you with the goals.
- The Utah Comprehensive Assessment of Needs and Strengths (UCANS) that was done when you first met with the Support Coordinator will help with goal-setting. This is a strength-based assessment and helps solidify their goals. It will be reviewed as part of the PCSP meeting.



## Person-Centered Planning Tools

There are tools that can be used to help in the creation of a PCSP. Support Coordinators are encouraged to use these tools. Parents, families, and individuals can use them, as well, to prepare for the meeting.

- Charting the LifeCourse Tools - <https://www.lifecoursetools.com/>
  - Life Trajectory For [Exploring](#), For [Planning](#)
  - [Integrated Supports Star](#)
  - [Life Domain Vision Tool](#)
  - [Exploring Decision-Making Supports Tool](#)
- [Relationship Map](#)
- [One-Page Profile](#)
- [Good Day/Bad Day](#)



Additional tools for individuals aged 14 and older include:

- [Family Perspective on Employment Portfolio](#)
- [DSPD Employment Pathway Tool](#)

For help in understanding person-centered planning and how to use some of these tools, go to:

- <https://dspd.utah.gov/resources/person-centered-planning>
- <https://utahparentcenter.org/ioti/person-centered-planning/>

## Services and Supports Available

Now that the goals are in place, you are able to talk about services, what is possible based on their needs, and what supports may be available to reach those goals.

Here are some of the services that may be available to an individual as a Person-Centered Plan is developed. These are possible services that may or may not apply depending on the need of the individual and the PCSP that is created. The services should support the individual in reaching their goals. This is not an all-inclusive list as other needs may be identified through this process with the individual, family, and Support Coordinator. Unless otherwise noted, the list applies to both Provider and Self-Administered Service delivery models.

- Respite
- Day Programs - can be for those still in school
- After School / Summer Programs - can be for those still in school
- Massage Therapy

- Behavioral Supports
- Transportation Services - Utah Transit Authority (UTA), Provider, and SAS
- Residential - Group Home, Host Home - Provider only
- Employment Services
- Supported Living - Activities, Working on Goals, Independent Living Skills
- Emergency Response Systems - Medication Reminders
- Housekeeping / Chore Services



The PCSP is the basis for all of DSPD's supports and services. Individuals and their families are encouraged to be active participants in the process so they can maximize the potential to lead a self-directed life.

#### Additional Resources

[Guide to Eligibility and Services](#)

[Problem Solving with your Support Coordinator](#)

[Choosing or Changing Your Support Coordinator](#)

## Questions?

Do you have questions about DSPD? Call us at 801.272.1051 or email [info@utahparentcenter.org](mailto:info@utahparentcenter.org) to receive your **FREE** one on one consultation with one of our Parent consultants.