2017

ANNUAL REPORT

Division of Services for People with Disabilities

Table of Contents

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.

A Message from the Director

We at the Division are pleased to present the 2017 Annual Report. This report aims to illustrate the number of people who utilize the services provided by the Division, describe the services being used, provide accountability to the citizens of Utah, and highlight the historical and current need for these services as well as the initiatives to improve services for people with disabilities across the State of Utah.

The mission of the Division is to promote opportunities and provide supports for persons with disabilities to lead self-determined lives, which is the guiding ideology through which all our decision making is based. The Division has accomplished much in the last fiscal year through collaboration with stakeholders. Some highlights include: serving 5,650 individuals statewide, bringing 278 people into services, implementing the school to work grant, partnering with providers for transformation, providing training to law enforcement regarding people with disabilities, and providing temporary supports to many people waiting for services. This year was another example of outstanding collaboration and coordination between our many stakeholders, partner organizations, advocacy groups, and contracted providers.

Going forward, the Division is working with the Department of Health and other stakeholders to implement the "settings rule". We are committed to adjusting our policies to ensure people receiving our services are fully integrated within the community they reside, and not systemically limited in their ability to lead self-determined lives. The Division is also working on MySteps, intended for individuals in services, people on the waiting list, and people interested in applying for services. This application will provide people receiving services more control and awareness about the supports they are receiving, will allow people to apply for services online, and many other exciting features as requested by stakeholders. This is anticipated to be deployed during 2018.

I want to thank our staff, the Utah State Developmental Center, the Disability Advisory Council, people we serve, their families, providers, support coordinators, and other stakeholders for an exceptional year. We appreciate your trust and confidence in the Division and are committed to continuing to improve upon our practices and provide the best possible supports for the people we serve.

Sincerely,

Angella D. Pinna

Highlights of Fiscal Year 2017

5,650

People served through four Medicaid Waiver programs and three Non-Medicaid Waiver programs.

1,757

People receiving residential care in group homes or supervised apartments.

1,131

People receiving supported employment services.

2,752

People with critical needs waiting for services through the Division.

2,724

People receiving day support services.

807

People receiving supported living, host home, or professional parent services.

278

Individuals brought into services from the waiting list with FY17 attrition and other sources.

449

Individuals on the waiting list participated in Supported Work Independence.

98.6%

Of all service providers were in fiscal compliance.

LEARN MORE! You can find more information about highlights from 2017 through our many interactive dashboards found here: www.dspd.utah.gov/dashboard/

Division Organization

Division of Services for People with Disabilities	Utah State Developmental Center

| Services | Quality Management | Finance and Contracts | Resource Development and Technical Assistance | Research and Business Systems Management |

SERVICES

- Reviews and approves initial budgets, requests for additional funding for Persons in services, agency transfers, and crisis assistance
- Performs assessments for individuals with disabilities including the comprehensive brain injury assessment, supports intensity scale, annual eligibility, and level of care
- Manages three waivers for individuals with disabilities including those with acquired brain injuries, Physical disabilities, and Intellectual Disabilities or related conditions.

QUALITY MANAGEMENT

- Ensures contract standards are maintained with contracted providers through annual reviews
- Completes the National Core Indicator satisfaction surveys and visits people in their homes to assess service provisions and satisfaction
- Reviews and follows up on incident reporting and provides quarterly newsletters for Division stakeholders
- Responds to constituent concerns involving providers and support coordinators to ensure needs are being met

Division Organization

FINANCE AND CONTRACTS

- Manages budgets, appropriation requests, and provider contracts and payments
- Coordinate responses to inquiries from the Governor's Office of Management and Budget, the Office of Legislative Fiscal Analyst, the individual legislators, and other government entities
- Monitors financial controls on Person Centered Support Plan budgets

RESOURCE DEVELOPMENT AND TECHNICAL ASSISTANCE

- Supports people in services through managing short-term limited respite, supported employment, providing guidance for assistive technology and adaptive equipment, and certifying housing
- Manages intake, the waiting list, and eligibility determinations
- Contributes technical assistance to private support coordinators and provides training and emergency management for the Division and its contracted providers

RESEARCH AND BUSINESS SYSTEMS MANAGEMENT

- Develops, manages, and provides training on the Utah System for Tracking Eligibility, Planning, and Services (USTEPS) case management system and USTEPS Provider Interface (UPI)
- Analyzes data, creates reports and surveys, collects data for a number of national reports, and reviews external research involving vulnerable populations
- Manages and protects electronic case files and develop administrative rules for internal policies and procedures for the Division, and responds to GRAMA requests

UTAH STATE DEVELOPMENTAL CENTER
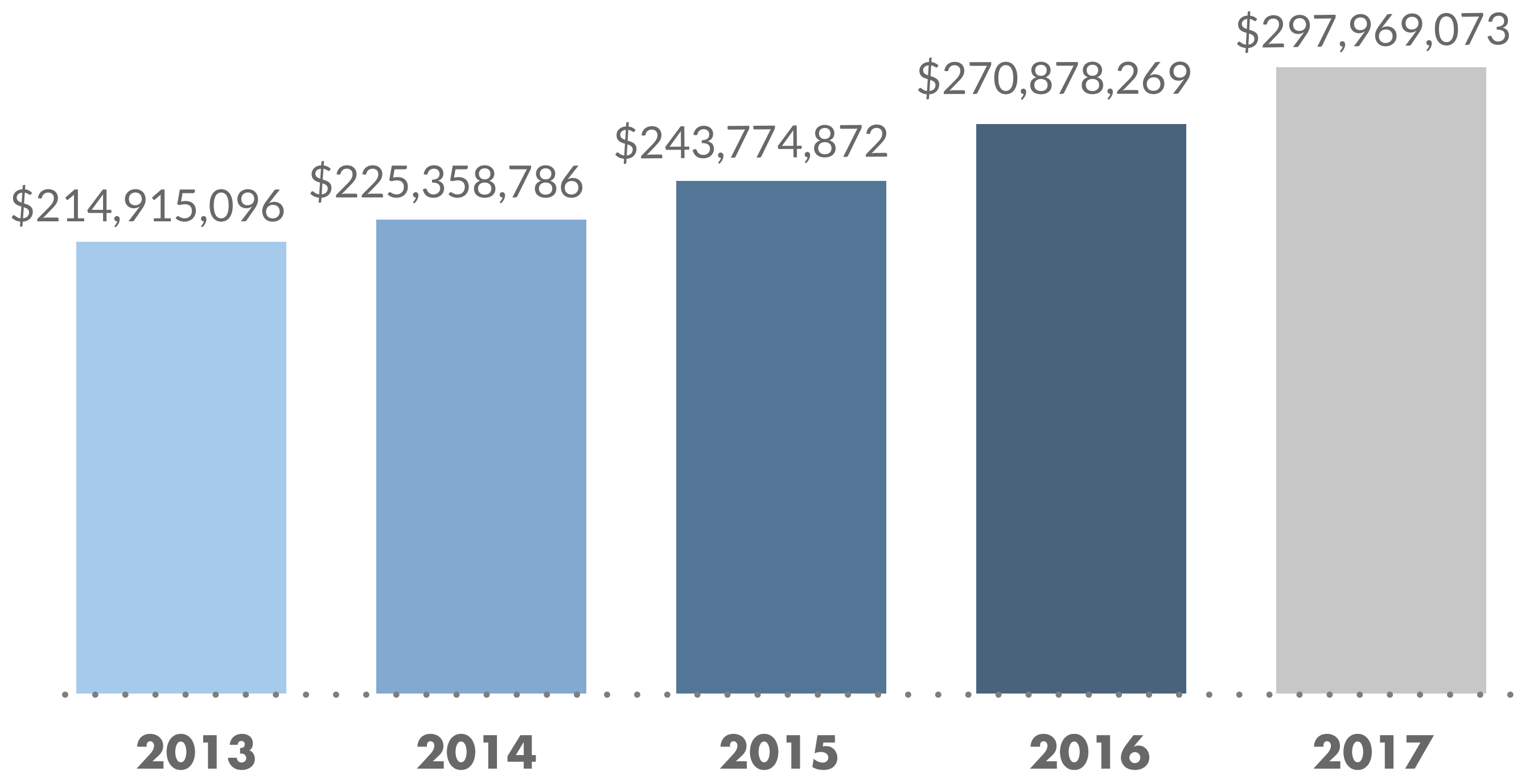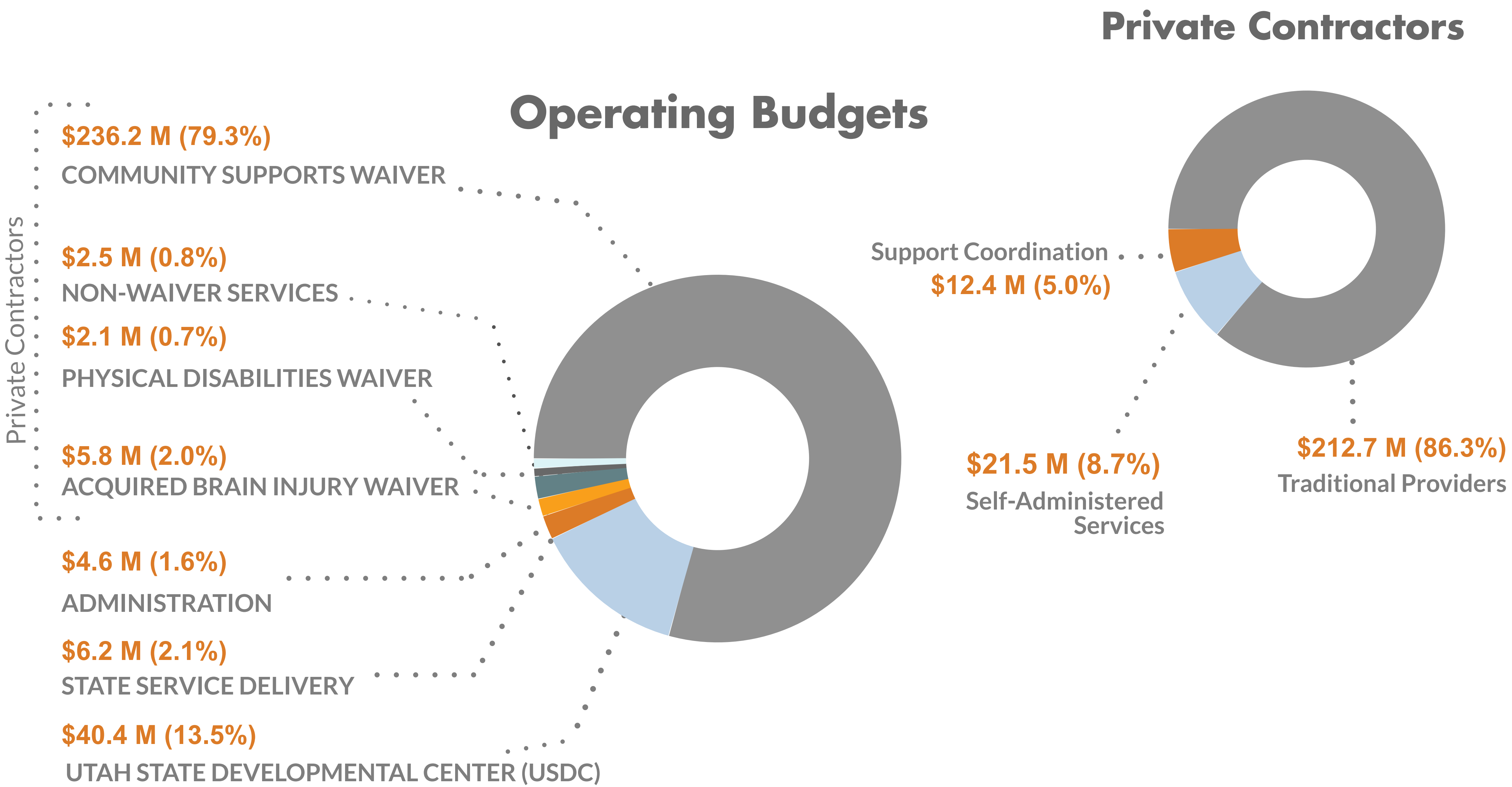
- Provides an array of resources and supports for people with disabilities who have complex or acute needs
- The majority of people with disabilities receiving services with USDC are adults that reside in onsite residential buildings with four to six others
- People residing at USDC are able to shop for their own groceries, cook their meals, and clean their living area with staff help.

Budget Overview

The Federal Medical Assistance Percentage (FMAP) rate is used to determine the matching federal fund rate for people receiving services from the Division. This rate changes yearly by small amounts and assists the Division in serving more people with limited state funding. In FY 2017, the FMAP was 30.015%, meaning for every $1 general fund spent on services, the Federal government contributed $2.33.

Total Budget in FY 2017
$297,969,073

Operating Budgets

Private Contractors

$236.2 M (79.3%)
COMMUNITY SUPPORTS WAIVER

$2.5 M (0.8%)
NON-WAIVER SERVICES

$2.1 M (0.7%)
PHYSICAL DISABILITIES WAIVER

$5.8 M (2.0%)
ACQUIRED BRAIN INJURY WAIVER

$4.6 M (1.6%)
ADMINISTRATION

$6.2 M (2.1%)
STATE SERVICE DELIVERY

$40.4 M (13.5%)
UTAH STATE DEVELOPMENTAL CENTER (USDC)

Private Contractors

Support Coordination
$12.4 M (5.0%)

$21.5 M (8.7%)
Self-Administered Services

$212.7 M (86.3%)
Traditional Providers

$214,915,096 — 2013
$225,358,786 — 2014
$243,774,872 — 2015
$270,878,269 — 2016
$297,969,073 — 2017

Total Budget by Fiscal Year

Legislative Appropriations

During the 2016 General Legislative Session, the Division of Services for People with Disabilities was appropriated additional funding for people currently receiving ongoing services. Legislative appropriations were given to (1) youth transitioning out of Division of Child and Family Services (DCFS) and Division of Juvenile Justice Services (DJJS), (2) direct care staff wage increases (3) additional services to help maintain the health and safety for people in services, and (4) maintaining services for people previously brought off the waiting list in FY 2016.

One-Time Transitioning Out of DCFS/DJJS Custody Youth

$897,000

When a child is eligible for both DSPD and DCFS/DJJS services, DCFS/DJJS will pay for the state-funded portion of the waiver services needed for the child to receive the federal match. This continues until the child is 18 years of age and funding is transitioned from DCFS/DJJS to DSPD. For FY 2017, DSPD identified 41 people aging out and was appropriated $897,000 in funding.

Ongoing Direct Care Staff Wage Increase

$5,000,000

Since the 2015 General Legislative Session, the Division has received ongoing appropriations to help improve wages for direct care staff. Through comparative study, DSPD determined that wages for direct care staff were insufficient to retain and attract high-quality staff compared to entry wages in other service industries. These workers are responsible for the provision of services to protect the health and safety of the vulnerable people served by DSPD.

Ongoing Mandated Additional Needs

$1,734,600

In order for DSPD to receive the federal match for service providers under the Medicaid waiver programs, additional health and safety service needs of individuals already receiving DSPD services must be met. For FY 2017, DSPD was appropriated $1,734,600 ongoing to meet additional service needs for this fiscal year. Each request for services (RFS) undergoes a comprehensive review by the DSPD RFS committee before being approved.

Ongoing Funds to Transition off Waiting List

$1,250,000

For two years, DSPD received one-time waiting list appropriations for ongoing services. In FY 2017, DSPD was appropriated $1,250,000 in ongoing funds to maintain the services for the 223 people. No new people were funded with this appropriation, it only corrected the structural imbalance from one-time funding in FY 2015 and FY 2016.

LEARN MORE! You can find out more information on DSPD's Legislative Appropriations by visiting: www.dspd.utah.gov/legislative-info/

The Community We Serve

Success Story

George's Story

George is a 62 year old man who suffered a traumatic brain injury in 1975. Prior to the injury, he lived in another state, worked full time for Public Works in construction, and lived on his own in an apartment. After the injury, George lost his job and had to apply for social security benefits which took two years to obtain. He lost his apartment during this period and found himself homeless. He slept in tents on the street and moved from state to state. While he was experiencing homelessness, he was attacked two different times which required hospitalization. He also had his personal items stolen while he slept, including his identification and social security cards. George was afraid most of the time, in addition to being hungry and cold.

After being homeless for eight years, George moved to Utah and sought help from the Division. It was determined that he was eligible for services, and with help from several DSPD employees, he was approved for supports. Shortly after, he moved into his own apartment. George is happy to be settled in his own place and feels safe. He stated, "people do not understand how important the basics like food and shelter are for someone to be able to have self-worth and dignity."

When asked what he was looking forward to in his future he said, "I just want to take time to appreciate the things I have now. I want to start another stamp collection and I enjoy reading. I would like to get a passport someday and travel. But for now, I want to volunteer and give back to the community for all the things I have received. Life is good."

Home and Community Based Services

Home and community-based services (HCBS) provide opportunities for people with disabilities to receive services in their own home or community rather than an institutional setting. These programs serve a variety of population groups, including people with intellectual or developmental disabilities, physical disabilities, and/or acquired brain injuries.

Community Supports Waiver

5,094 people served

The Community Supports Waiver helps people of all ages with intellectual disabilities or related conditions receive services in their communities, and avoid institutional settings.

Physical Disabilities Waiver

112 people served

The Physical Disabilities Waiver assists people 18 years or older who have a physical disability which results in the functional loss of two or more limbs.

Non-Medicaid Waiver Services

78 people served

Non-Medicaid waiver services help people with intellectual disabilities or related conditions, acquired brain injuries, or physical disabilities who are not eligible for federal Medicaid funding. These services provide supports for people of all ages.

Acquired Brain Injury Waiver

129 people served

The Acquired Brain Injury Waiver assists people 18 years or older who have a brain injury diagnosis and would need a level of care provided by an intermediate care facility or skilled nursing facility.

Autism Waiver

132 people served

The Autism Waiver helps provide intensive individual support to help improve the social, physical, and educational development of young children and to assist families to help better integrate children in their communities. This waiver provides services to children between ages two and six with an Autism Spectrum Disorder (ASD) diagnosis.
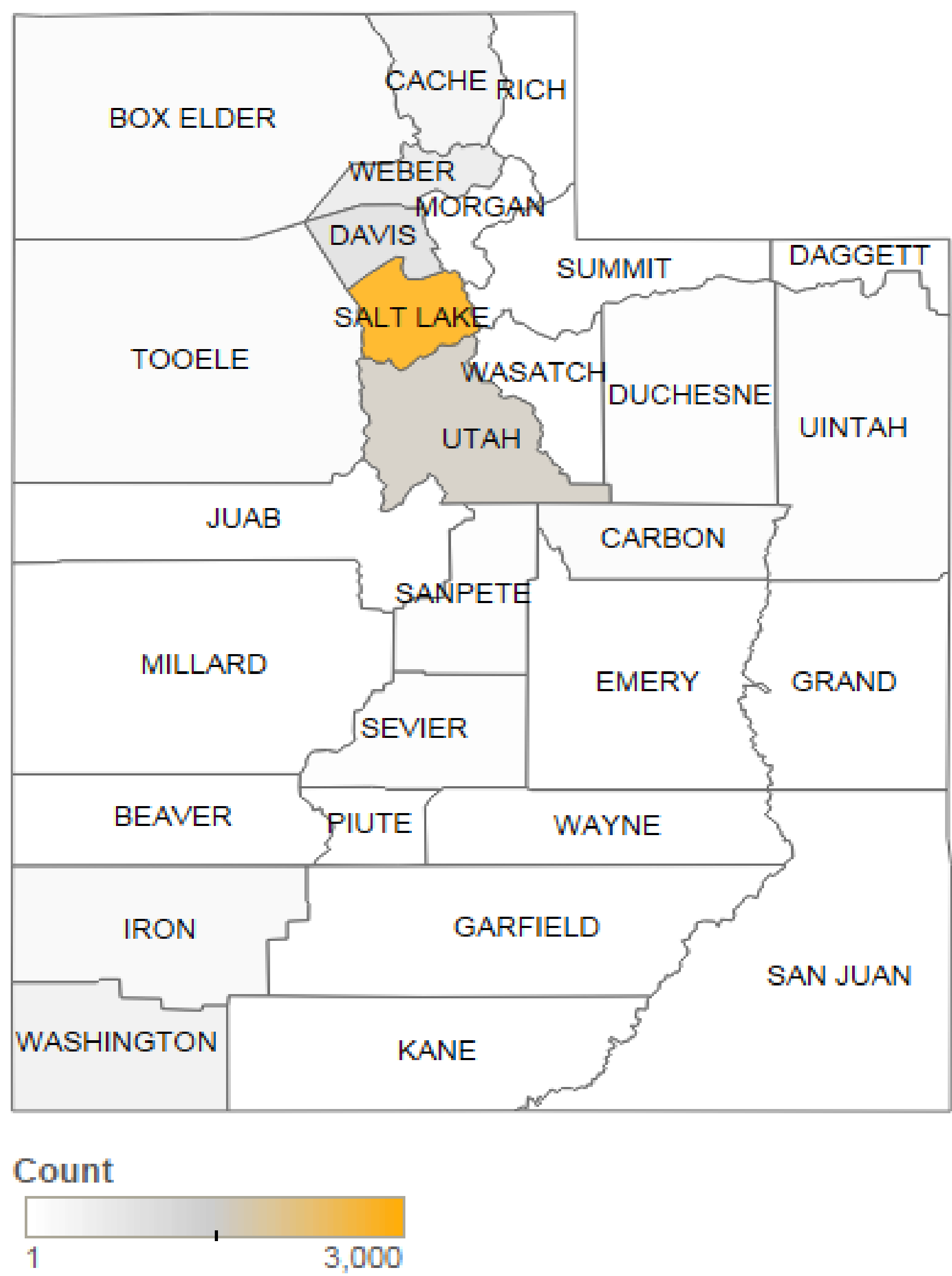
10 Year Historic Count of People Served and Waiting for Services
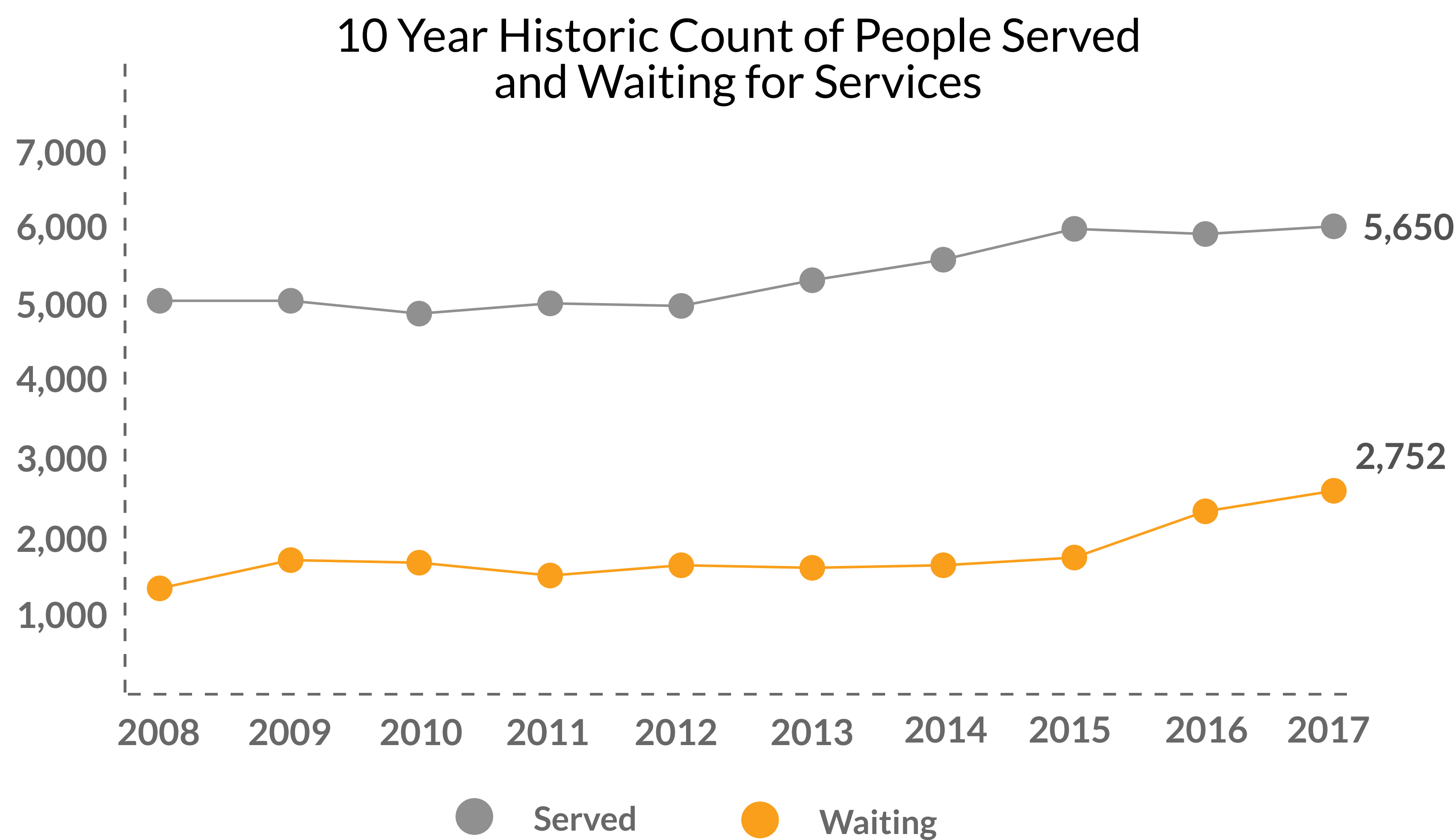
* Note: 105 people are transitioning into services, and have not yet had eligibility determined.
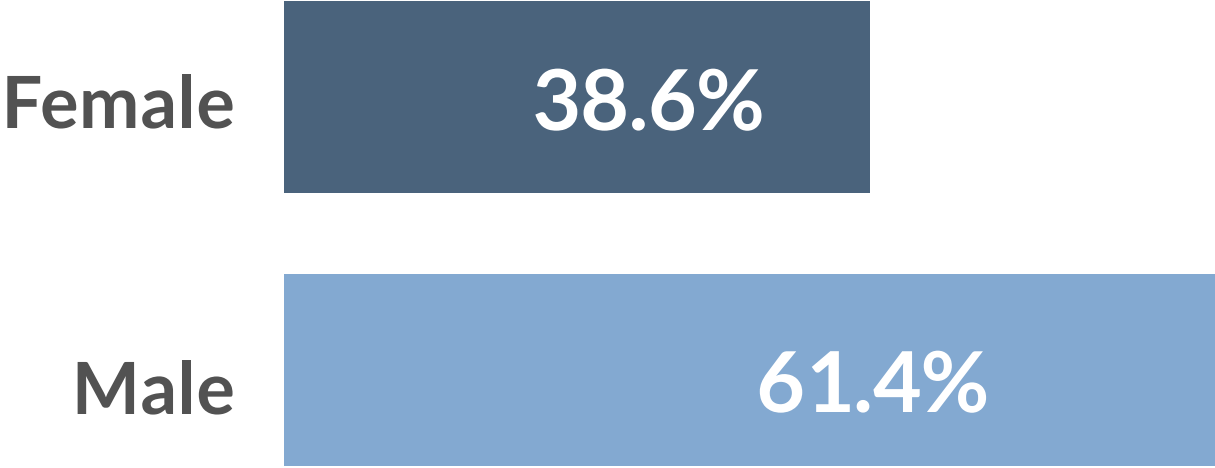
Demographics
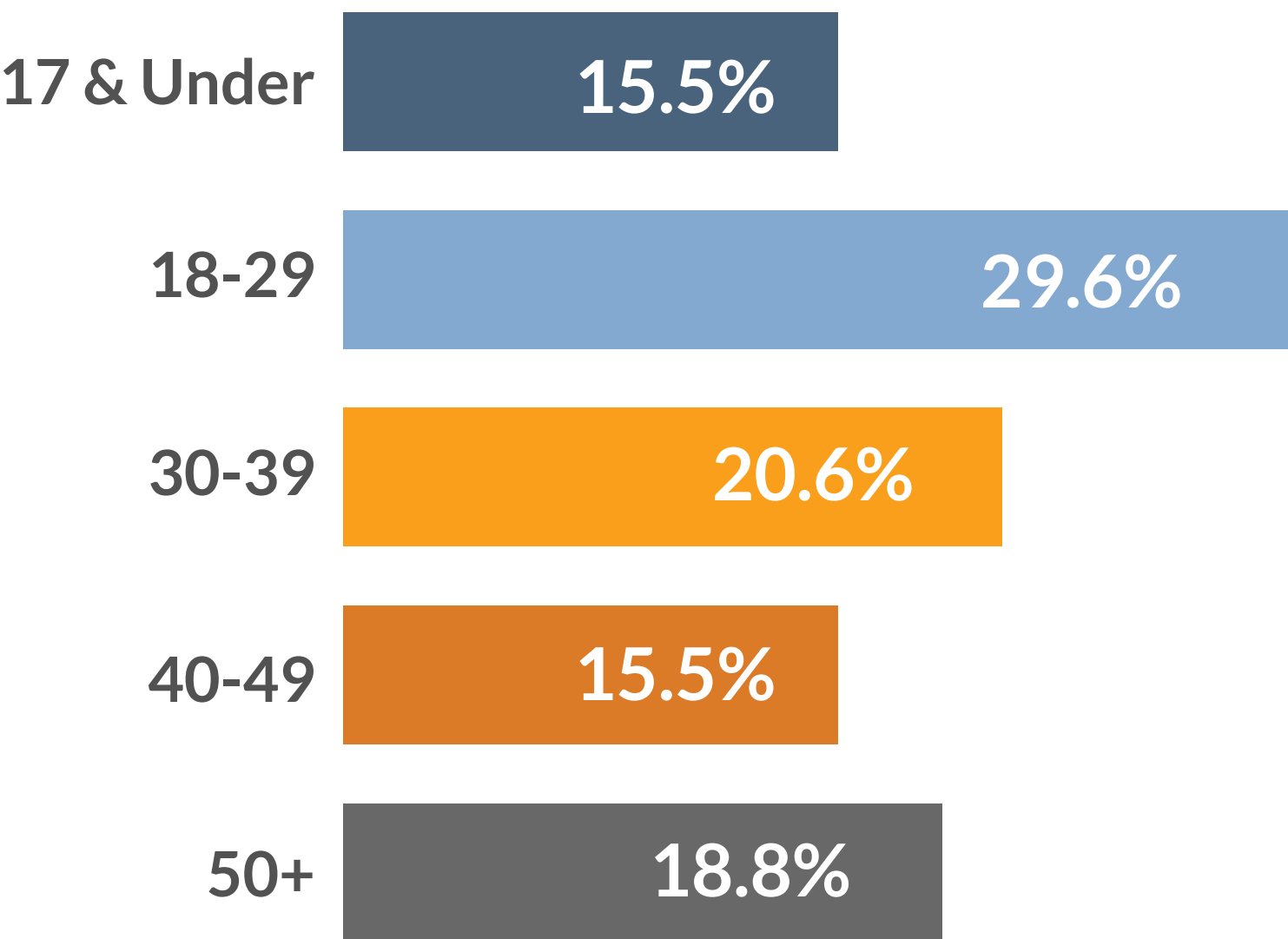
Total In Services: **5,650**   **Average Age:** **33.8**

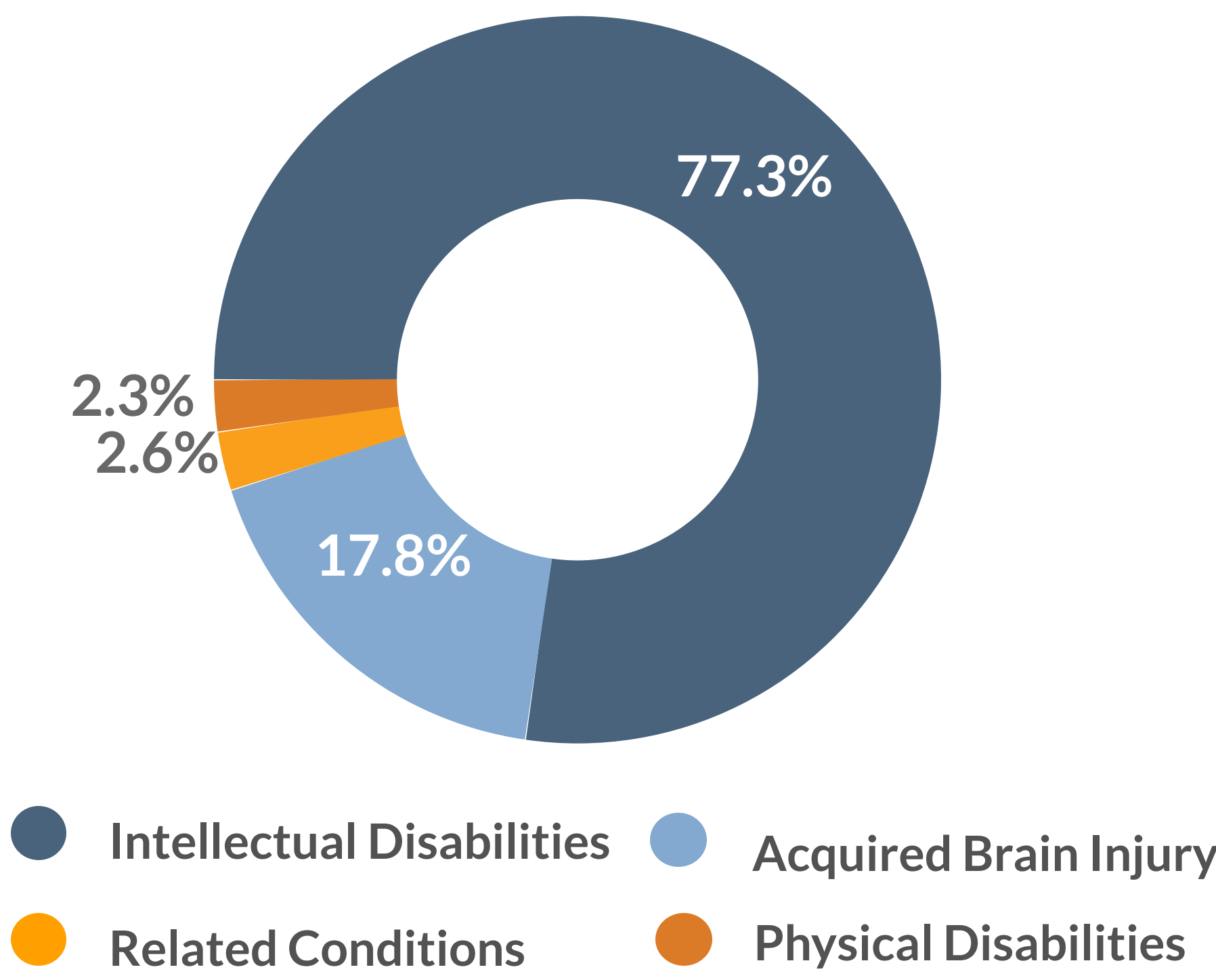## Distribution of People Receiving Home and Community-Based Services

BOX ELDER
CACHE
RICH
WEBER
MORGAN
DAVIS
SALT LAKE
SUMMIT
DAGGETT
TOOELE
WASATCH
DUCHESNE
UINTAH
UTAH
JUAB
CARBON
SANPETE
MILLARD
EMERY
GRAND
SEVIER
BEAVER
PIUTE
WAYNE
IRON
GARFIELD
SAN JUAN
WASHINGTON
KANE

Count
1   3,000

Gender:

Female	38.6%
Male	61.4%

Age:

17 & Under	15.5%
18-29	29.6%
30-39	20.6%
40-49	15.5%
50+	18.8%

Disability Type:

77.3%
2.3%
2.6%
17.8%

- Intellectual Disabilities
- Acquired Brain Injury
- Related Conditions
- Physical Disabilities

Race/Ethnicity:

85.3%
1.3%
1.6%
1.7%
2.1%
8.0%

- White
- Hispanic/Latino
- Asian/Pacific Islander
- American Indian
- Other
- Black/African American
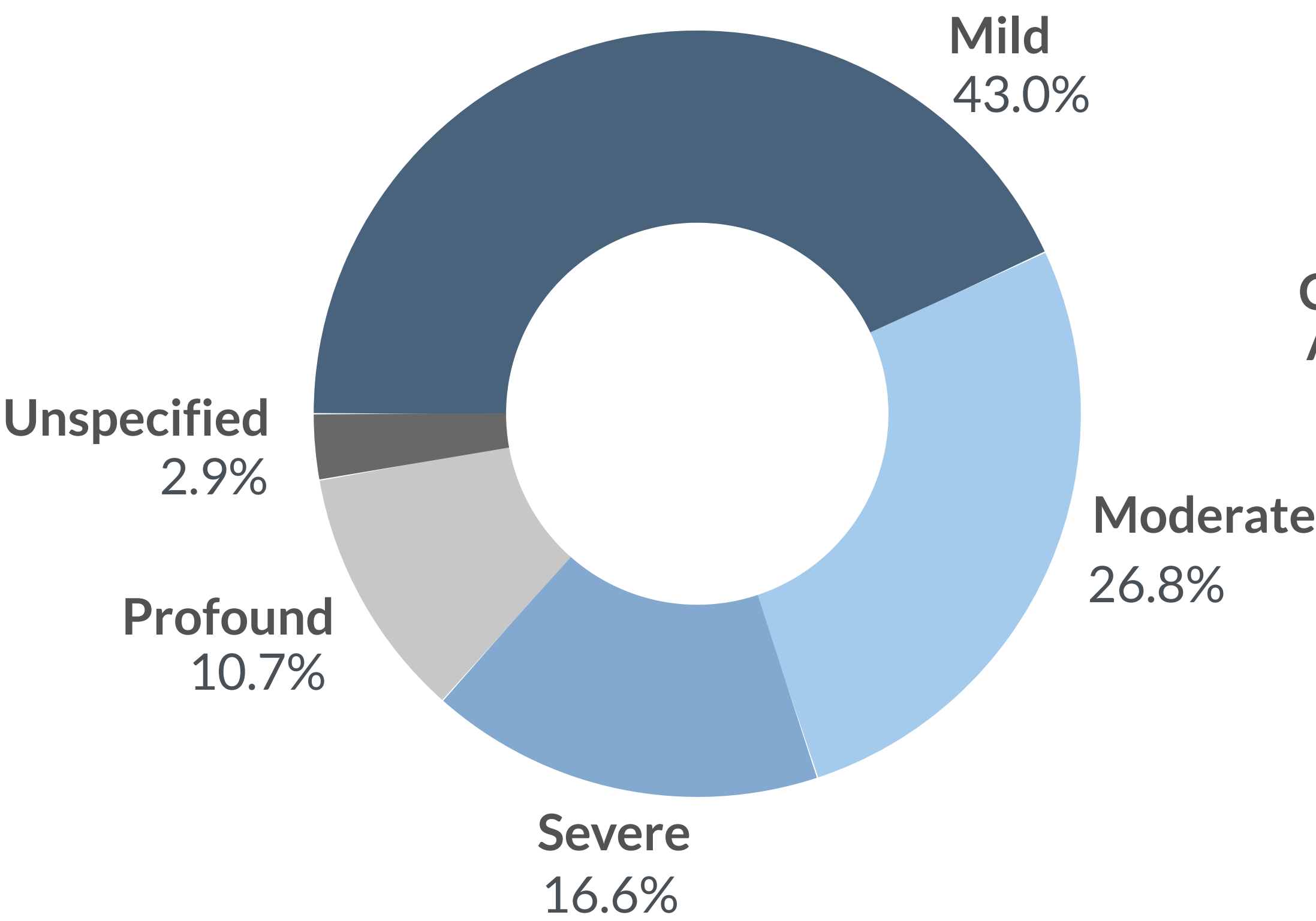
LEARN MORE! Find more information on demographics of the population that the Division serves, and those who are waiting for services, on our interactive dashboard: www.dspd.utah.gov/dspd-demographics/

Diagnoses

To be eligible for Division services, people must have at least one qualifying diagnosis, reported below. The qualifying diagnosis, or multiple diagnoses, must cause the individual to have at least three substantial functional limitations (mental or physical impairments) that impact major life activities such as self-care, language, mobility, capacity for independent living, and economic self-sufficiency.

Intellectual Disabilities
4,367 PEOPLE

- Mild 43.0%
- Moderate 26.8%
- Severe 16.6%
- Profound 10.7%
- Unspecified 2.9%

Related Condition
1,005 PEOPLE

- Autism Spectrum 59.3%
- Cerebral Palsy 15.5%
- Chromosomal Anomolies 7.9%
- Pervasive Development 4.5%
- Other 4.2%
- Epilepsy 3.0%
- Injury 2.4%
- Congenital Anomolies 2.0%
- Spina Bifida 1.3%
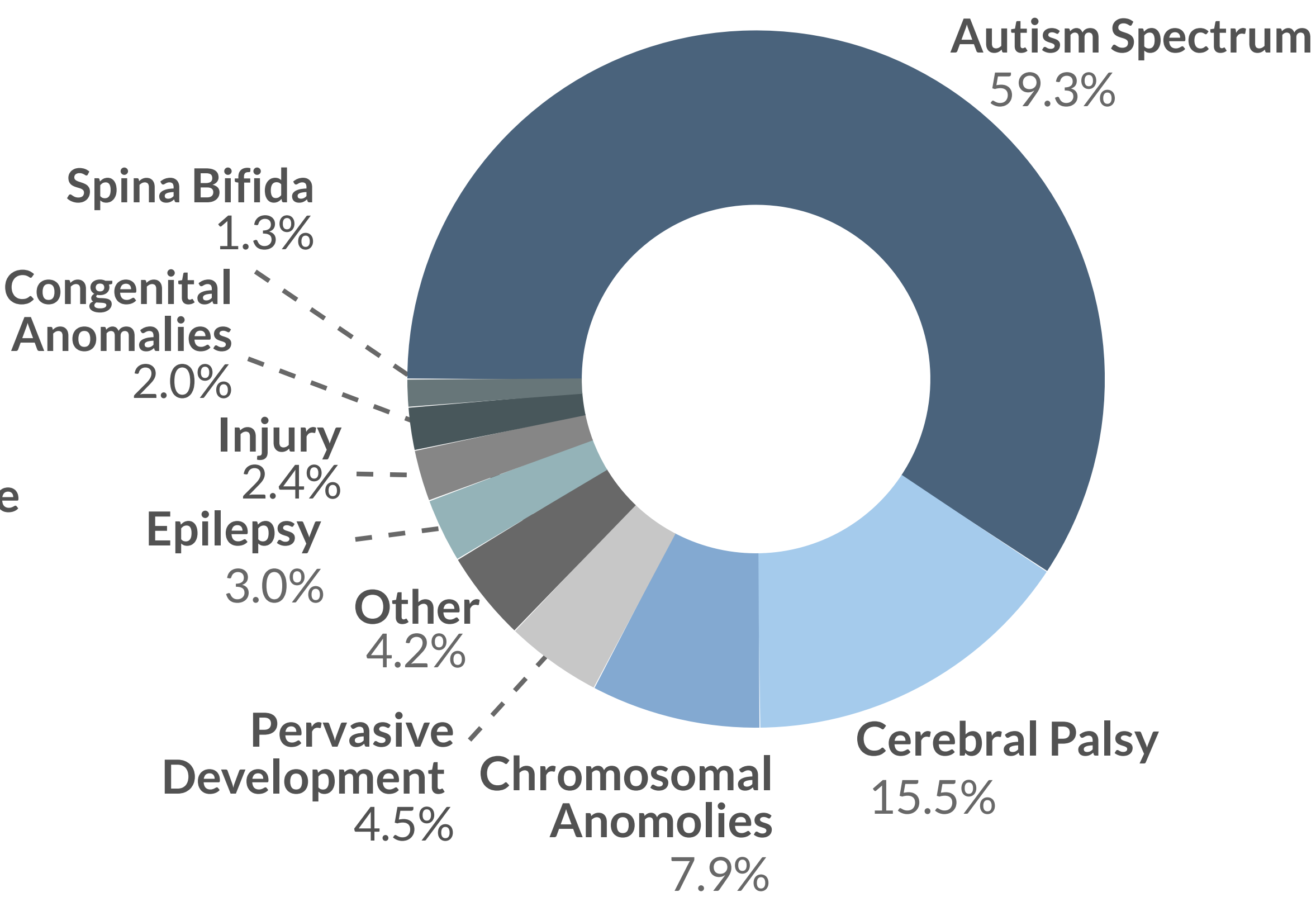
Acquired Brain Injuries
148 PEOPLE

- Head Injury 30.4%
- Other 23.0%
- Concussion 18.2%
- Hemorrhage 12.8%
- Disease 8.1%
- Laceration 4.7%
- Stroke 2.7%
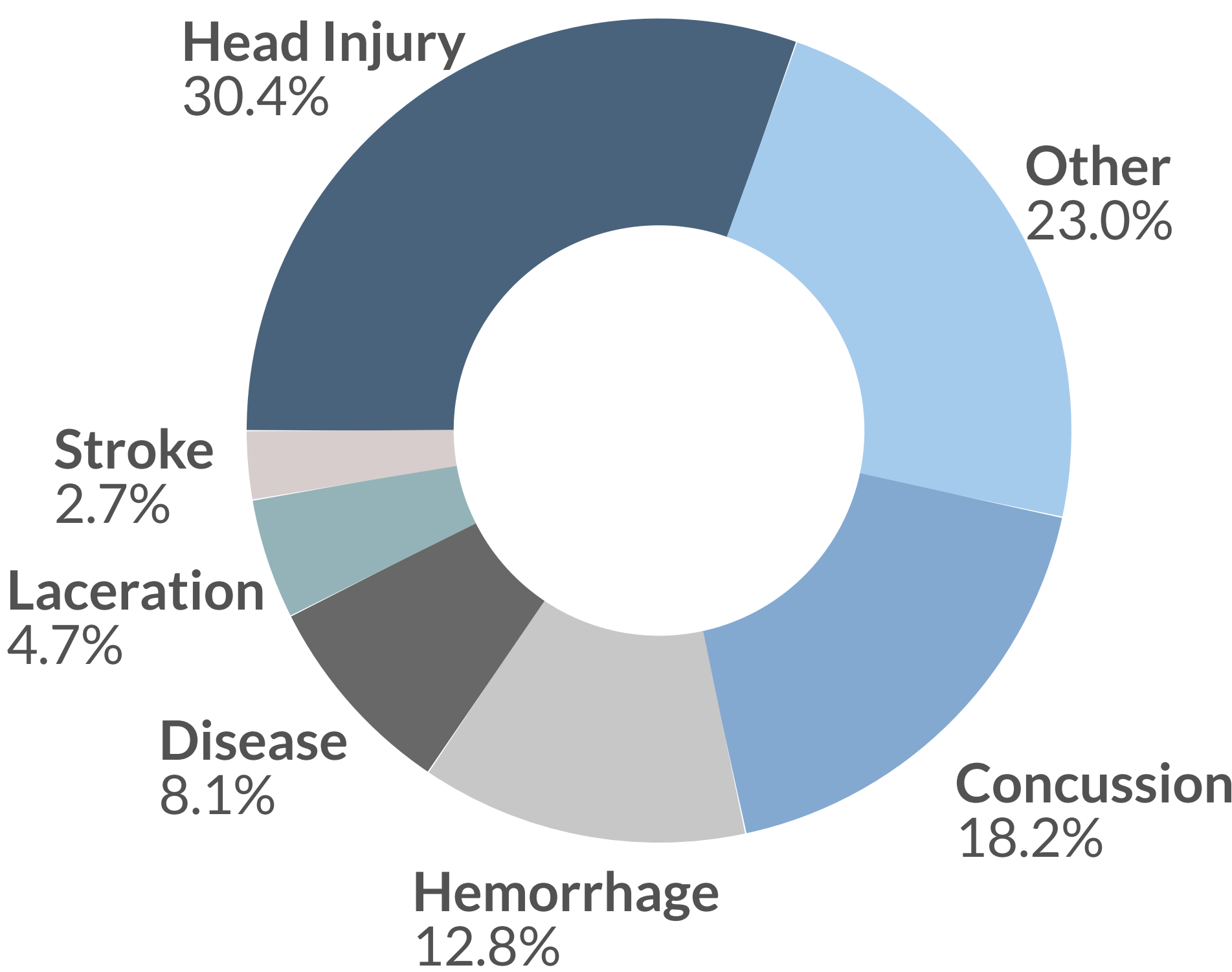
Physical Disabilities
130 PEOPLE

- Quadriplegia 50.0%
- Other 15.4%
- Muscular Dystrophy 11.5%
- Cerebral Palsy 9.2%
- Multiple Schlerosis 7.7%
- Paraplegia 6.2%
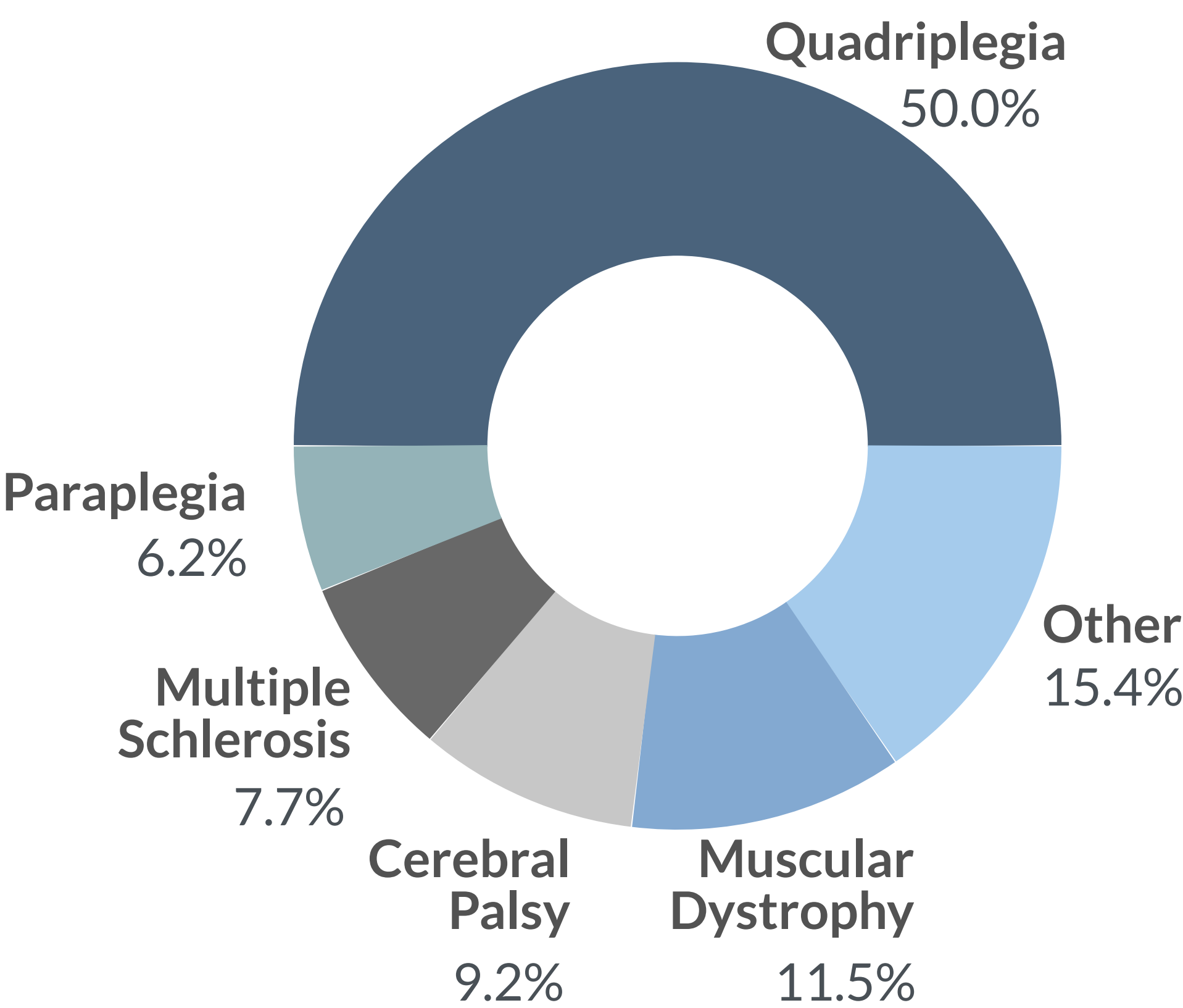
New Service Recipients

People are brought off the waiting list and into services either through Appropriated, Attrition, or Other funding sources. Appropriated funds are allocated by the Utah Legislature annually and divided with 85% going to people with the most critical needs and 15% to those whose only immediate need 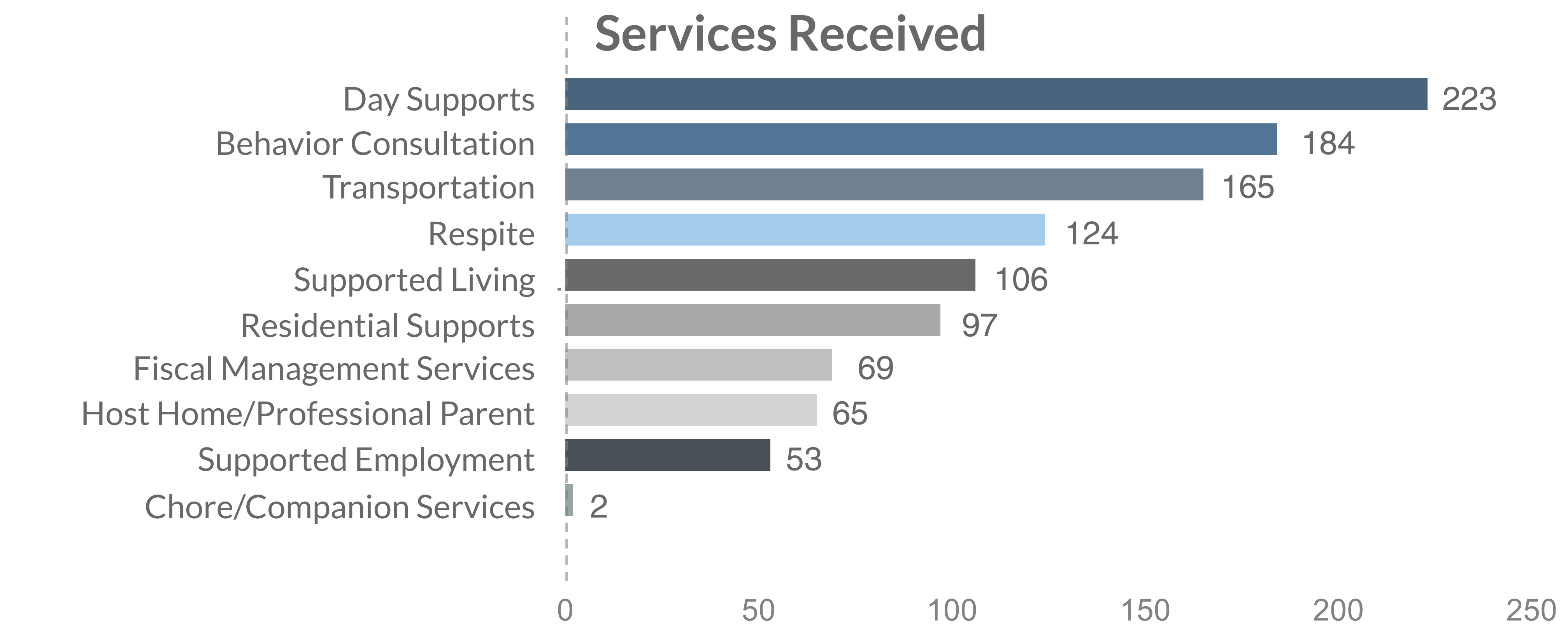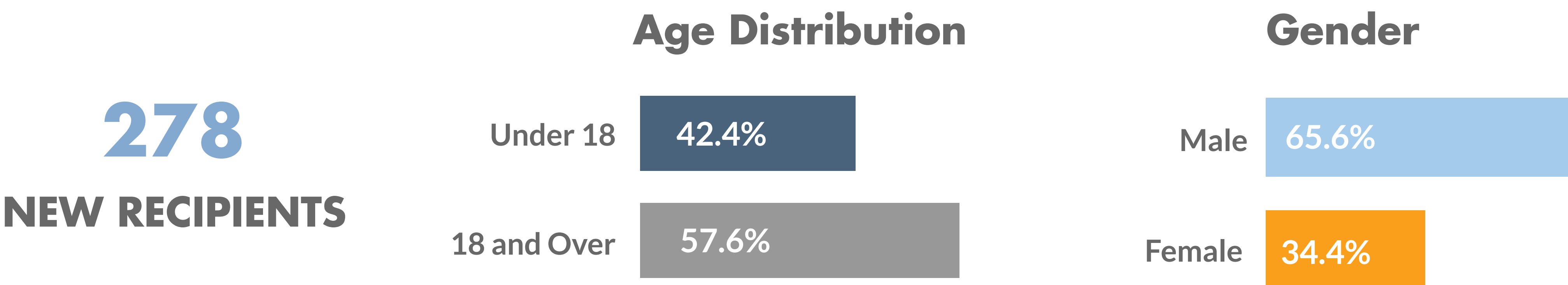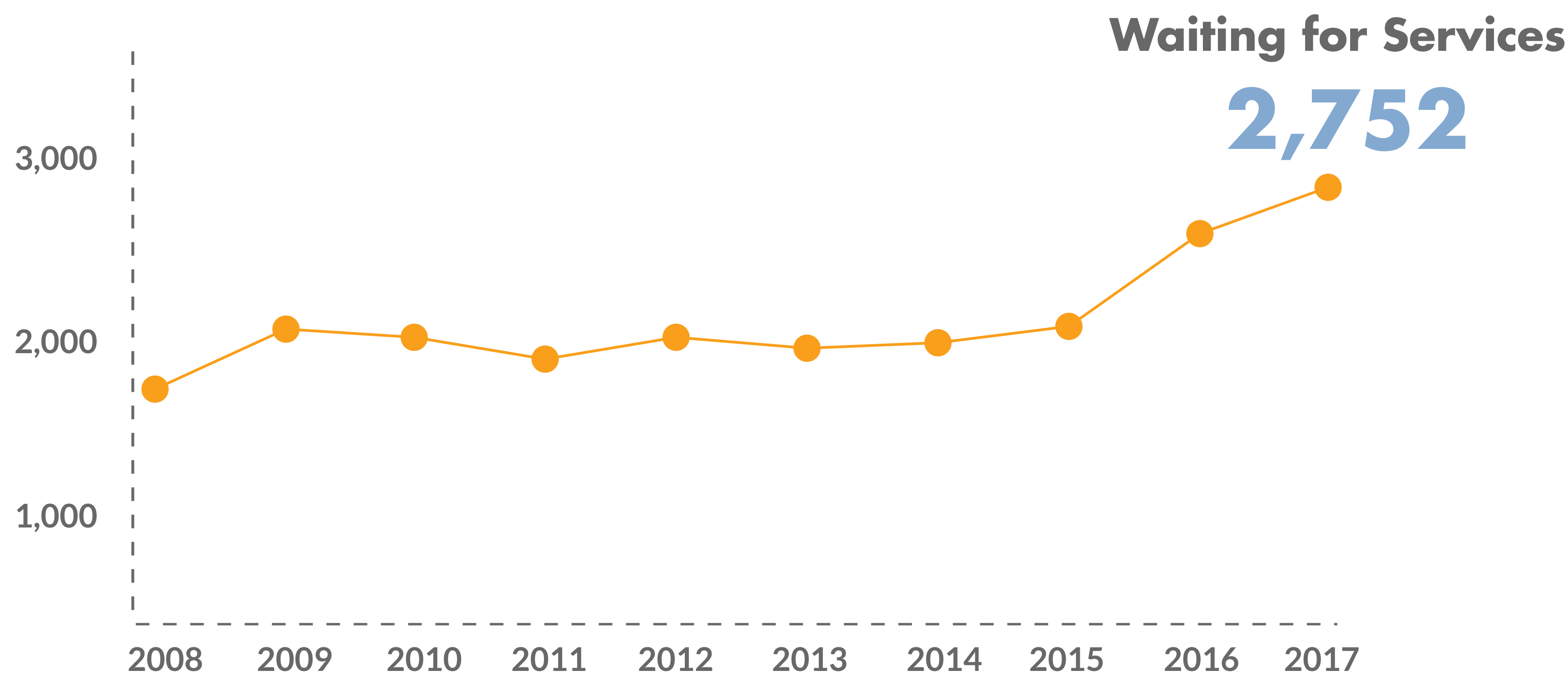is respite services. Attrition funding is leftover budgets from individuals leaving services and is strictly used to bring people with the most critical needs into services. Other funds are for those whose funding is from DCFS/DJJS under a cooperative agreement with DSPD, or people transitioning from an intermediate care facility (ICF) with Department of Health appropriations. The Division was not appropriated any new funds to bring people into services in FY 2017. Ongoing funding was given to the Division for the waiting list, but it was used to support individuals brought into services during FY 2015 and FY 2016 with one-time funds. In total, 278 people were brought into services during FY 2017 using attrition and other funds.

				Average Budget	
Funding Source		**People**	**%**	**State**	**Total**
Appropriated	Most Critical	0	0%	$ 0	$ 0
	Respite Only	0	0%	$ 0	$ 0
Attrition	Most Critical	104	37.4%	$ 9,036	$ 30,106
	Crisis	80	28.8%	$ 20,018	$ 66,693
	Court Order	3	1.1%	$ 23,221	$ 77,331
Other	DCFS	77	27.7%	$ 26,938	$ 89,749
	Transition	14	5.0%	$ 26,650	$ 88,789

278
NEW RECIPIENTS

Age Distribution

| Under 18 | 42.4% |
| 18 and Over | 57.6% |

Gender

| Male | 65.6% |
| Female | 34.4% |

Services Received

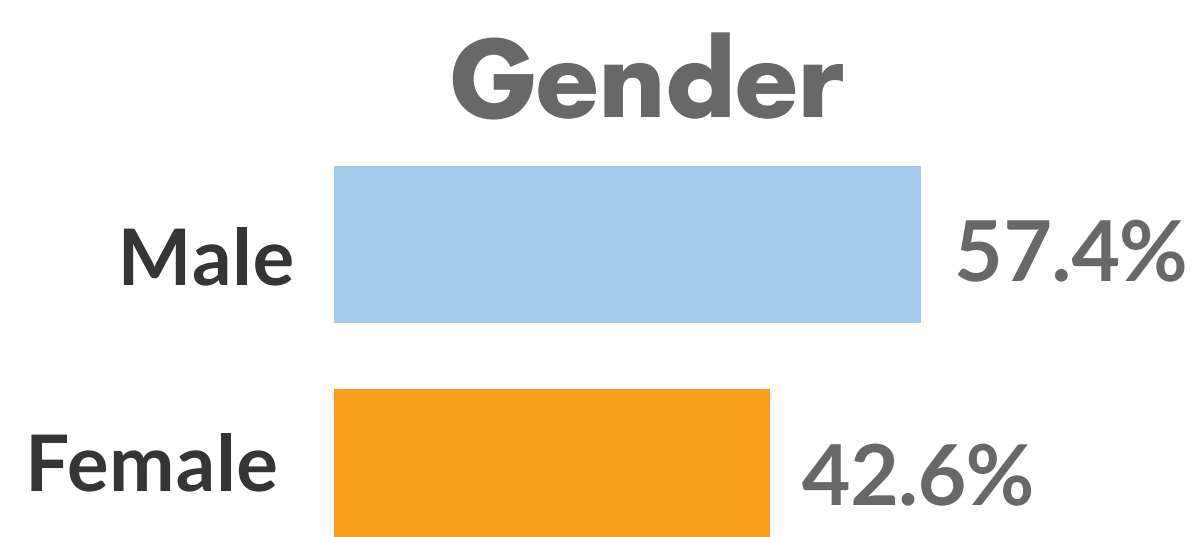| Service	Value
Day Supports	223
Behavior Consultation	184
Transportation	165
Respite	124
Supported Living	106
Residential Supports	97
Fiscal Management Services	69
Host Home/Professional Parent	65
Supported Employment	53
Chore/Companion Services	2

Waiting for Services

The Division does not have enough funding to provide services to all Utahns with qualifying disabilities. At the end of FY 2017 there were 2,752 people waiting for services. The Division uses the needs assessment tool to determine the needs of those waiting for services and to gauge whose needs are most critical. The Division then uses appropriated funds from the Legislature and other available funds from people leaving services (attrition) to provide services to as many people waiting as possible.

Waiting for Services
2,752

Year	Value
2008	~1,720
2009	~2,080
2010	~2,030
2011	~1,900
2012	~2,020
2013	~1,960
2014	~1,990
2015	~2,090
2016	~2,620
2017	~2,850

Average Age
23.5

Gender
Male — 57.4%
Female — 42.6%

Average Years Waiting
5.8

Disability Type	Percent
Intellectual Disability	49.8%
Related Condition	45.7%
Acquired Brain Injury	3.4%
Physical Disability	1.1%

Age

6.4%   5.6%

37.8% — 17 & under
33.2% — 18-29
16.9% — 30-39
6.4% — 40-49
5.6% — 50+

Day Supports — 19.9%

Supported Employment — 25.0%

* The remaining 55.1% are not waiting for either supported employment or day supports
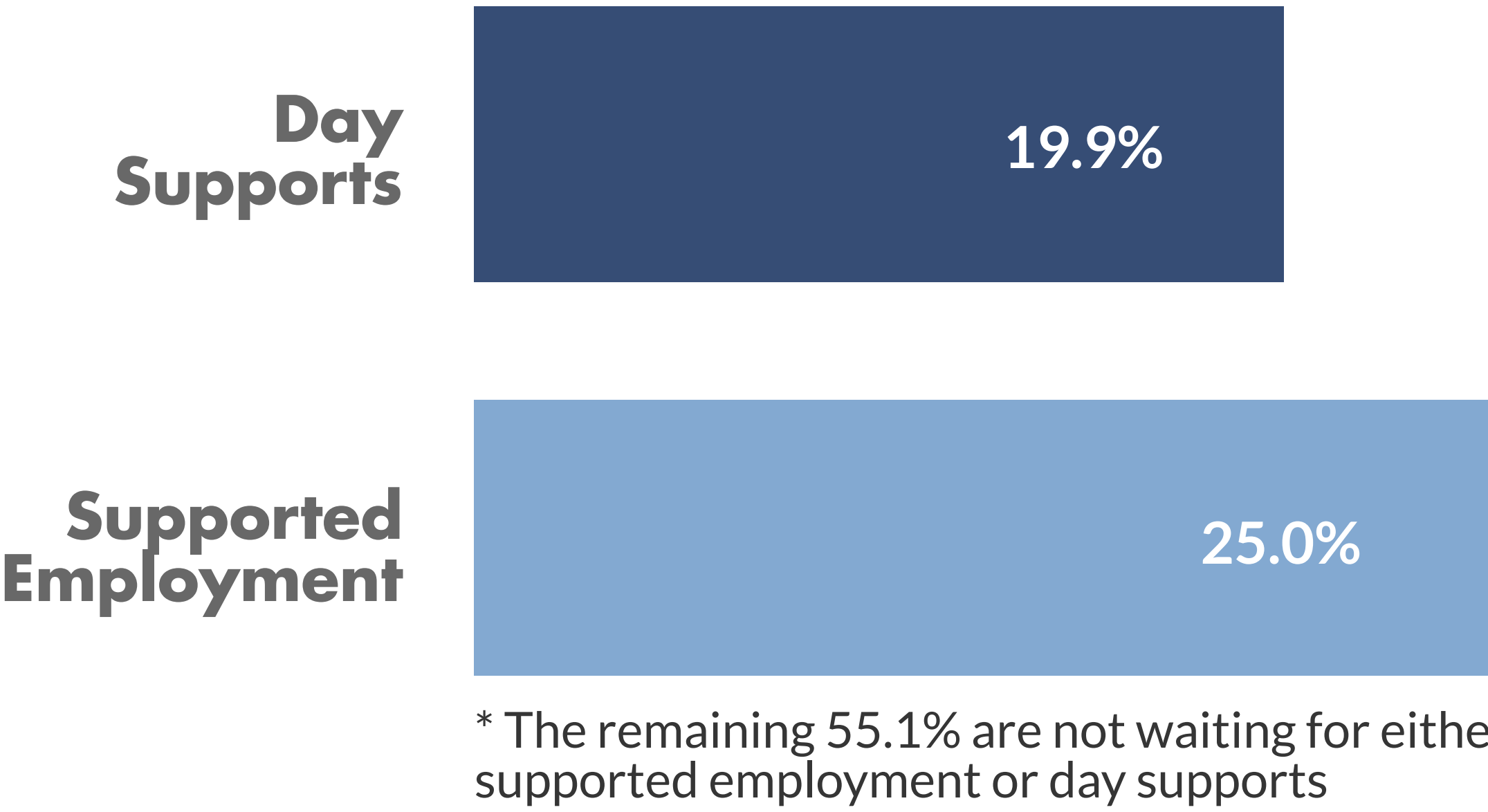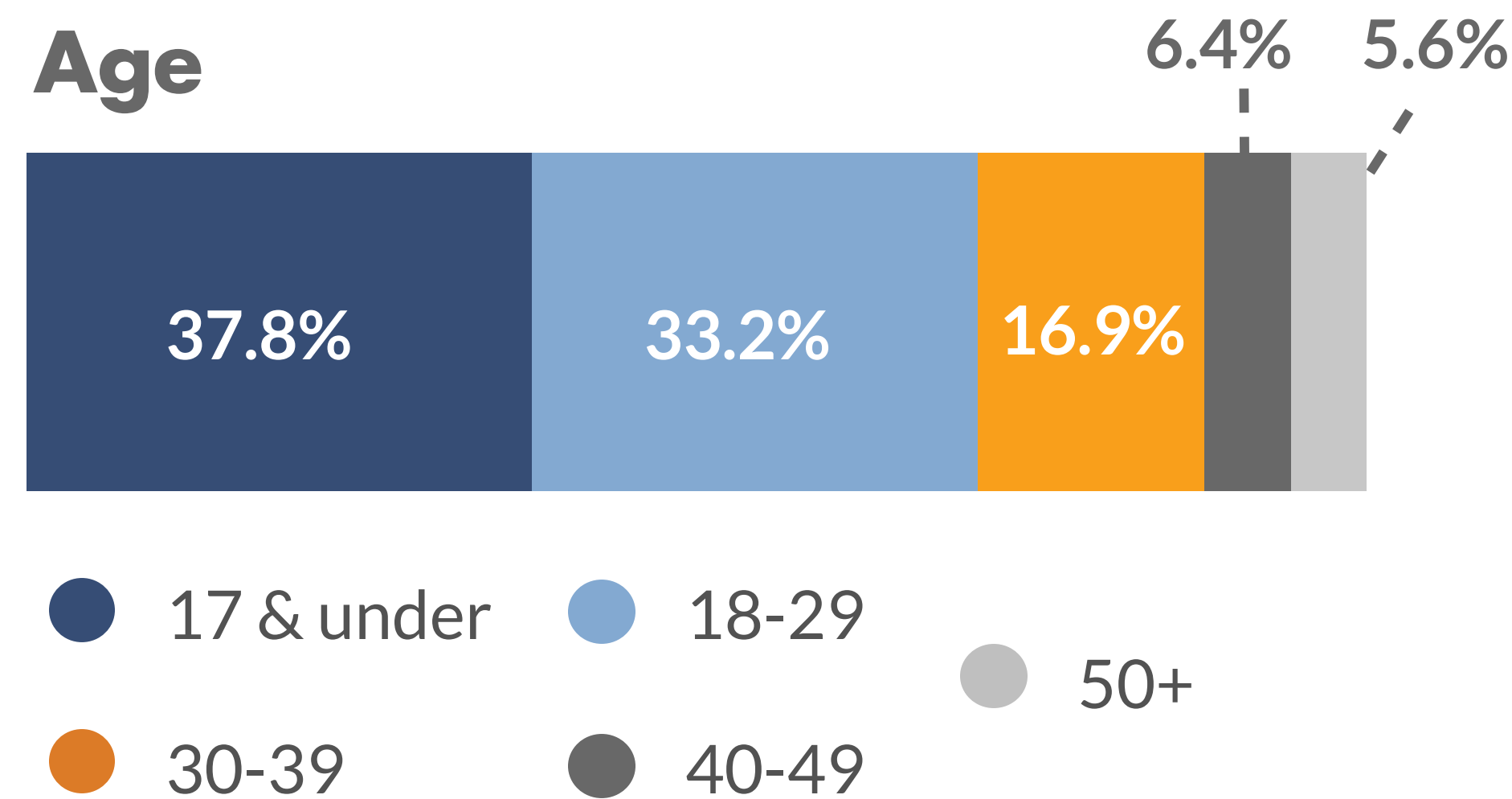
Service Needs	Percent
Supported Living/ Personal Assistance	47.7%
In Home Supports/ Respite	45.0%
Residential Services	6.6%
Host Home/ Professional Parent	0.7%

Short-Term Services

While waiting for ongoing service funding, people may receive short-term services through the Division. These services include the Supported Work Independence (SWI) program, one-time respite services, and community service brokering. SWI is funded by ongoing appropriated general fund dollars, while one-time respite and community service brokering are funded through one-time, non-lapsing funds. People may be eligible to receive one or a combination of any of the short-term limited services while waiting for ongoing services.

Percent of People Waiting for Ongoing Services Receiving Limited Services
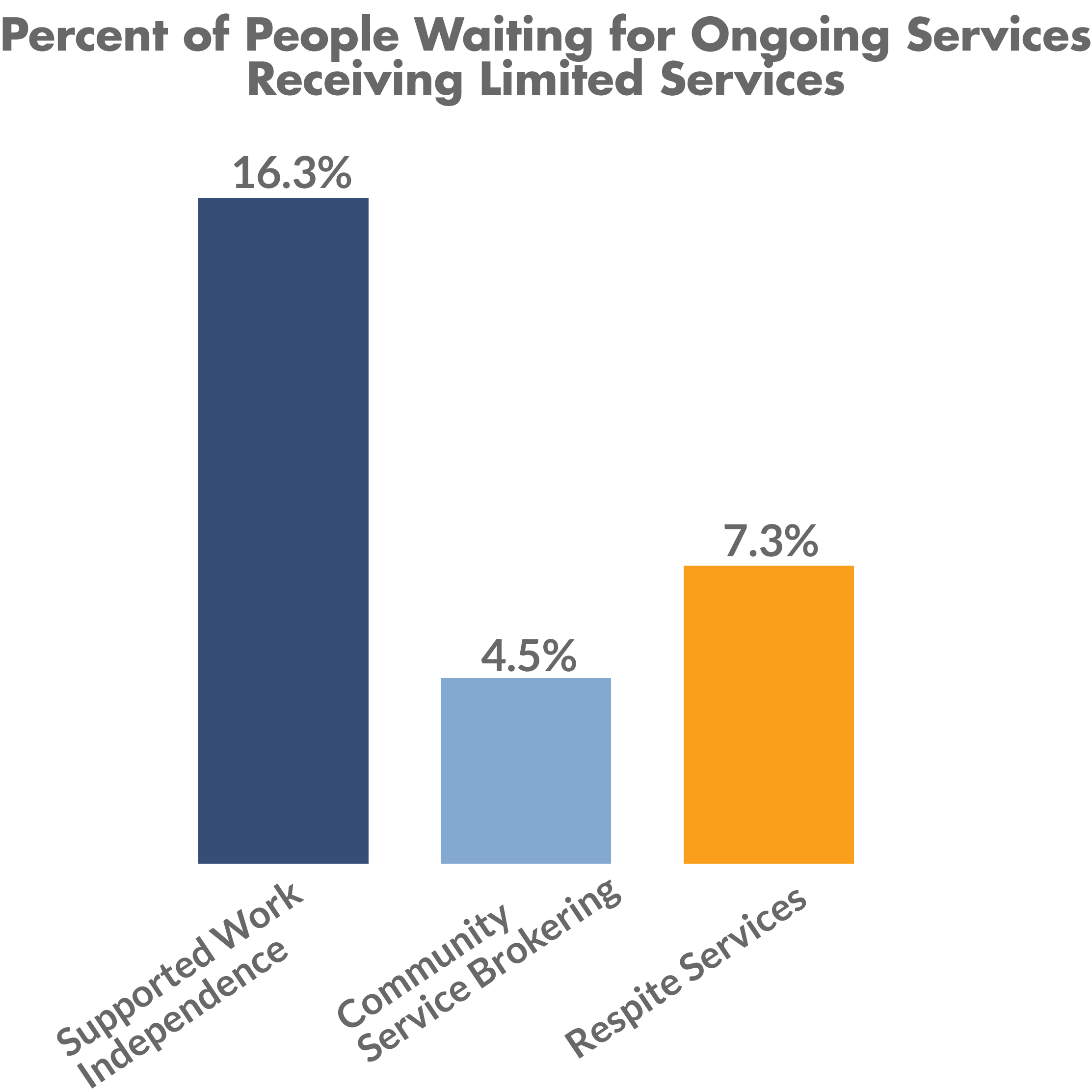
Supported Work Independence

449 people served

Supported Work Independence is designed to assist persons with disabilities to obtain and maintain competitive employment in an integrated setting, earning minimum wage or higher, while waiting for ongoing services.

Community Service Brokering

### 125 people served

Community Services Brokering utilizes a skilled adviser who assists people with disabilities and connects them to resources in the community.

Respite Services

201 people served

Respite services provide relief to the person's caregiver and helps to alleviate some of the burden the caregiver feels while caring for their family member with a disability.
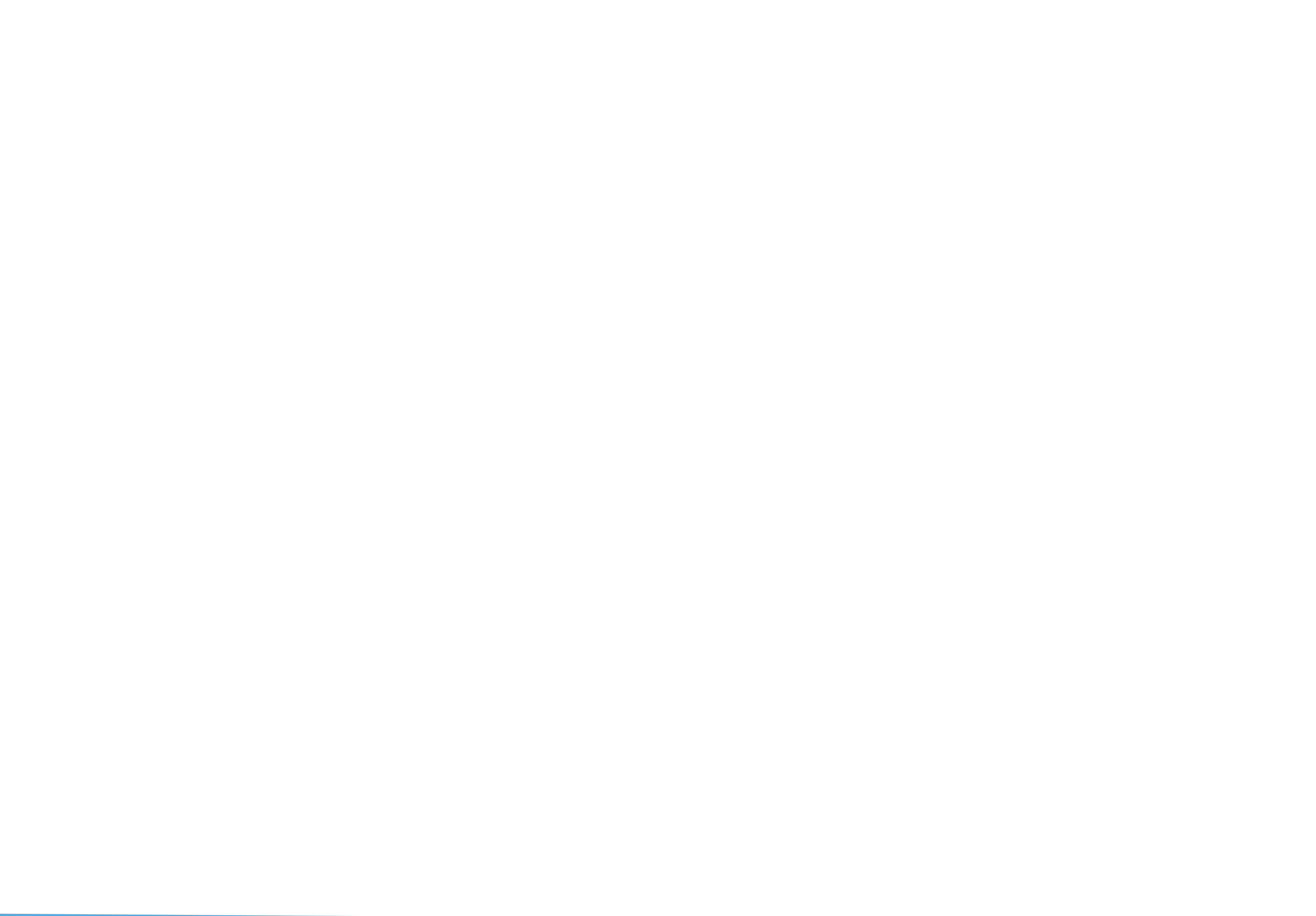
Service Groupings

Services within the Division fall into five primary categories: 1) residential supports, 2) host home and professional parent, 3) supported living, 4) in-home self-administered services, and 5) in-home provider based services. Additional services include supported employment and day supports. Participation and service costs vary greatly within these categories. Through an assessment process, the Division is able to provide services that are uniquely tailored to each person and family, and are designed to allow persons with disabilities to lead self-determined lives and be full participants in their communities.

Service Groupings

Legend:
- Residential Supports
- In-Home Self-Administered
- In-Home Provider-Based
- Host Home/Professional Parent
- Supported Living

Supported Employment vs. Day Supports

Legend:
- Supported Employment
- Day Supports
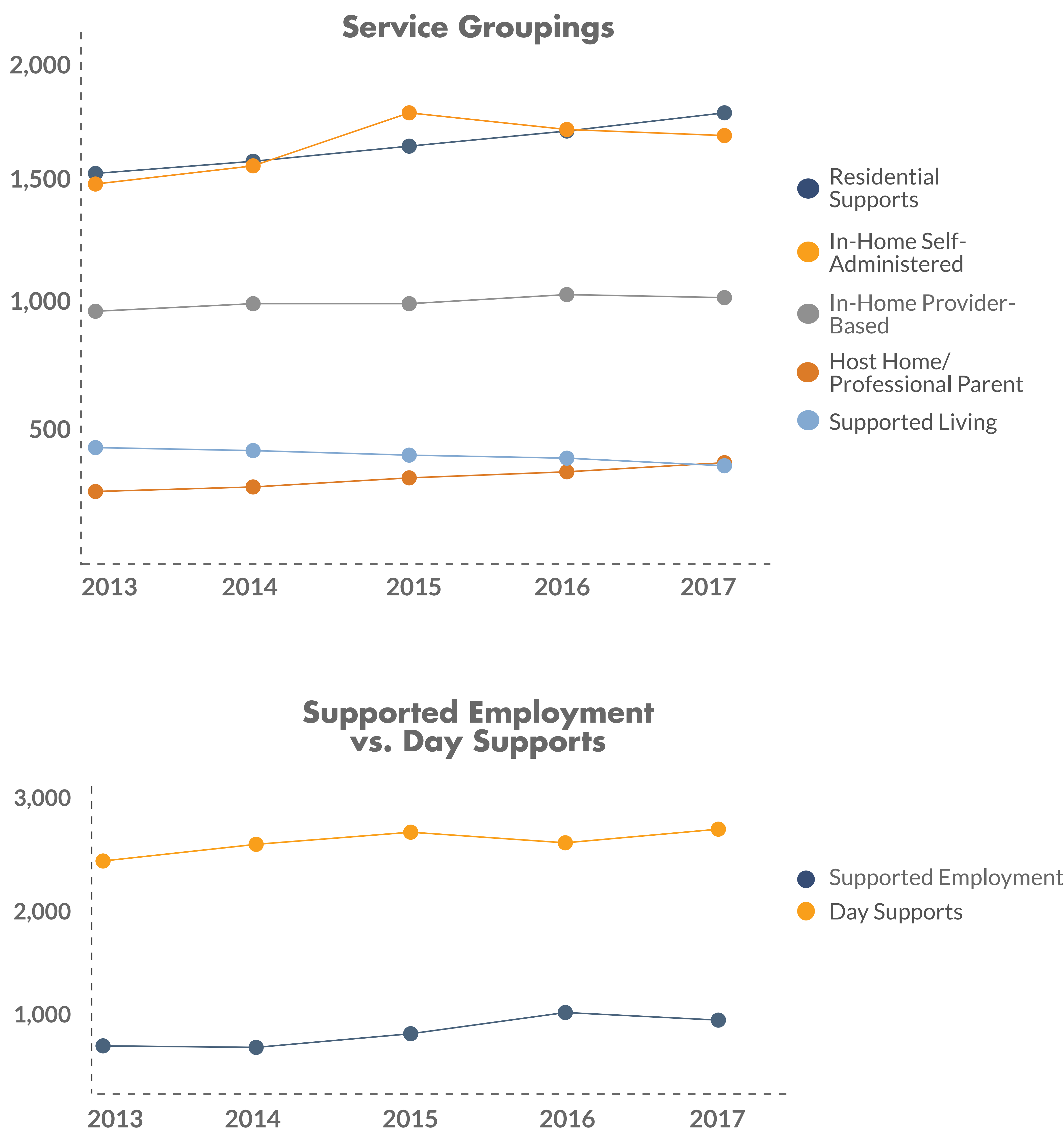
Service Groupings

Residential Supports

Residential supports provide 24-hour services in supervised apartments and group homes to assist the person obtain and/or maintain independent living skills in a community setting. Provider staff supervise and assist people with activities such as toileting, eating, bathing, and dressing. Residential supports offer habilitation, supervision, and assistance as an alternative to placement in an institutional setting. Other supports often offered with residential services include behavior consultation, prescription monitoring, and extended living supports.

People:	Avg Age:
1,757	**41.5**

Avg Annual Total Cost:	Avg Annual State Cost:
$89,188	**$26,769**

Total Cost:	Total State Cost:
$156.7 M	**$47.0 M**

Residential Supports	71.8%	20.0%	8.2%

● Day Supports ● Supported Employment ● Neither
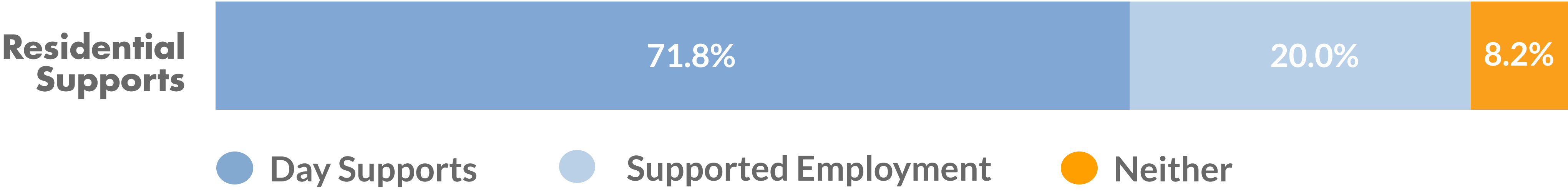
Host Home and Professional Parent

Host Home and Professional Parent services provide supports in a private home where the person does not live with an immediate family member. These services also offer support, supervision, and assistance to maintain health, safety, and other life activities. These services often assist people who have exceptional care needs, thereby enhancing their ability to live as independently as possible, fully participate in a community setting of their choice, and avoid isolation.

People:	Avg Age:
410	**30.1**

Avg Annual Total Cost:	Avg Annual State Cost:
$71,885	**$21,576**

Total Cost:	Total State Cost:
$29.5 M	**$8.8 M**

Host Home/Professional Parent Services	62.4%	19.3%	18.3%

● Day Supports ● Supported Employment ● Neither
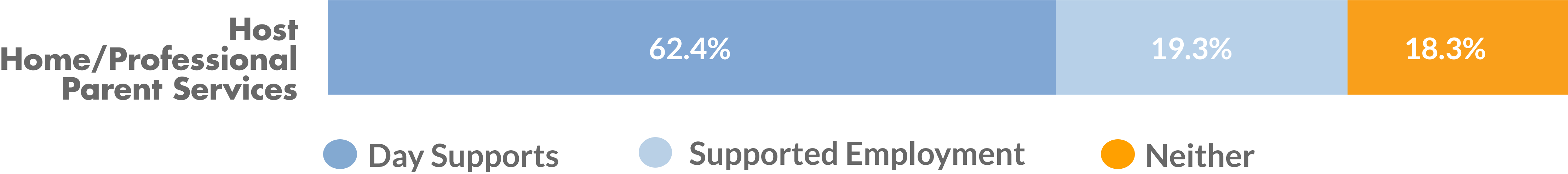
# Service Groupings

Supported Living

Supported Living services are hourly and intermittent care for those who live alone or in their own home with a roommate, spouse, parents, or another related caregiver. Supported Living providers maintain the person's health and safety, provide transportation, assist with personal care, homemaking, chores, attendant care, observation of medication administration, advocacy, assistance with communication, and other activities of daily living.
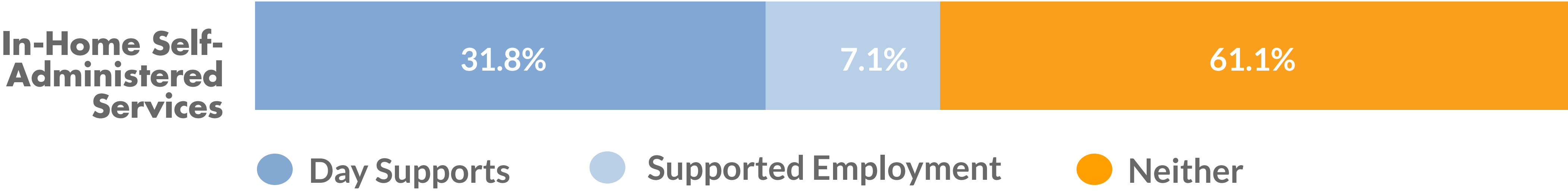
People:	Avg Age:
397	**47.2**

Avg Annual Total Cost:	Avg Annual State Cost:
$27,719	**$8,320**

Total Cost:	Total State Cost:
$11.0 M	**$3.3 M**

| Supported Living | 17.9% | 46.9% | 35.3% |

- ● Day Supports
- ● Supported Employment
- ● Neither
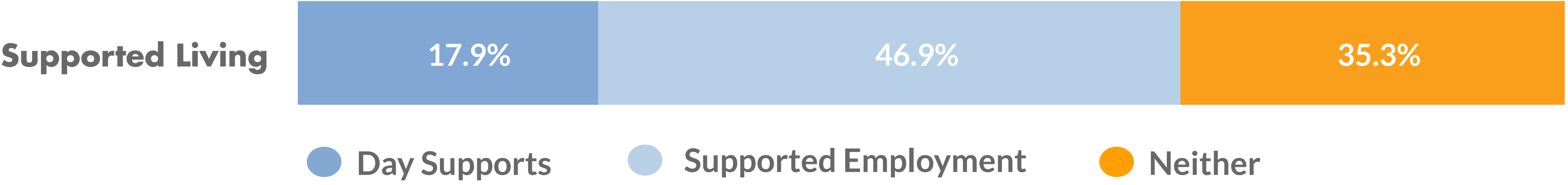
In-Home Self-Administered Services

In-Home Self-Administered Services (SAS) enable people with disabilities and their families to choose to have services provided in their own home. This allows the family to hire, train, and supervise the employees providing the services. A fiscal management agent provides payroll services and financial information to help the family manage their employees and budgets. Some of the services commonly associated with the SAS model are respite, homemaker, chore, companion, and personal assistance.

People:	Avg Age:
1,669	**27.7**

Avg Annual Total Cost:	Avg Annual State Cost:
$21,826	**$6,551**

Total Cost:	Total State Cost:
$36.4 M	**$10.9 M**

| In-Home Self-Administered Services | 31.8% | 7.1% | 61.1% |

- ● Day Supports
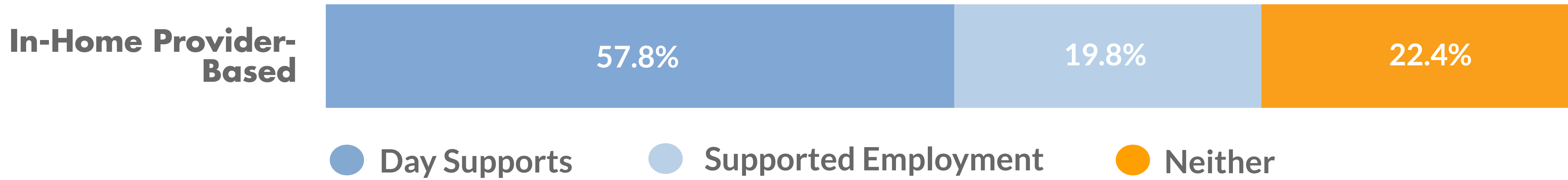- ● Supported Employment
- ● Neither

Service Groupings

In-Home Provider-Based

In-Home Provider-Based services are intended to assist families while caring for a family member with disabilities in the home. Families select from a list of contracted providers to meet their service needs. The services provided help to maintain the person's health and safety, assist with personal care, self-advocacy activities, communication, and daily living, and provide transportation to community events. Common services provided in the home are respite, chore, homemaker, personal assistance, and transportation.

People:	Avg Age:
1,046	**33.5**

Avg Annual Total Cost:	Avg Annual State Cost:
$19,143	**$5,746**

Total Cost:	Total State Cost:
$20.0 M	**$6.0 M**

In-Home Provider-Based

57.8%	19.8%	22.4%

● Day Supports   ● Supported Employment   ● Neither

Average Cost by Service Grouping
In General Fund Dollars

● Day Supports   ● Supported Employment   ● Neither
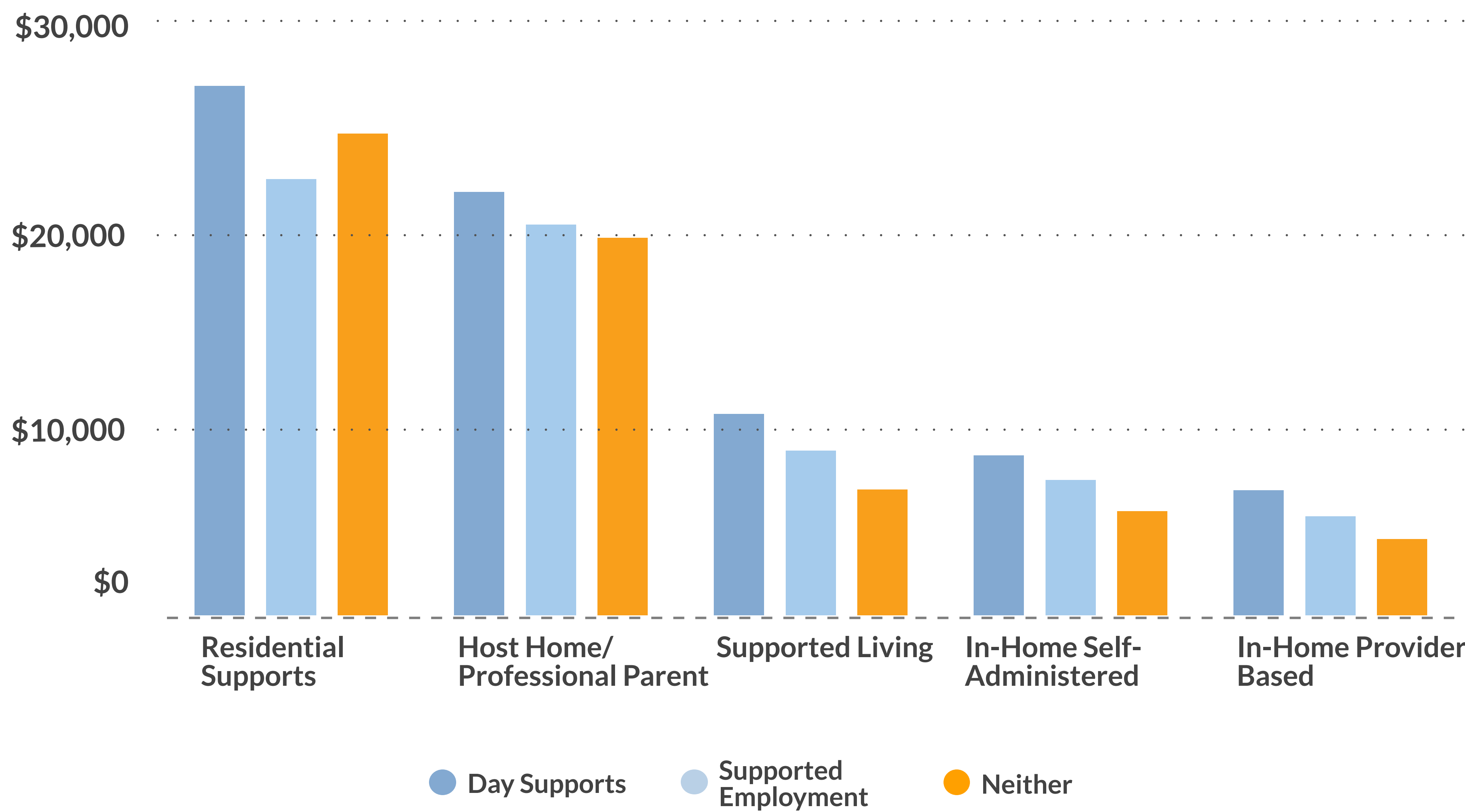
Additional Services

Supported Employment

Supported Employment helps adults with disabilities obtain, maintain, and advance in competitive employment in integrated settings (paying minimum wage or more) or in self-contained business locations. These services are provided with a job coach or co-worker supports in groups or individually. Supported Employment is designed to be flexible enough to accommodate for both the needs of the employer and the needs of the person. It can be arranged on a full or part-time basis, during traditional or non-traditional work hours, and takes place in settings where the person has the opportunity to work with co-workers that do not have a disability.

People: 938	**Avg Age:** 38.8
Avg Annual Total Cost: $46,812	**Avg Annual State Cost:** $14,051
Total Cost: $43.9 M	**Total State Cost:** $13.2 M

Day Supports

Day Supports include daytime supervision and services to develop and maintain self-help, community living, social, and communication skills. These services are intended to provide a structured programmatic setting where people can gather during the day. This service is offered either as a group or one-on-one.

People: 2,724	**Avg Age:** 36.8
Avg Annual Total Cost: $61,436	**Avg Annual State Cost:** $18,440
Total Cost: $167.4 M	**Total State Cost:** $50.2 M

Employment

The Division recognizes the important role community employment plays for all people to live self-determined lives. Employment creates endless opportunity and the Division is committed to helping the people we serve obtain and maintain meaningful employment.

In 2011, the Utah Legislature passed House Bill 240 which requires the Division to prioritize "providing services that assist an eligible person in obtaining and retaining meaningful and gainful employment." Those changes are codified in Section 62A-5-103.5. To view the contents of the Utah Employment First Priority Bill, you can visit the Utah State Legislature website at http://le.utah.gov/~2011/bills/static/HB0240.html

Historic Counts of Individuals Receiving Supported Employment Services

Legend: Waiting List, In-Services
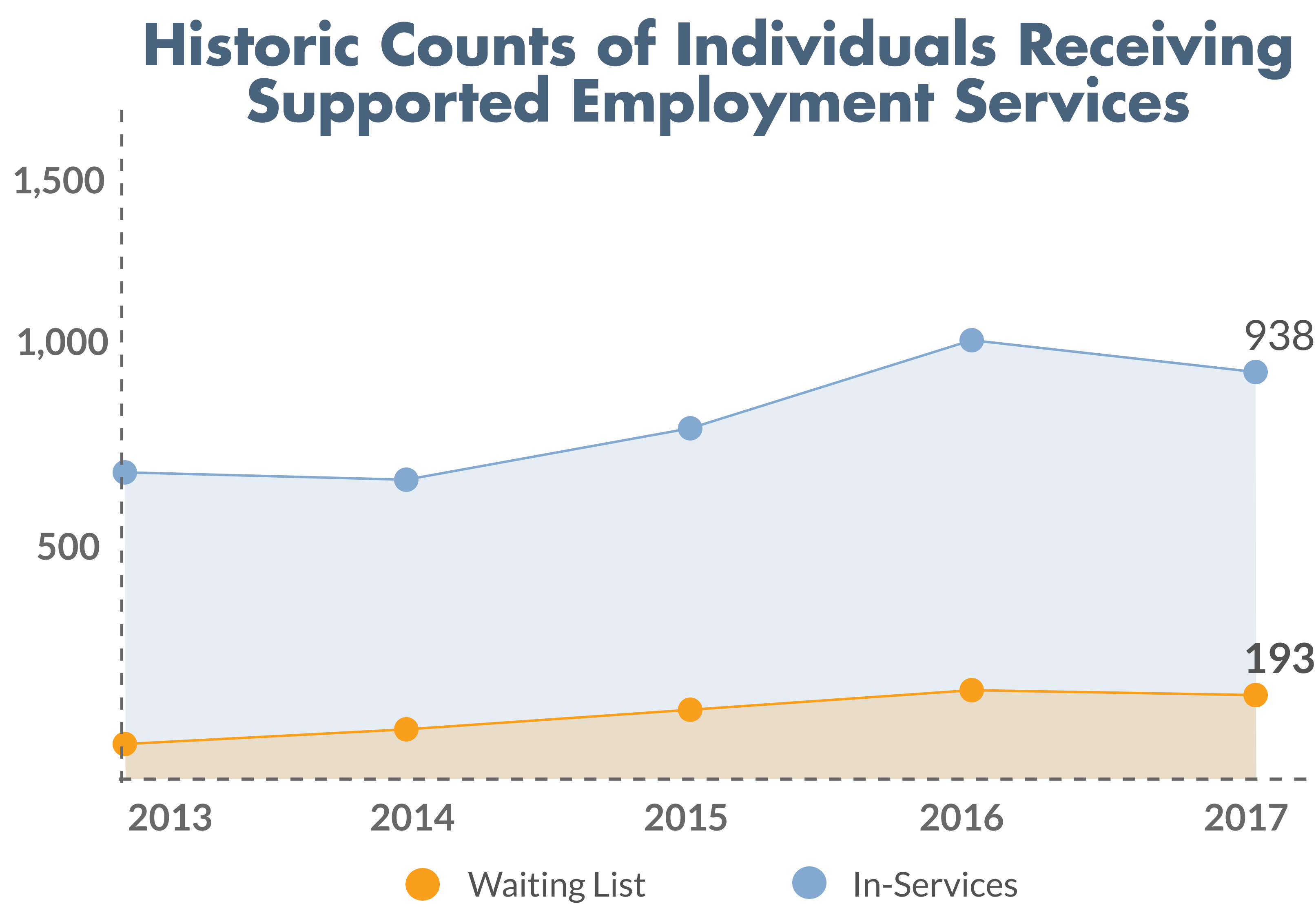
Historic Supported Employment Expenditures

Fiscal Year	State Dollars	Total Dollars
2017	$2,563,830	$7,372,080
2016	$2,469,305	$6,883,596
2015	$1,948,971	$5,493,916
2014	$1,735,488	$4,963,303
2013	$1,667,487	$4,930,655

Supported Work Independence

Supported Work Independence (SWI) is a program designed to assist persons with disabilities obtain and maintain competitive employment (earning minimum wage or above) through skill development and job coaching while waiting for Division services. The program is funded by ongoing appropriated general fund dollars. Participants in the program receive support from privately contracted supported employment agencies. These supports include access to an employment specialist who provides on the job support to ensure the person performs well and meets supervisor's expectations, in addition to acting as an advocate for the person if an issue arises. SWI is a low cost program that has a high impact on the lives of those waiting for services.
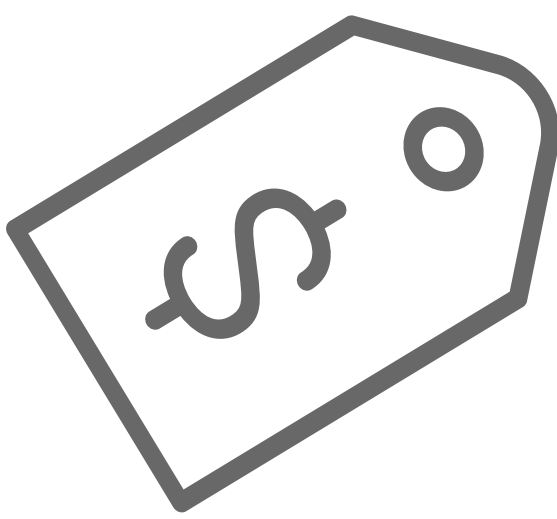
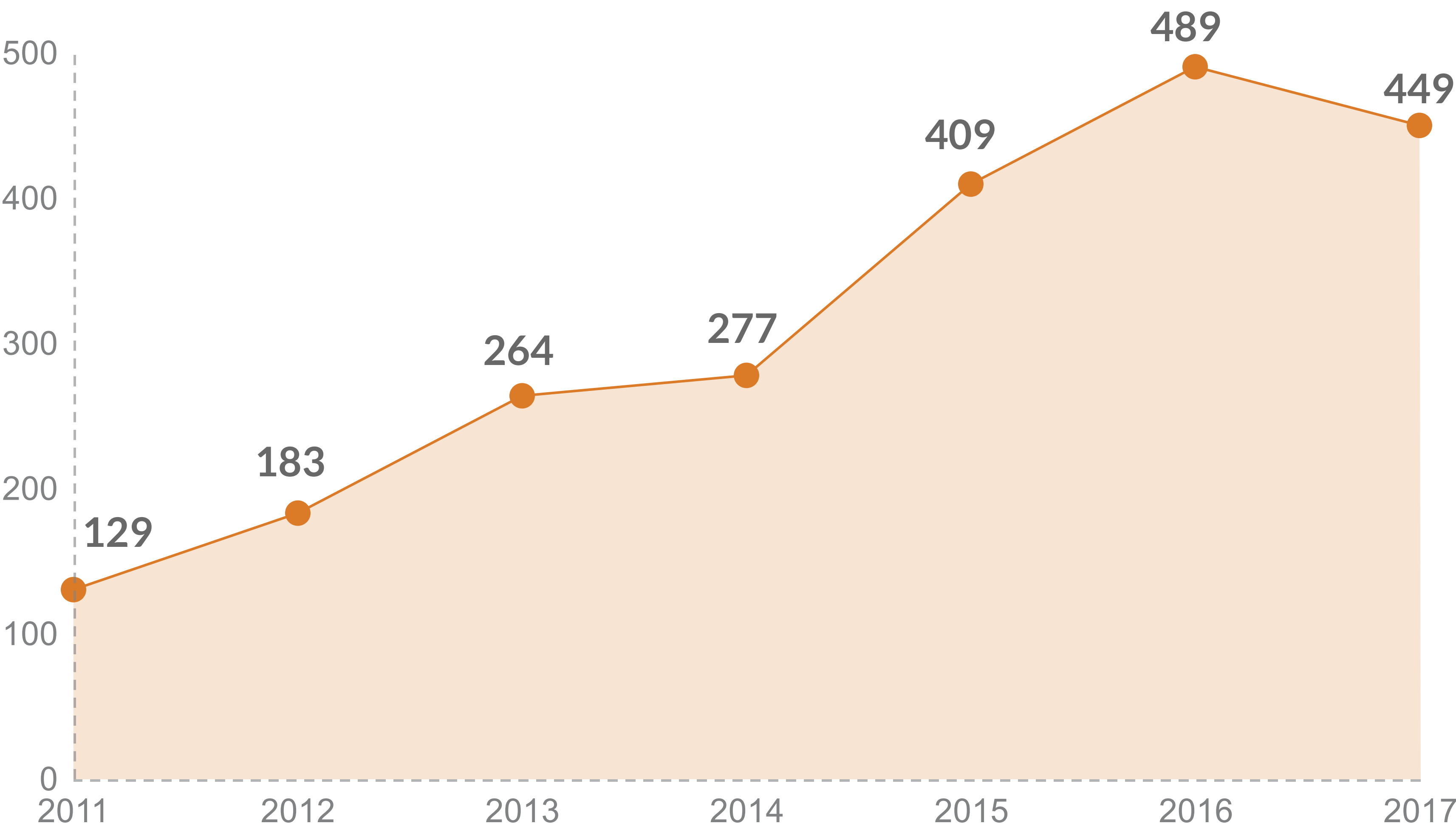**Percent Employed**
48.8%
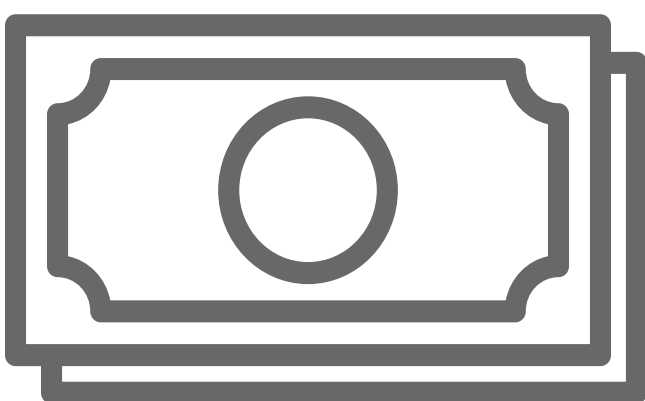
Average Hourly Wage
$7.98

Average Hours Worked per Week
15.3

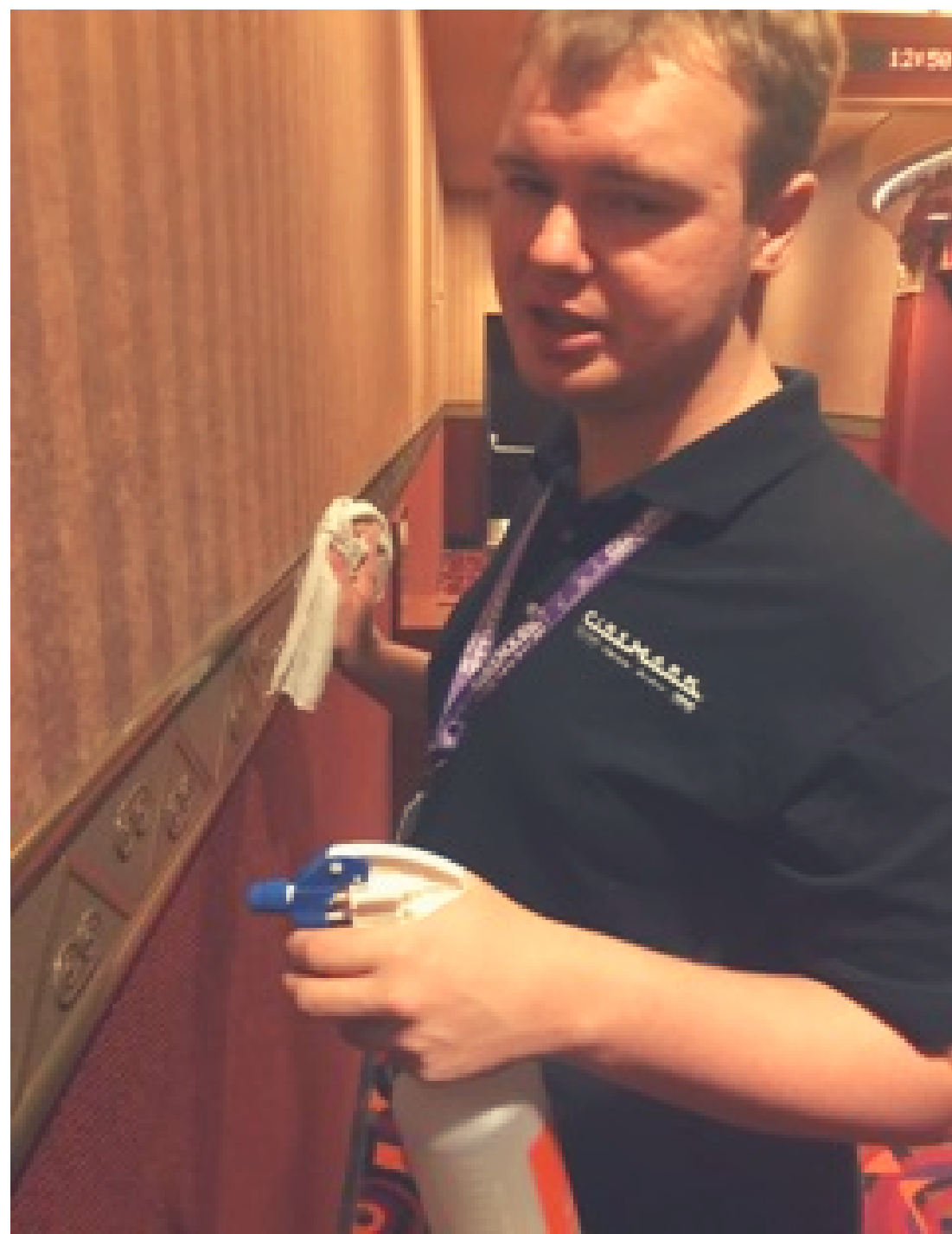**Average SWI Expense (DSPD)**
$1,239

Supported Work Independence Participation FY2011-FY2017

Year	Participation
2011	129
2012	183
2013	264
2014	277
2015	409
2016	489
2017	449

Employment Stories

Brandon's Story

Brandon was a participant in a pilot program with Easter Seals and Employment First. The pilot was meant to support families as they go through both the discovery process and job development, while using self-administered service employees as the job developers and coaches. Brandon has several barriers to employment, so there were a lot of things to work on. However, his staff helped find many skills that he had that could be developed through the program and be applied to job skills.

After several months of informational interviews, discovery activities, and coaching from Easter Seals, Brandon's aide started job development. They began by approaching possible employers about what they look for in employees and asking about hiring practices. Cinemark Theater interviewed him and Brandon was hired in May. Brandon continues to enjoy going to work and being involved in the movie theater.

Austin's Story

Austin has never had a steady job, however, he has always been motivated and willing to work hard. One day, Austin spoke with staff about applying for a job. There was a restaurant in town that Austin loved, so he got up the courage and went to apply. With a little help from staff, Austin was able to accept his first job ever. Throughout the application process, Austin learned many skills including interviewing, the importance of appearance, and time management. Austin is more responsible for washing his clothes to make sure he is clean and ready every day he works. He has also focused on having appropriate behavior with his job coach so he can continue working at the restaurant and receive more hours. Overall, Austin's life has been positively impacted since he began his job.

Jon's Story

Jon is a fun loving guy that enjoys going out and everything involved with sports. He hasn't worked much, however, this recently changed when Jon expressed a desire to be employed. Through his own effort and persistence, Jon was able to get a job interview, which resulted in him getting hired at a local Wendy's. Anyone who knows Jon can see a positive change in his demeanor since beginning his job. He always talks about how excited he is to work. Additionally, being employed has helped him behave more appropriately. Jon's work gives him a sense of pride and a way to be involved in the community. He is also able to earn money for fun activities that he enjoys doing.

Utah State Developmental Center

Mission Statement

The Utah State Developmental Center (USDC) is dedicated to providing an array of resources and supports for people with disabilities in Utah who have complex or acute needs.

Average Age

47.3

Gender

Male		61.7%
Female		38.3%
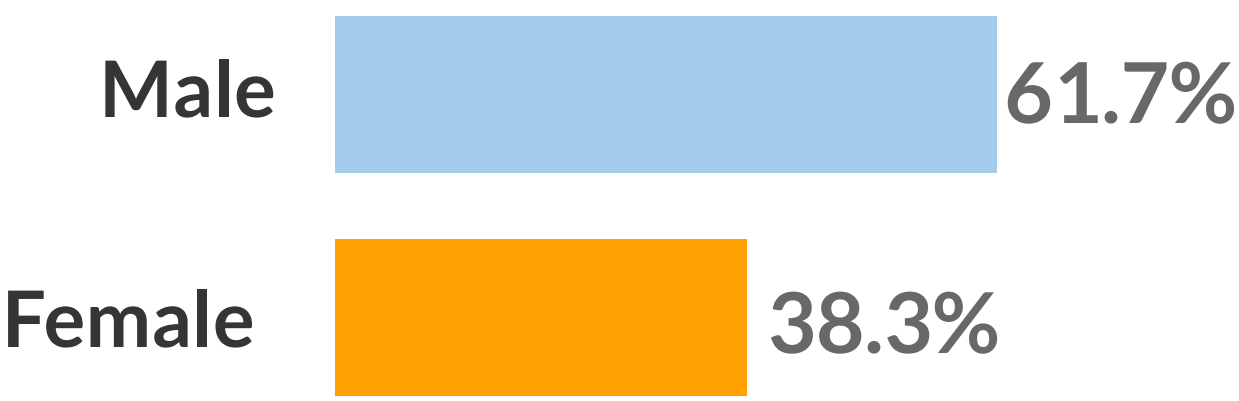
Total People Served

206

Arrivals:	Closures:
17	**18**

Age Distribution

Age	People	Percent
17 and younger	5	2.4%
18-64	178	86.4%
65 and older	23	11.2%

Intellectual Disability Diagnosis

12.6%   58.4%

14.6%

11.1%

1.4%   1.9%

- Borderline
- Mild
- Moderate
- Severe
- Profound
- Unknown
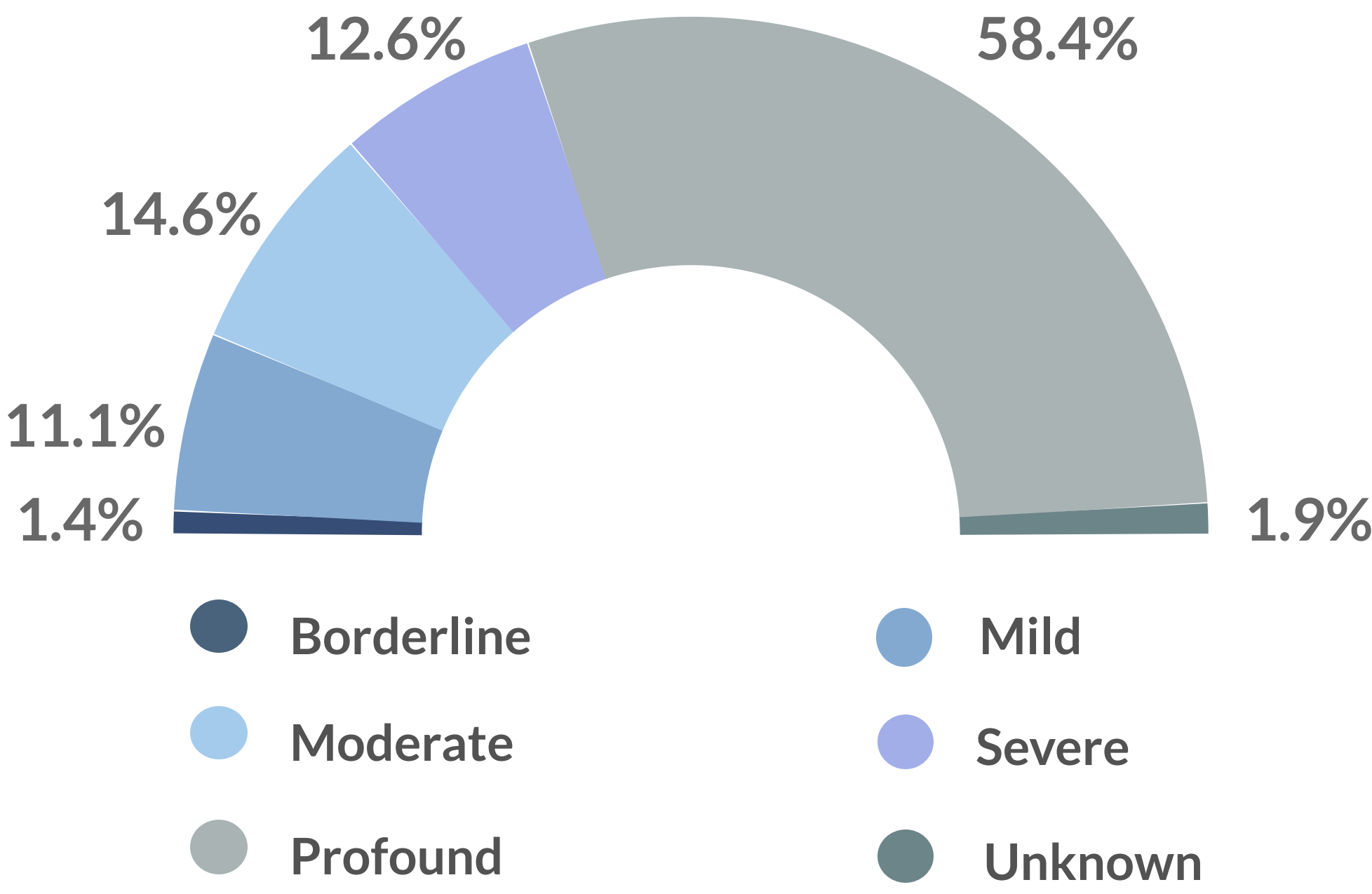
USDC Respite Days per Month

30

15

July August September October November December January February March April May June
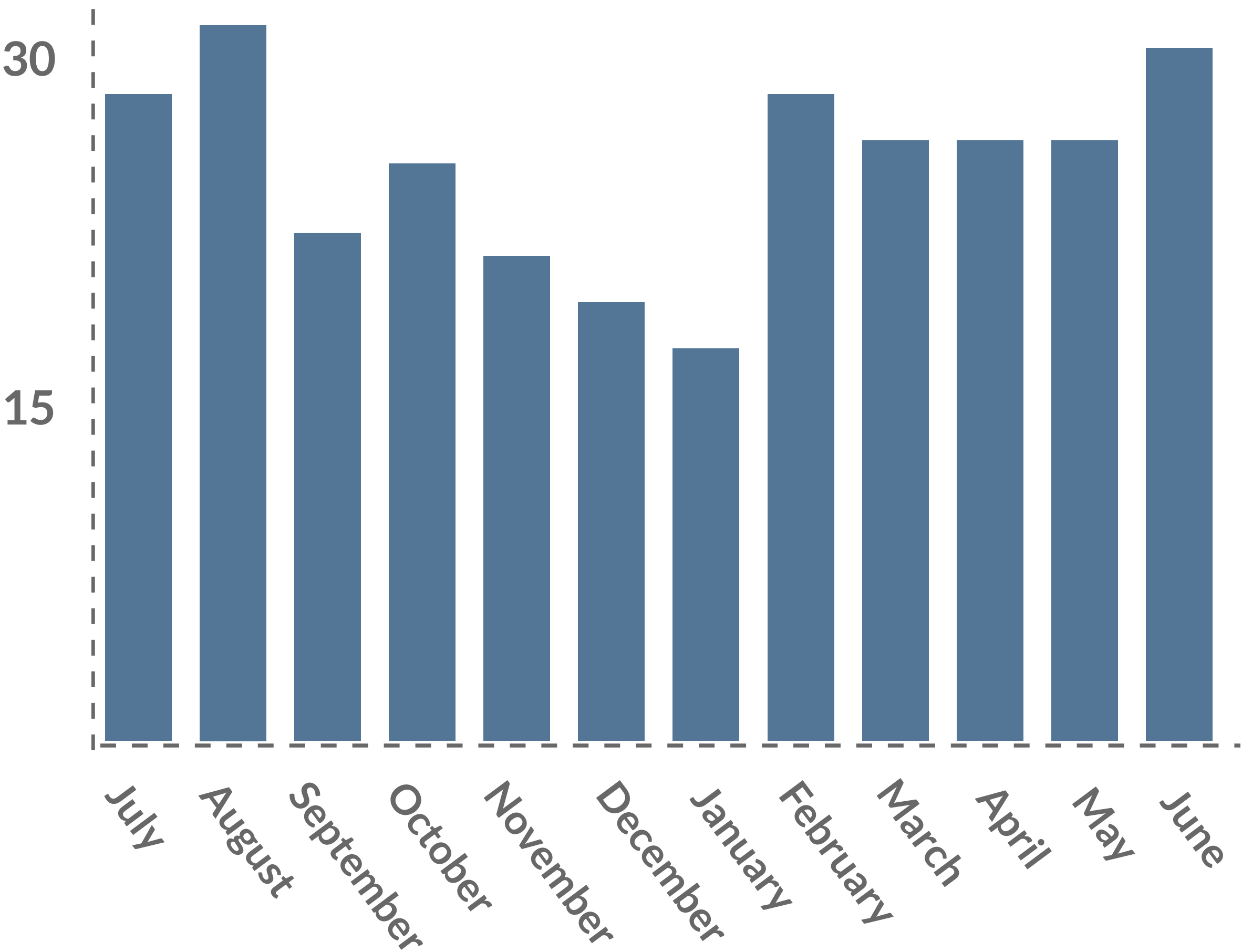
USDC provides respite services for people already in the Division's services. This service has been a valuable resource for families as they continue to care for their family member.

Utah State Developmental Center

Success Stories

Tracy & Cheryl's Story

Tracy has been in speech group in the past, but was discharged because he was lethargic and wouldn't participate. Lately, staff at USDC noticed he was more alert so they requested he start attending speech group again. From the first day, he has been popular with the three others in the group. He and the other members of the group carried on a conversation about birthdays, with only a simple prompt of, "Tracy, do you have a birthday coming up?" Following which, Tracy asked Cheryl, "Your birthday?" She then sang the Happy Birthday song, after which another in the group shared their birthday month. This is a great example of appropriate social communication that happens in speech group!

Gordon's Story

Gordon is an awesome singer! He knows many nouns and colors, and can combine signs into phrases such as, "I want green shoes please." Staff at USDC have been targeting functional verb phrases as well, such as "walk to the laundry" or "go to work." He has made such great progress on the 14 verb phrases they have been working on, that staff added six more. These new phrases were selected after consulting Gordon's staff to determine what would be helpful for him to communicate better. New phrases include things like "watch for cars" and "wait your turn."

Brian's Story

Brian has been working with the employment program at USDC, focusing on the discovery process and job skill development. He has been working on doing tasks correctly, being dependable, and discovering which tasks he does and does not enjoy. Some of the jobs he has done at USDC to grow his skills including contract work, box recycling, shredding, vacuuming, metal recycling, landscaping, and many others. Currently, he is working at Clementine Farms where he is cleaning up after 10 horses daily. He has built a relationship with some of the horses and enjoys bringing them apples to eat while he cleans their areas. Brian also works at the USDC service station where he cleans around the gas pumps, pulls weeds, and takes out the trash. He enjoys this environment and does a great job keeping the place looking nice. Brian has a goal of having a community-based job one day and is working hard to achieve this.

Additional Information and Resources

Providers

The Division has contracts with providers across the state, so people can receive the supports they need to live self-determined lives. Our providers work hard to provide healthy, safe, integrated, educational, and self-determined environments for the people we serve.

158
Traditional Provider Companies

54
Support Coordination Companies

3
Fiscal Agent Providers

Provider Transformation

Provider Transformation is the process of shifting services away from segregated, sheltered work and non-work programs towards competitive integrated employment in inclusive settings. It encompasses attitude changes, financing, services, and staffing that is necessary for agencies to support competitive integrated work. The Division has been working with providers for the past two years on Transformation, which has been largely successful. This is still in pilot stages, so only two providers are chosen each year to participate over a two year period.

During the first year of the transformation process, providers go through a self-assessment that helps demonstrate the agency's readiness, resources, and orientation to transformation. In the second year, providers implement action items identified in self-assessment, measure data and outcomes, and continue to receive technical assistance from experts. After completing both years, the providers can act as advisers to other provider agencies going through the transformation process.

Year 1 Participants

Community Treatment Alternative (CTA)
Work Activity Center (WAC)

Year 2 Participants

Chrysalis
Pioneer Adult Rehabilitation Center (PARC)

Year 3 Participants

Cache Employment & Training Center
North Eastern Services (NES)

North Eastern Services (NES) Participating Staff

Provider Reviews

Common measures of success include compliance with contract standards (either fiscal or non-fiscal) and number and severity of plans of correction needed. If a provider is issued a plan of correction, they have a designated time to complete the plan and be in compliance with their contract. All items found to be outside of contractual requirements are remediated according to the Division's corrective action process; resulting in the requirement that each contractor end a review cycle by coming into compliance and/or developing a plan on reaching compliance within a designated time-frame. In FY 2017, the Division conducted 227 provider contract reviews.

98.6%
Fiscal Compliance of Contract

98.2%
Non-Fiscal Compliance of Contract

Plan of Correction Needed

71.6%

28.4%

Yes   No
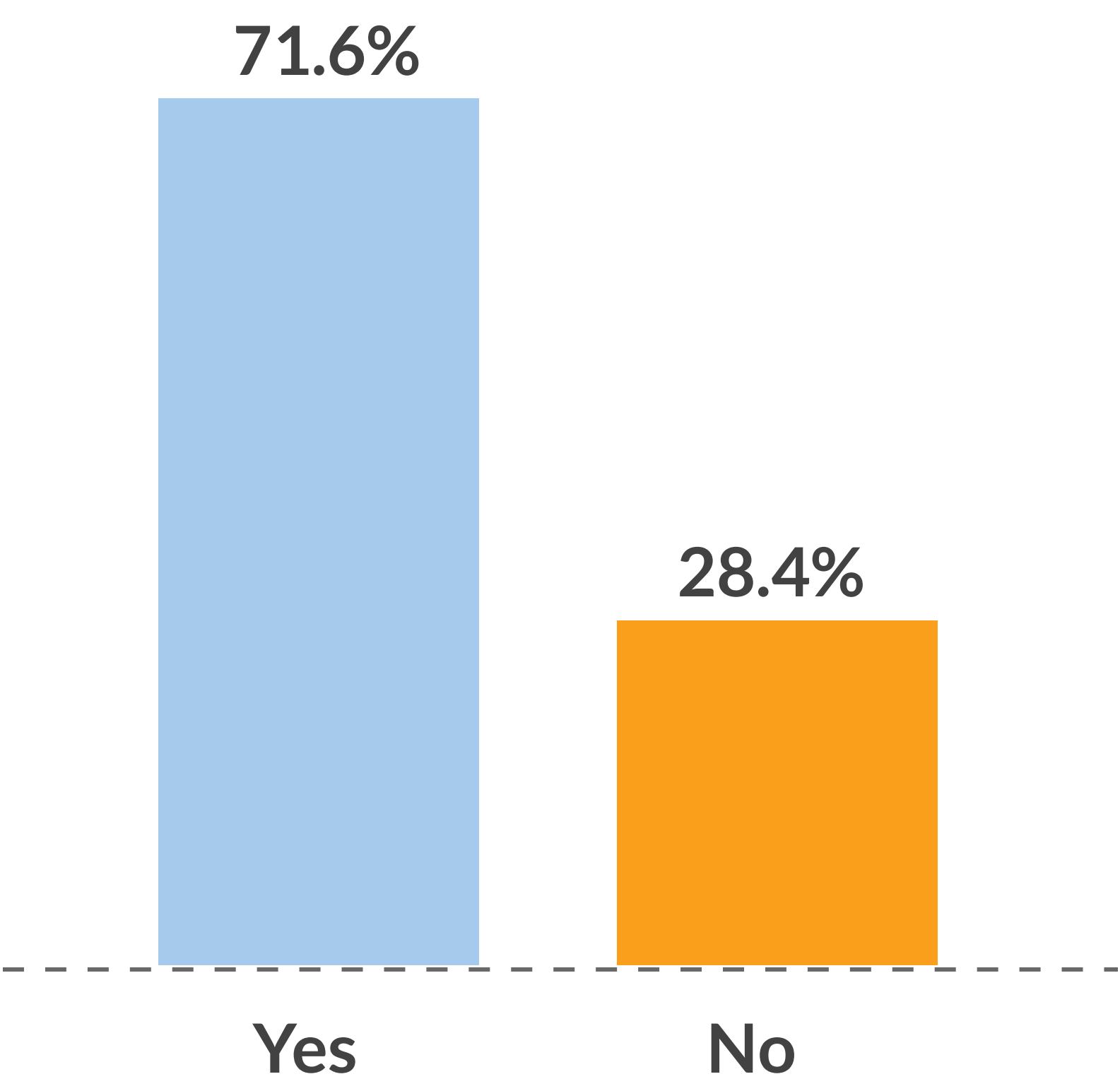
Severity of Corrections

Minor
81.0%

Significant
17.7%

Major
1.3%
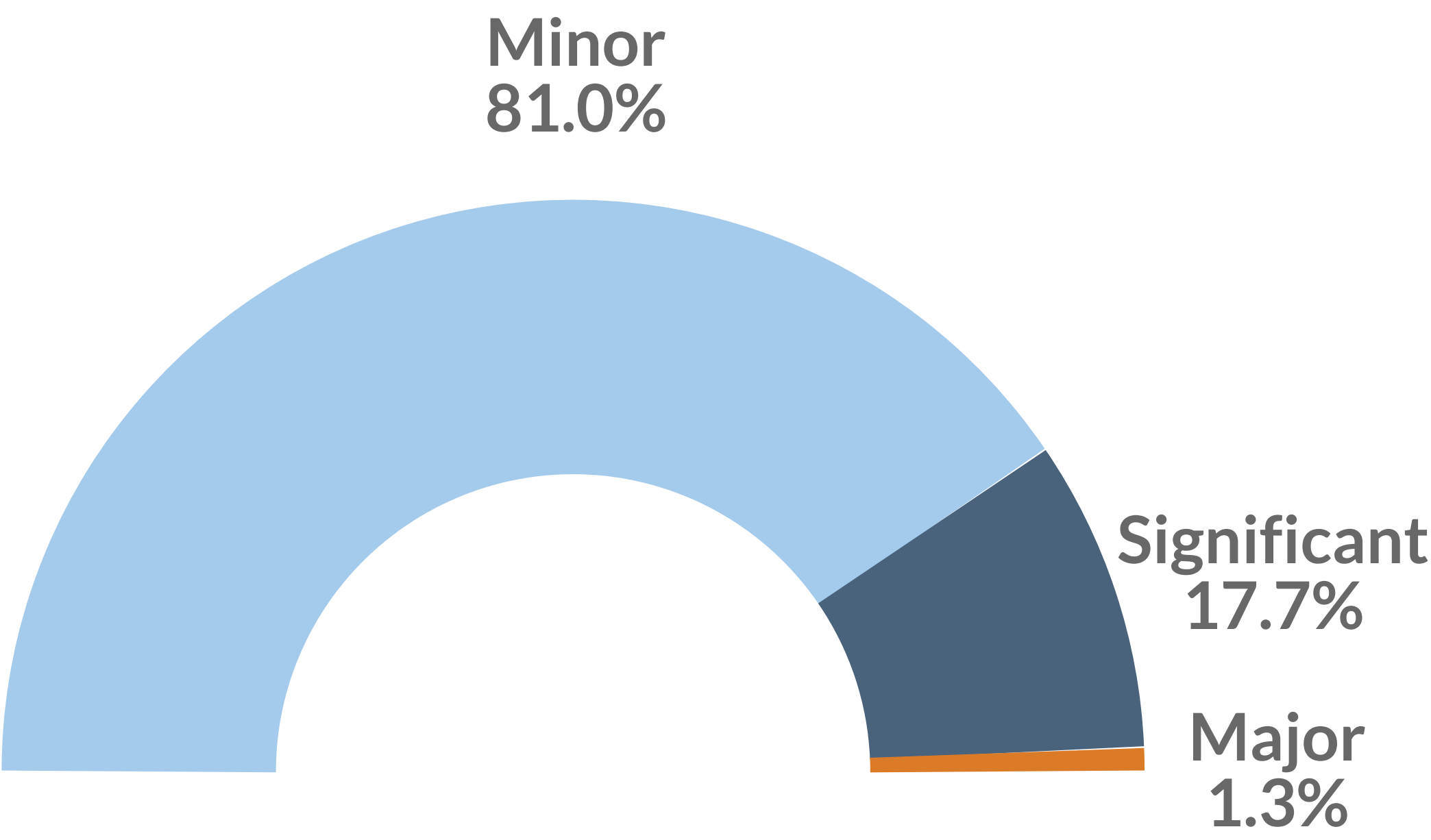
Plan of Correction

Minor: Issues do not negatively impact client wellbeing or jeopardize funding. Minor corrective actions are typically related to poor documentation or late reporting. In these cases, the issues are immediately addressed for the person, but documentation is lacking or turned in after deadlines have passed.

Significant: Issues, in general, are non-compliance with directives, contract requirements, or rules, that result in inadequate treatment or that have the potential to jeopardize the well-being of a person. This could be the result of failure to implement plans of correction for minor contract issues. Significant issues do not put the person in immediate danger.

Major: Issues pose an imminent danger to the person's health and safety, or an imminent risk to the person or other people. Major issues become sanctions if not resolved within a specified timeframe.

National Core Indicators

NATIONAL CORE INDICATORS

The Division contracts with the National Core Indicators (NCI) to perform quality and service recipient satisfaction surveys focused on target outcome measures. Core indicators are standard measures used across participating states that assess outcomes of services provided to families. Core indicators measure areas such as employment, health and safety, community inclusion, choice, and service delivery.

Utah

	FY2013	FY2014	FY2015	FY2016
Has a paid Job in the community				19%
Likes their paid community job				84%
Doesn't have but would like a paid job in the community				56%
Attends a day program or regular activity				63%
Person uses a self-directed supports option				23%
Person helped make service plan				91%
Staff treat person with respect				93%
Staff have adequate training to meet person's needs				94%
Staff come when they are supposed to				96%
Always has a way to get places they want to go				82%

* Data is from the Adult Consumer Survey

Utah Compared to Other Participating States

🟧 Significantly Above Average ⬜ Significantly Below Average ⬛ Within Average Range

LEARN MORE! You can find out more information about National Core Indicators and how Utah ranks against the nation through our NCI dashboard: www.dspd.utah.gov/dashboard/

Awards

The Division recognizes providers and support coordinators that exemplify the highest quality of services and supports for the people it serves. Every year, the Division selects recipients for the Ila Marie Goodey Award and the Sandra Ashbury Employment Opportunity Award based on community nominations.

Ila Marie Goodey Award

This award, named after the late Dr. Ila Marie Goodey, a psychologist formerly at the University of Utah, is given to those that respect individuality, promote independence, and honor self-determination. Dr. Goodey is recognized nationally and locally as a passionate advocate for people with disabilities, and 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."

Amy Edwards, Director of Journey Advocacy and Support Services

Amy is an outstanding example of what it means to be a support coordinator. She directs her company with a high level of precision, competence, honesty, and commitment to the people they serve. She willingly spends extra time with her clients, is aware of all the aspects of their lives, and is able to navigate difficult situations with confidence and thoroughness. She not only helps motivate people to accomplish goals, but also encourages them to push the boundaries of their own perceived capabilities. Amy spends extra time ensuring each person has the opportunity to find meaningful employment and the success they deserve. She is an honest and trustworthy business owner, but what makes Amy unique is her ability and willingness to invest her whole heart into this wonderful work. If anyone deserves to be recognized for going above and beyond what is expected and showing a high level of devotion, it is Amy Edwards.

Kim Butterfield, Host Home Parent

Kim and Cody Butterfield support and advocate for two young men living in their household as their host home parents. During this past year, one of the son's had serious health complications that required hospitalization and surgery. Kim was an incredible advocate to ensure the best medical care for her host home son during his 11-day hospital stay. She had opportunities during this stay to educate medical professionals on his right to life, specific medical care needs and showed a love for him that was undeniable. The doctors helping soon realized Kim knew what she was talking about and even wrote in his chart that staff should listen to, and respect her input. What could have been a traumatic or fatal event resulted in an amazing recovery and improved emotional health. Kim is always very detailed and organized during annual person-centered planning meetings and truly demonstrates what it means to be an exemplary host home parent.

Sandra Asbury Employment Opportunity Award

The Sandra Asbury Employment Opportunity Award recognizes providers or support coordinators who are innovators in employment opportunities for people with disabilities.

Dustin Erekson, Director of Community Treatment Alternatives (CTA)

Under Dustin's leadership, CTA has demonstrated a real commitment to Employment First over the past few years. Since the first year of getting involved in the Office of Disability Employment Policy (ODEP) provider transformation process, they have made a significant investment in staff training specific to employment and community inclusion. They have also built relationships with Vocational Rehabilitation (VR), became a "ticket to work" partner, and helped people in their services get employed through customized and supported employment practices. CTA is making employment everyone's business within their organization and raising expectations for all.
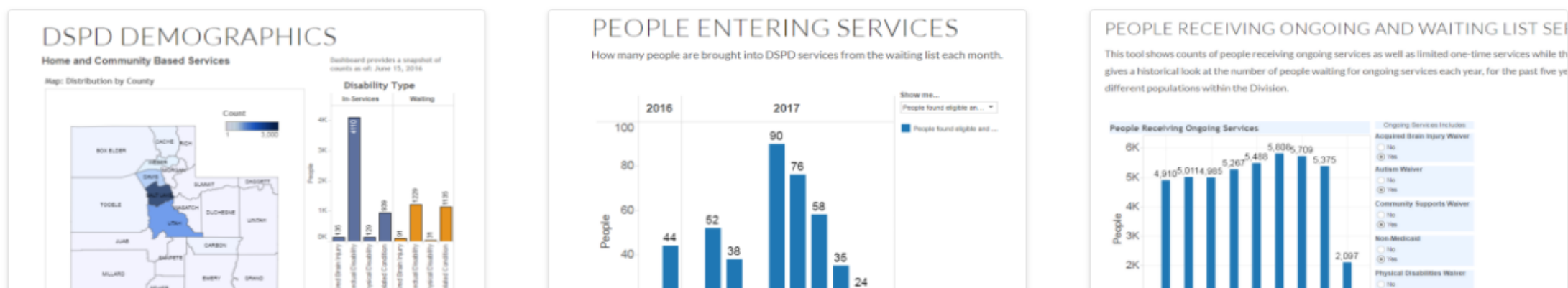
Resources

Individuals and Family

Visit www.dspd.utah.gov/individuals-families/

For more information on:
- Eligibility
- Intake Process
- The Waiting List
- Medicaid Waivers
- Service Delivery Models
- Support Coordination
- Employment Data and Information
- Employment First Initiative
- Partnership in Employment Program
- Additional Resources

Data and Research

Visit www.dspd.utah.gov/dashboard/

For more information on:
- DSPD Demographics
- Number of People Entering Services
- People Receiving Ongoing and Waiting List Services
- Performance Measures
- Annual Reports
- National Core Indicator Data
- Internal Evaluations and Reports

Policy, Rules, and Budget

The Division of Services for People with Disabilities (DSPD) promotes opportunities and provides supports for people with disabilities to lead self-determined lives by overseeing home and community-based services for more than 5,000 people who have disabilities. Support includes community living, day services, and supported employment services.

DSPD employs over 100 highly trained and qualified staff whose sole mission is to improve the lives of people with disabilities throughout the State of Utah. These dedicated employees work in many different capacities to provide supports and promote opportunities for people with disabilities to lead more self-determined lives.

RECORDS REQUESTS

All requests for records must be submitted in accordance with the Government Records Access and Management Act (GRAMA). In this section you can view Regional and State Office GRAMA Specialists.

For more information on:
- DSPD Mission
- DSPD Organizational Chart
- DSPD Staff Phone and Email List
- GRAMA Requests
- Legislative Information
- Current Legislative Budget
- Internal Policy Directives
- The HCBS Settings Rule
- System Improvements

Visit www.dspd.utah.gov/about-dspd/

Appendix

Historic Expenditures

Fiscal Year	Community Supports	USDC	State Service Delivery	Administration	Acquired Brain Injury Waiver	Physical Disabilities Waiver	Non-Waiver Services
2017	$236,236,366	$40,382,688	$6,213,779	$4,647,833	$5,842,967	$2,124,300	$2,521,138
2016	$212,458,884	$36,897,372	$5,852,778	$4,538,809	$5,126,232	$2,223,191	$3,781,003
2015	$185,719,068	$38,681,819	$5,591,211	$4,368,207	$4,104,347	$2,101,230	$3,208,990
2014	$172,380,192	$36,135,233	$5,123,116	$4,160,894	$3,618,221	$2,183,704	$1,757,426
2013	$165,524,036	$33,954,309	$4,843,478	$3,641,922	$3,400,537	$2,140,212	$1,410,602
2012	$155,056,008	$32,309,979	$5,721,921	$2,817,394	$3,058,319	$1,961,484	$1,195,094

Historic Service Counts

Fiscal Year	Residential	Host Home/ Professional Parent	Supported Living	In-Home (SAS)	In-Home (Provider)	Case Management Only
2017	1,757	410	397	1,669	1,046	105
2016	1,686	374	425	1,690	1,054	35
2015	1,629	347	434	1,757	1,020	57
2014	1,567	312	452	1,552	1,023	-
2013	1,522	296	468	1,481	992	-
2012	1,480	273	480	1,488	1,014	-

Historic Service/Waiting List Counts

Status	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
In Services	4,834	4,825	4,694	4,805	4,778	5,061	5,285	5,606	5,559	5,650
Waiting List	1,675	1,990	1,953	1,825	1,940	1,892	1,923	2,012	2,510	2,752

Historic Supported Employment Counts

Fiscal Year	In Services	Waiting List
2017	938	193
2016	1,011	203
2015	812	157
2014	689	115
2013	707	78
2012	708	42

Appendix

National Core Indicator Data Points

Measure	Utah 2013	Nation 2013	Utah 2014	Nation 2014	Utah 2015	Nation 2015	Utah 2016	Nation 2016
Has a paid job in the community	21%	15%	20%	16%	17%	17%	19%	19%
Likes their paid community job	89%	92%	91%	93%	92%	92%	84%	92%
Doesn't have but would like a paid job in the community	44%	49%	62%	49%	55%	49%	56%	47%
Attends a day program or regular activity	66%	72%	61%	71%	61%	71%	63%	57%
Likes their day program or regular activity	89%	90%	82%	88%	86%	90%	63%	57%
Staff come when they are supposed to	94%	93%	90%	94%	93%	94%	96%	93%
Staff treat person with respect	92%	93%	89%	93%	92%	93%	93%	92%
Staff have adequate training to meet person's needs	94%	92%	93%	93%	91%	92%	94%	90%
Person uses a self-directed supports option	22%	11%	20%	8%	26%	10%	23%	10%
Always has a way to get places they want to go	84%	83%	82%	84%	80%	84%%	82%	83%
Person helped make service plan	91%	85%	91%	87%	87%	87%	91%	75%

Average Service Cost by Grouping Data Points

Type	Residential	Host Home/ Professional Parent	Supported Living	Self- Administered	In Home Provider Based
Supported Employment	$27,961	$22,362	$10,639	$8,445	$6,591
Day Services	$23,034	$20,627	$8,693	$7,148	$5,218
Neither	$25,433	$19,932	$6,648	$5,497	$4,027