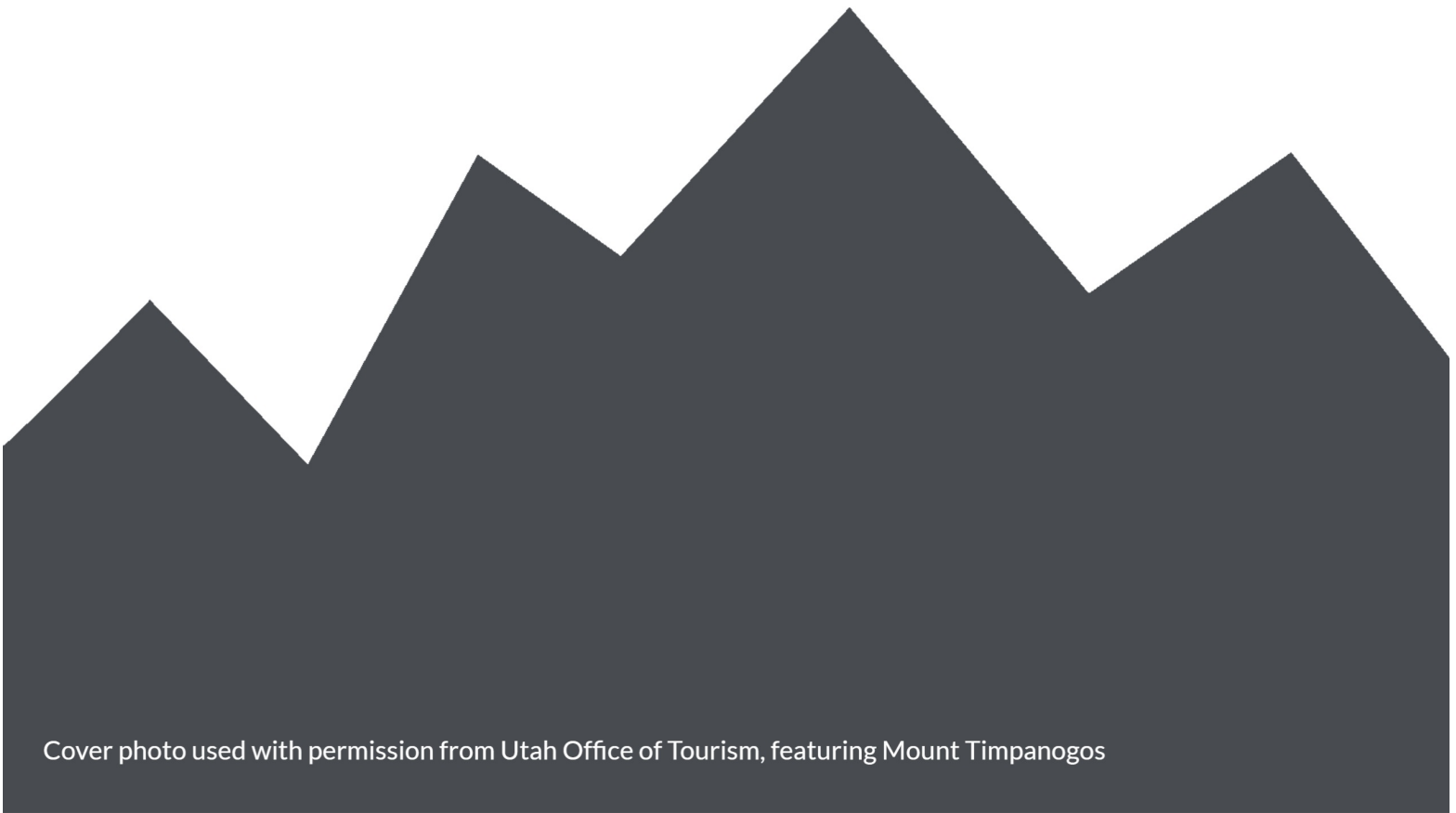




ANNUAL REPORT 2016

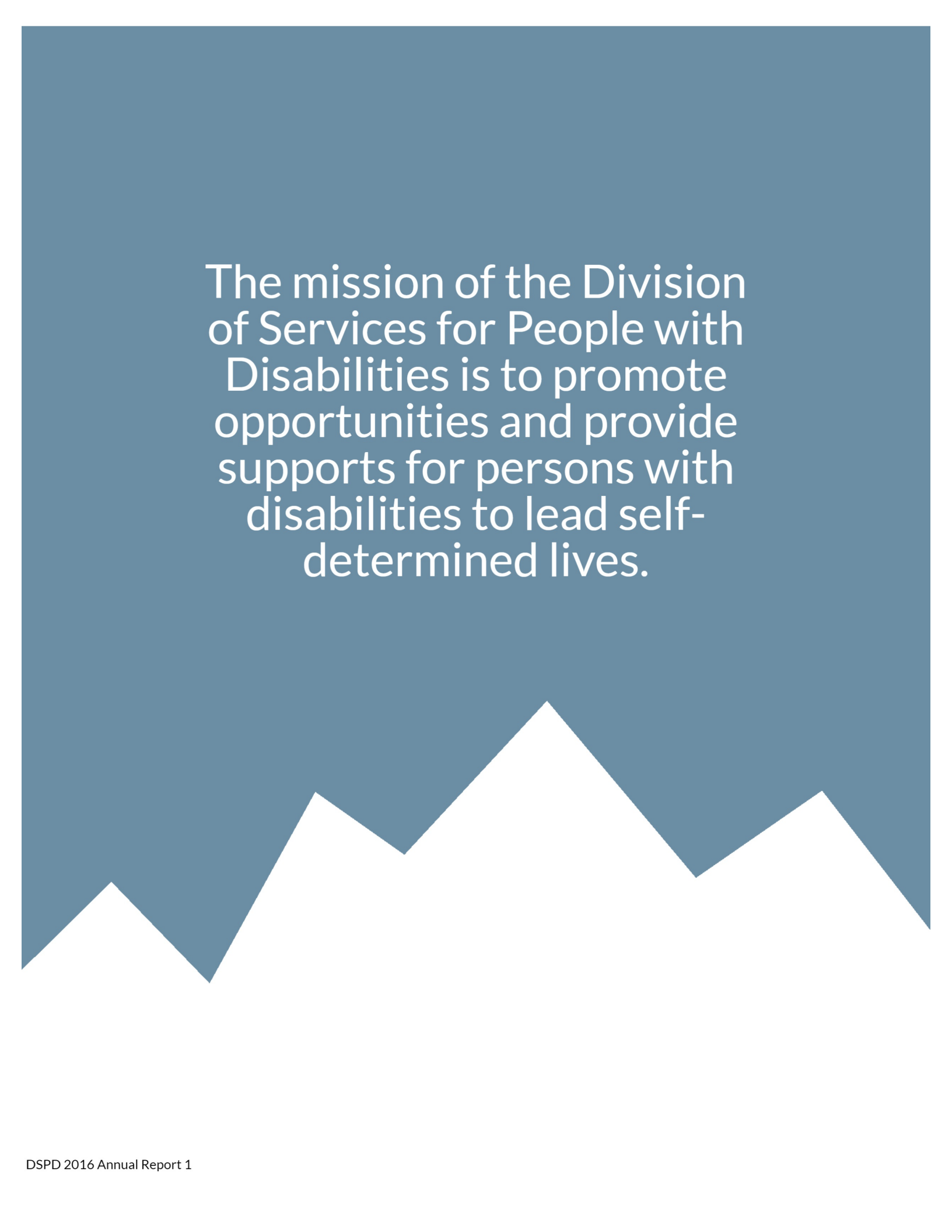
DIVISION OF SERVICES FOR
PEOPLE WITH DISABILITIES



Cover photo used with permission from Utah Office of Tourism, featuring Mount Timpanogos

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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

I am both humbled and excited to serve as Director for the Division of Services for People with Disabilities. The Division staff are talented and passionate about promoting opportunities and services for persons with disabilities within our state to lead self-determined lives, and leading this Division is truly a privilege.

We at the Division are pleased to present the 2016 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 of our decision making is based. The Division has accomplished much in the last fiscal year through collaboration with stakeholders. Some highlights include: serving 5,559 individuals statewide, bringing 221 people into services, reducing direct care staff turnover, submitting a federal grant application for a Partnership in Employment Systems Change program to augment supported employment initiatives such as the school to work campaign, and being selected to participate in a national grant through the Office of Disability Employment Policy which will provide technical assistance and training related to employment first initiatives. This year was another example of outstanding collaboration and coordination between our many stakeholders, partner organizations, advocacy groups, and contracted providers.

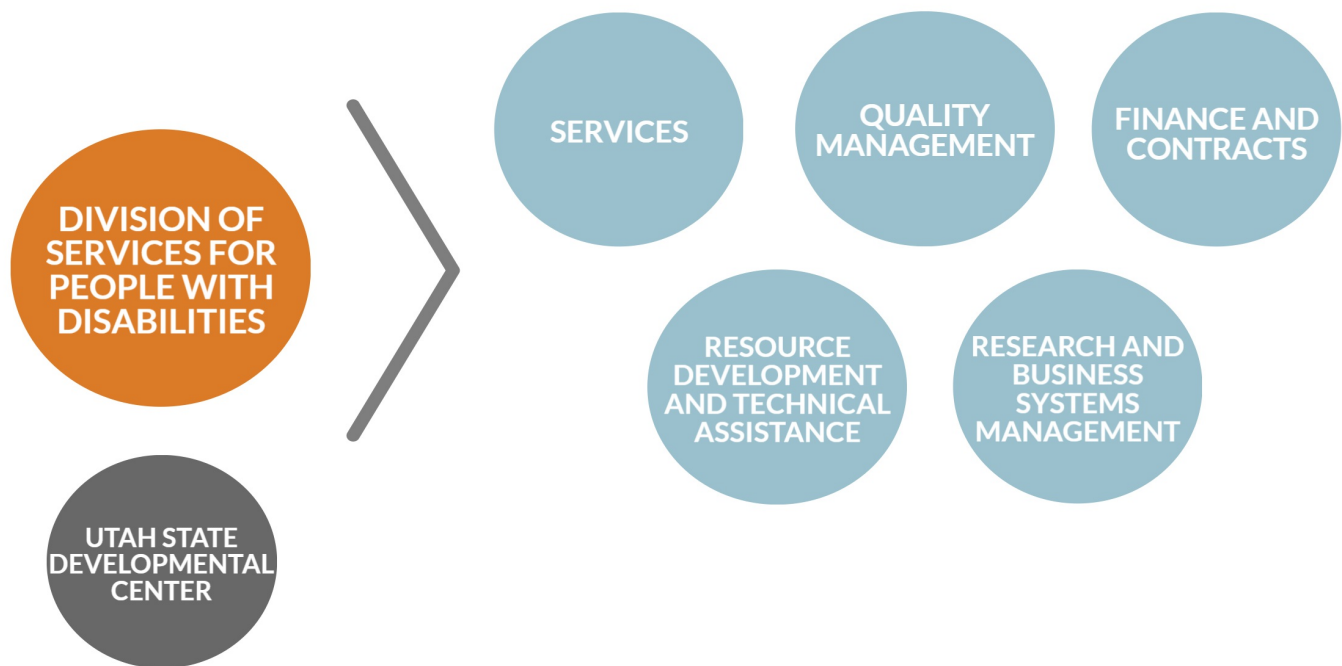
Going forward, the Division is preparing to implement the settings rule through partnership with the Department of Health and other stakeholders. We are committed to adjusting our policies to ensure people receiving our services are fully integrated within the community they reside, and not systemically limited in their ability to lead self-determined lives. The Division is in the early stage of developing a web-based application, 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 2017. Also in 2017, the Division's grant for the Partnership in Employment Systems Change program will begin and is federally funded for five years.

I want to thank our staff, Utah State Development Center, Advisory Council, people we serve, their families, providers, support coordinators, and other stakeholders for an exceptional year. We appreciate your trust and confidence with 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

Division Organization



SERVICES reviews and approves initial budgets, requests for additional funding, agency transfers, and crisis assistance. This team also performs assessments for individuals with disabilities including the comprehensive brain injury assessment, supports intensity scale, annual eligibility, and level of care. Services also provide support coordination services to individuals not receiving private support coordination. Services manage intake, the waiting list, eligibility determinations, and all Medicaid and non-Medicaid waiver services.



QUALITY MANAGEMENT ensures contract standards are maintained with contracted providers through annual reviews. Quality management completes the National Core Indicator satisfaction surveys and visits people in their homes to assess service provisions and satisfaction. Also, this team reviews and follows up on incident reporting and provides quarterly newsletters for Division stakeholders. They respond to constituent concerns involving providers, support coordinators, and people the Division serves, to ensure needs are met.

Division Organization



FINANCE AND CONTRACTS

FINANCE AND CONTRACTS is responsible for budgets, appropriation requests, and managing provider contracts and payments. They 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. This team also monitors financial controls on Person Centered Support Plan budgets.



RESOURCE DEVELOPMENT AND TECHNICAL ASSISTANCE

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. This team also 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

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). This team analyzes data, creates reports and surveys for internal review, collects data for a number of national reports, reviews external research involving vulnerable populations, and responds to GRAMA requests. They manage and protect electronic case files and develop administrative rules for internal policies and procedures for the Division.



UTAH STATE DEVELOPMENTAL CENTER

The UTAH STATE DEVELOPMENTAL CENTER (USDC) is dedicated to providing 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. They are able to shop for their own groceries, cook their meals, and clean their living area with staff help.

NOTE: Beginning in FY 2017, Services will manage the Divisions waivers, provide training, and emergency management. Resources and Development will manage intake, the waiting list, and eligibility determinations.

Budget Overview

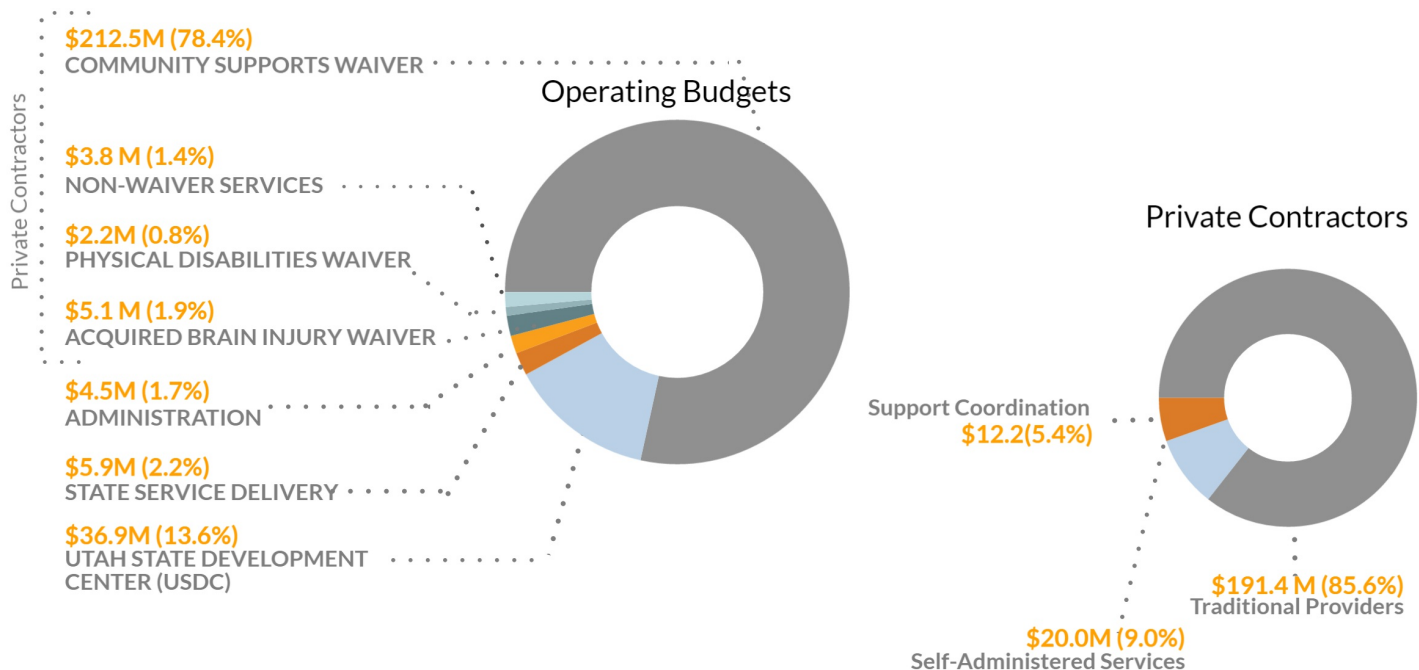
The Federal Medical Assistance Percentage (FMAP) rate is used to determine the matching federal fund rate for people receiving services from the Division. This rate changes yearly by small amounts and assists the Division in serving more people with limited state funding. For FY2016, every \$1 General Fund or state dollar spent on services, the Federal government contributed \$2.37.

FY2016 Total Expenditures

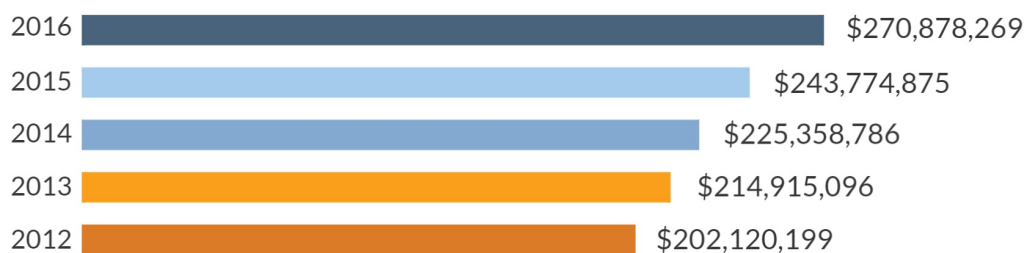
\$ 270,878,269

29.68%

FY2016 FMAP



Total Expenditures by Fiscal Year



Legislative Appropriations

During the 2015 General Legislative Session, the Division of Services for People with Disabilities was appropriated additional funding for four different areas to provide services to people waiting for services as well as people already receiving ongoing services. These areas include funding (1) to bring people off the waiting list, (2) for youth with disabilities transitioning out of Division of Child and Family Services (DCFS) and Division of Juvenile Justice Services (DJJS) custody, (3) provide needed additional services to maintain health and safety for people already receiving ongoing services, and (4) funding to increase staff wages of those that provide direct care for people receiving services.

\$1.25M

ONE-TIME WAITING
LIST FUNDING

Appropriated funds were divided with 85% going to people with the most critical needs and 15% to people who are only in need of respite services. For FY2016, DSPD was given \$1,250,000 one-time funding, which maintained \$1,000,000 one-time funding from the previous fiscal year and added an additional \$250,000 for DSPD to bring 47 people off the waiting list and into ongoing services.

\$538K

ONGOING
TRANSITIONING OUT
OF DCFS/DJJS
CUSTODY YOUTH

When a child is eligible for both DSPD and DCFS/DJJS services, DCFS/DJJS will pay 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 they transition out of DCFS/DJJS custody and financial responsibility shifts to DSPD. For FY2016, DSPD identified 16 people who would be aging out of DCFS/DJJS and was appropriated \$538,000 in ongoing funding.

\$1.5M

ONGOING MANDATED
ADDITIONAL NEEDS

In order for DSPD to receive the federal match for services provider under the Medicaid Waiver programs, additional health and safety service needs of individuals already receiving DSPD services must be met. For FY2016, DSPD was appropriated \$1,530,600 with a one-time cut of \$1,097,300, providing \$433,300 funding to meet additional service needs (in state dollars). Each request for additional services (RAS) undergoes a comprehensive review by DSPD RAS Committee before being approved. If approved, the committee determines the most appropriate and cost effective manner to meet the additional needs requested.

\$5.40M

ONGOING DIRECT
CARE STAFF WAGE
INCREASE

The Division is planning to request \$15 million in ongoing appropriations in three installments over three years to help improve wages for direct care staff, beginning with FY2016. Wages have been found to be 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 populations served by DSPD, in addition to assisting with development of habilitative skills. For FY2016, the Division was appropriated \$5,395,000 ongoing funding for direct care staff wage increase.



Did you know?

DSPD has the highest turnover rate for direct care staff out of National Core Indicator states



The Community We Serve

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 institutions. These programs serve a variety of targeted populations groups, such as people with intellectual or developmental disabilities, physical disabilities, and/or acquired brain injuries.

4,944

People

Community Supports Waiver

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

119

People

Physical Disabilities Waiver

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

125

People

Acquired Brain Injury Waiver

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

259

People

Autism Waiver

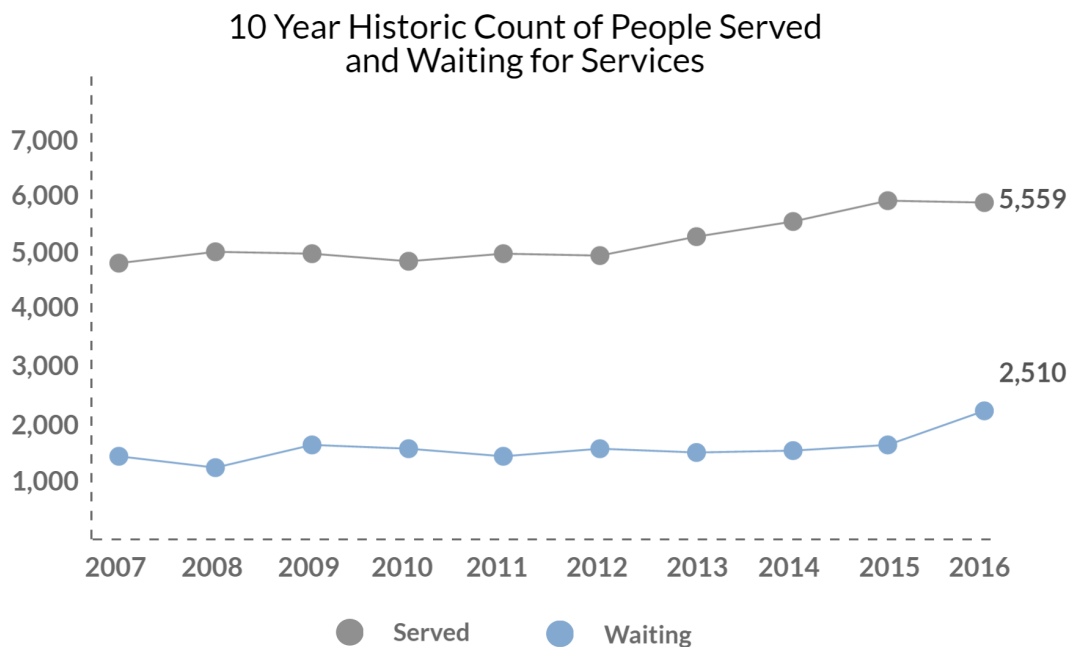
The Autism Waiver helps provide intensive individual support to improve the social, physical, and educational development of young children and to assist families to help better integrate children in their communities. The waiver provides services to children between ages two and six with an Autism Spectrum Disorder (ASD) diagnosis.

77

People

Non-Medicaid Waiver Services

The Non-Medicaid Waiver service helps people with intellectual disabilities or related conditions, acquired brain injuries, and physical disabilities that are not eligible for federal Medicaid funding. This waiver provides supports for people of all ages and is funded by state dollars.



* Note: 35 people are transitioning into services, and have not yet had eligibility determined.

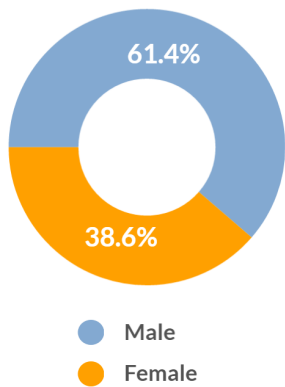
Demographics

People in services have qualifying disabilities in one of four areas: Intellectual Disabilities, Related Conditions, Acquired Brain Injuries, or Physical Disabilities. Counts include Home and Community Based service recipients.

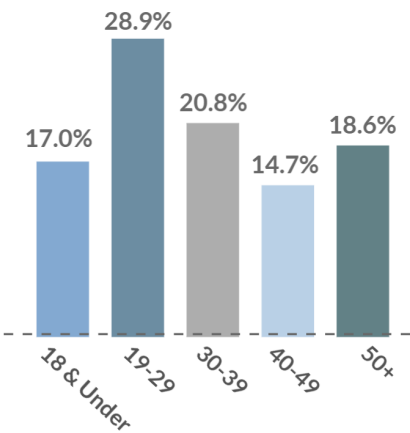
5,559
Total In Services

33.3
Average Age

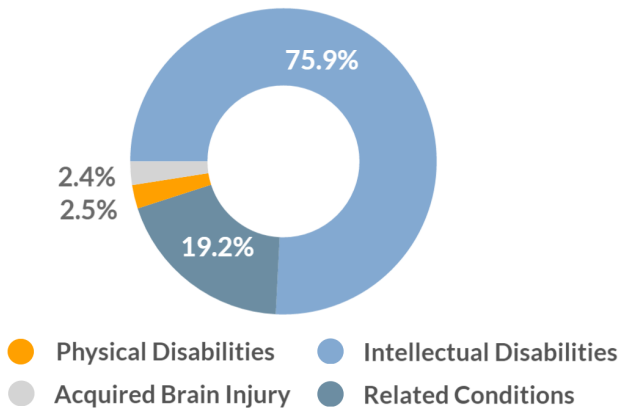
Gender



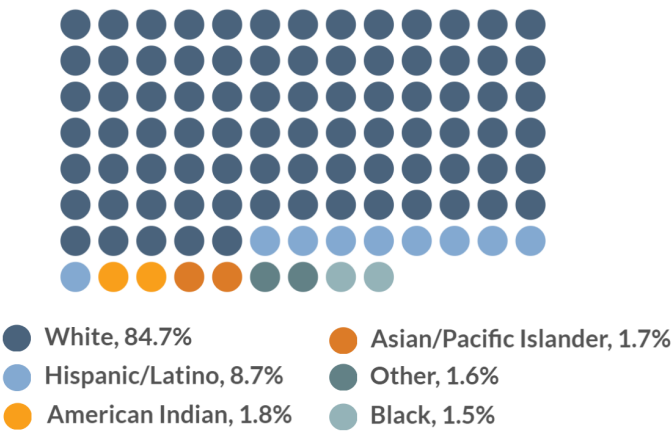
Age



Disability Type



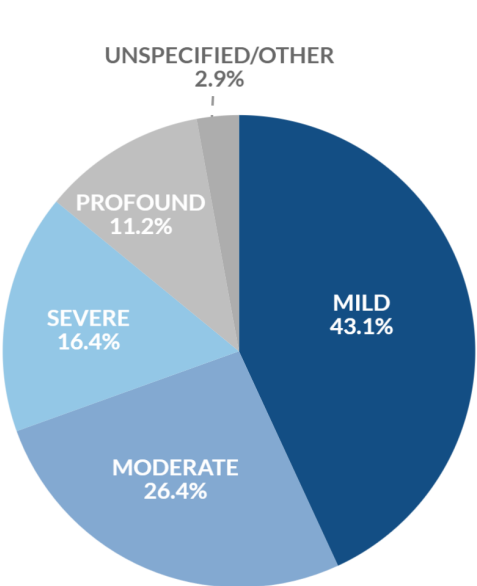
Race/Ethnicity



* Note: 35 people are transitioning into services, and have not yet had eligibility determined, but are included in this total count

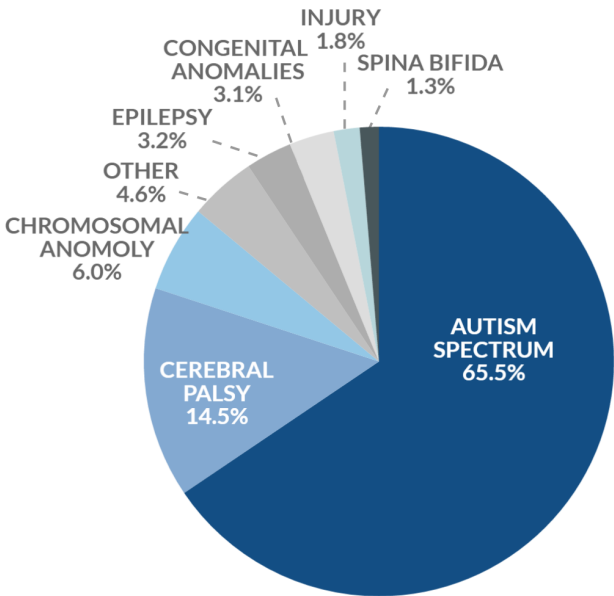
Diagnoses

To be eligible for Division services, people must have at least three substantial functional limitations (mental or physical impairment) that provide functional limitation in major life activities such as self-care, language, mobility, capacity for independent living, and economic self-sufficiency. Although people may have multiple diagnoses, the Division uses one as the qualifying diagnosis, reported below.



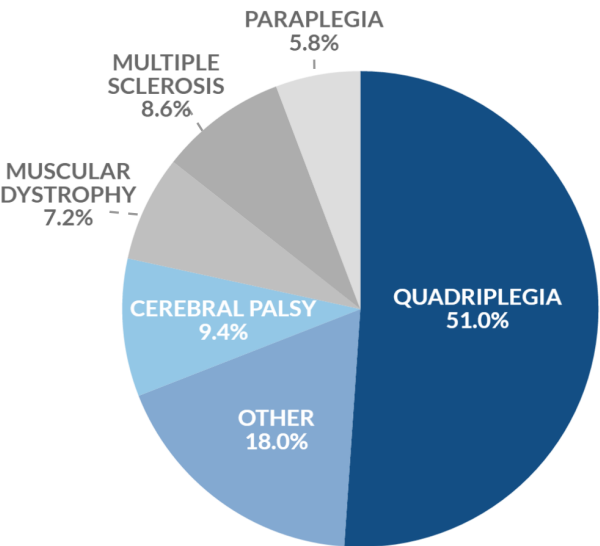
INTELLECTUAL DISABILITIES

4,214 PEOPLE



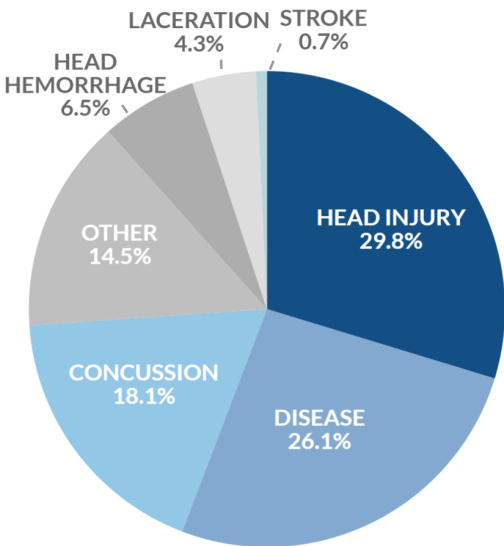
RELATED CONDITION

1,068 PEOPLE



PHYSICAL DISABILITIES

139 PEOPLE



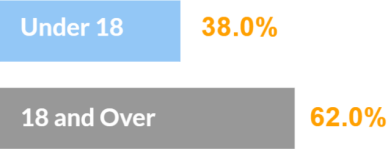
ACQUIRED BRAIN INJURIES

138 PEOPLE

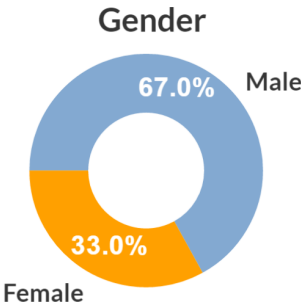
New Service Recipients

Appropriated funds are divided with 85% going to people with the most critical needs and 15% to those whose only immediate need is respite services. Attrition money is used strictly to bring people with the most critical needs into services. The Division used the \$250,000 appropriated during FY2016 to bring 47 people into services. Through attrition funding, and additional 117 people were brought into services. Other funding sources provided support for 57 individuals to enter services. In total, 221 people began receiving ongoing services through these various funding sources in FY2016.

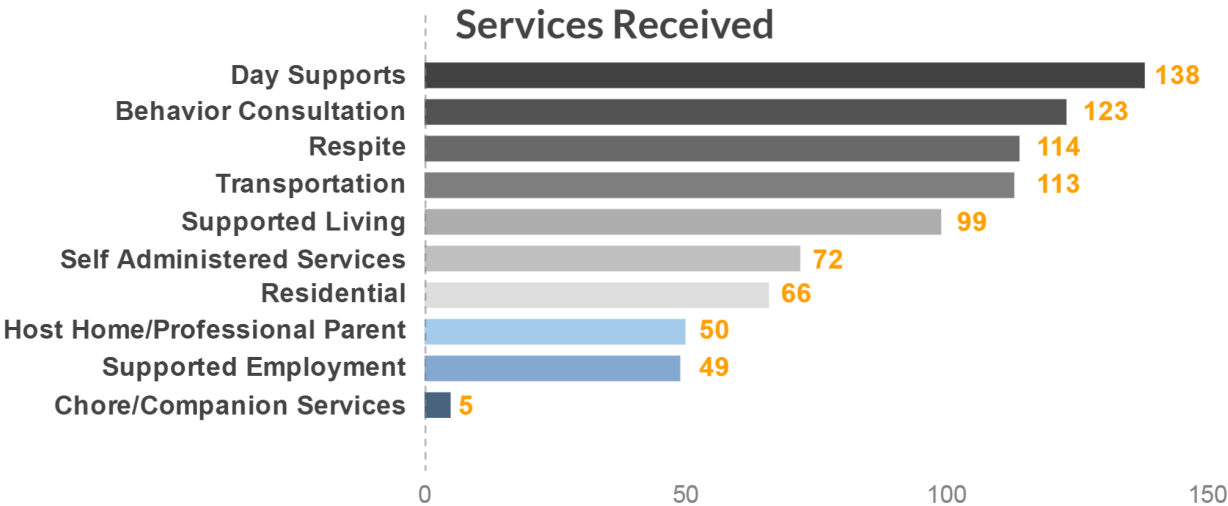
Age Distribution



221
NEW RECIPIENTS



				Average Budget	
Funding Source		People	%	State	Total
Appropriated	Most Critical	30	13.6%	\$ 12,133	\$ 40,880
	Respite Only	17	7.7%	\$ 2,788	\$ 9,393
Attrition	Most Critical	86	38.9%	\$ 10,146	\$ 34,185
	Crisis	31	14.0%	\$ 23, 753	\$ 80,031
Other	DCFS	42	19.0%	\$ 25,467	\$ 85,804
	Transition	15	6.8%	\$ 24,314	\$ 81,920

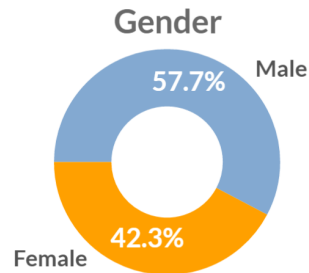


Waiting for Services

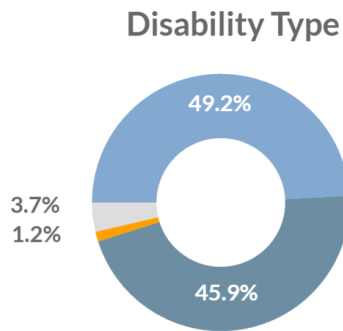
The Division does not have enough funding to provide services to all Utahans with qualifying disabilities. At the end of FY2016 there were 2,510 people waiting for services. The Division uses a needs assessment tool to determine the needs of those waiting for services and to gauge whose needs are the most critical. The Division then uses appropriated funds from the Legislature and other available funds from people leaving services (attrition funds) to provide services to as many people waiting as possible.

2,510
People Waiting

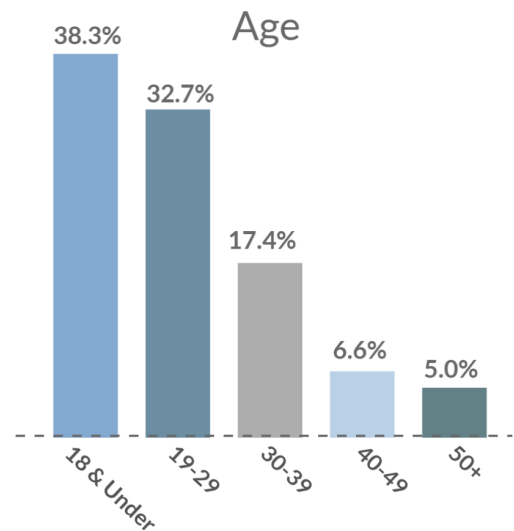
5.73
Average Years Waiting



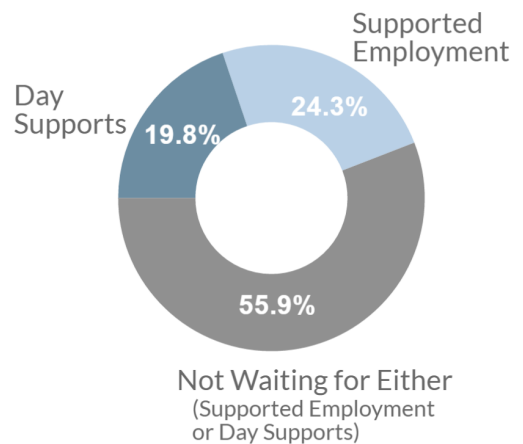
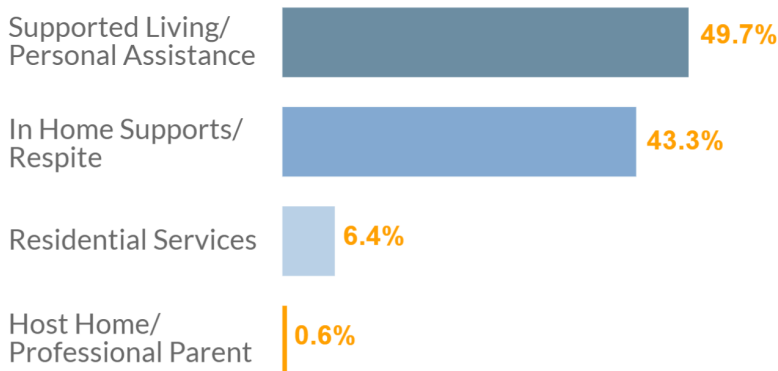
23.3
Average Age



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



Service Needs



Short-Term Limited Services

While awaiting funding for ongoing services, people may receive short-term limited 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 the combination of any of the short-term limited services while waiting for ongoing services.

489
People

Supported Work Independence

Designed to assist persons with disabilities to obtain and maintain competitive employment in integrated settings, earning minimum wage or above, while waiting for ongoing Division services.

154
People

Community Service Brokering

Service brokering includes utilizing a skilled advisor who assists in connecting people with disabilities to resources in the community.

509
People

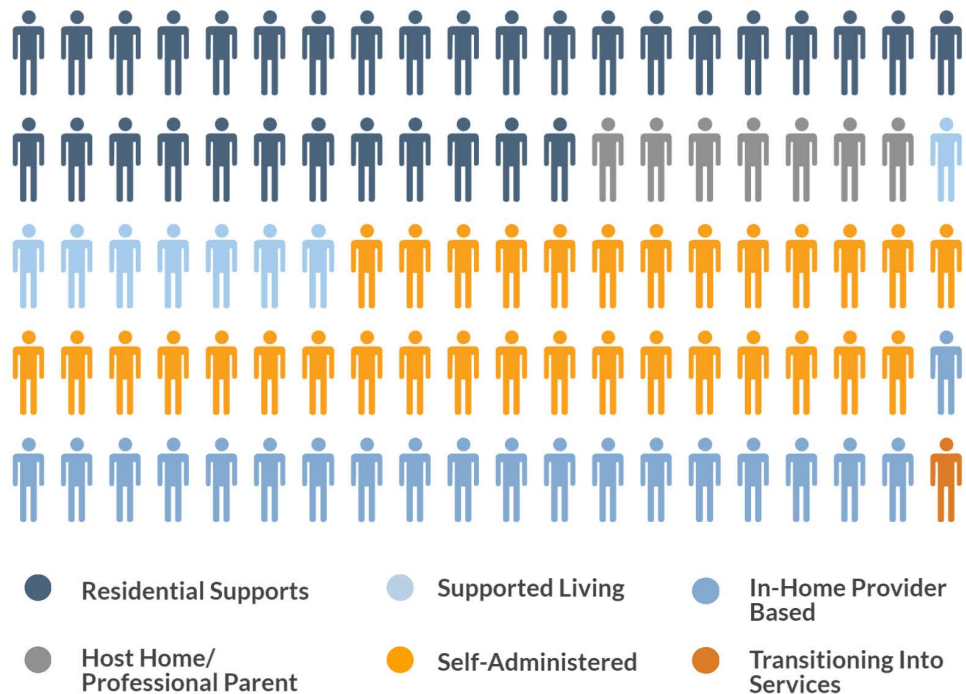
Respite Services

Respite services provide relief to the person's caregiver and helps 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: residential, host home and professional parent, supported living, self-administered, and in-home provider based. Additional services also 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.

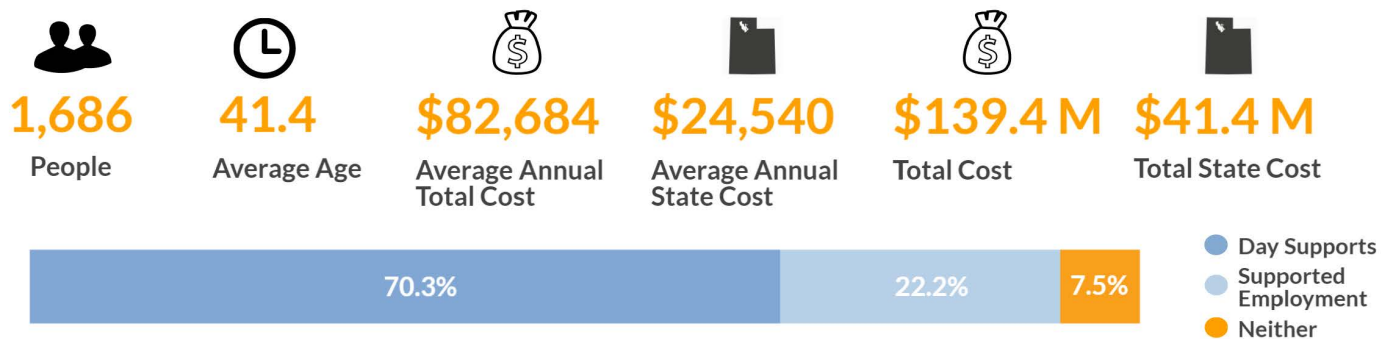
If Service Recipients Consisted of 100 People



Service Groupings

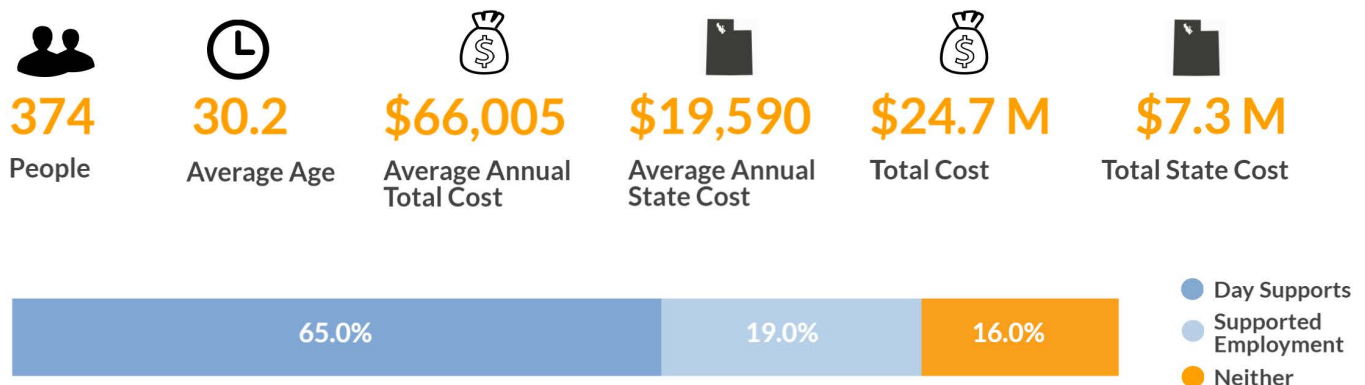
Residential Supports

Residential Supports provide daily 24-hour services in supervised apartments and group homes to assist the person gain and/or maintain independent living skills in a community setting. Provider staff supervise and assist people with activities of daily living such as toileting, eating, bathing, and dressing. Residential services 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.



Host Home and Professional Parent

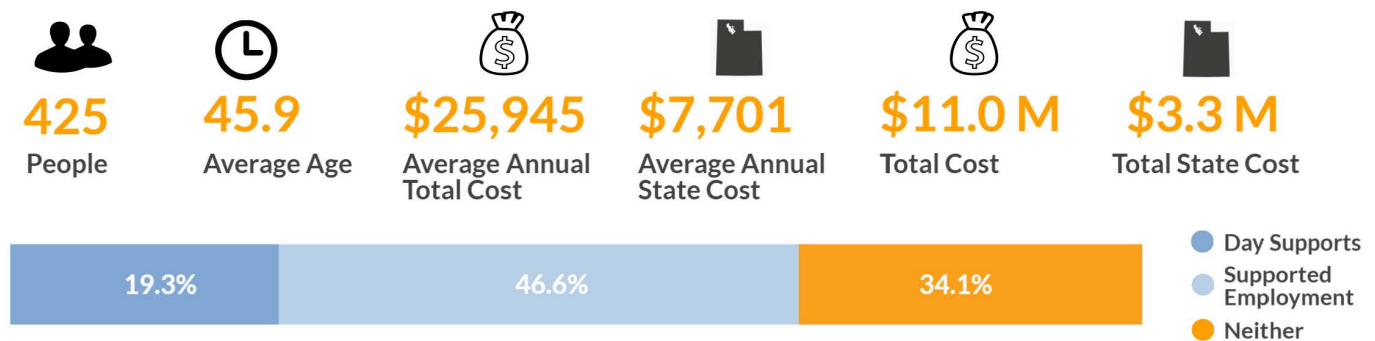
Host Home and Professional Parent services provide residential supports in a private home where the person does not live with an immediate family member. These services also offer support, supervision, and assistance to maintain health, safety, and activities of daily life. These services often assist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



Service Groupings

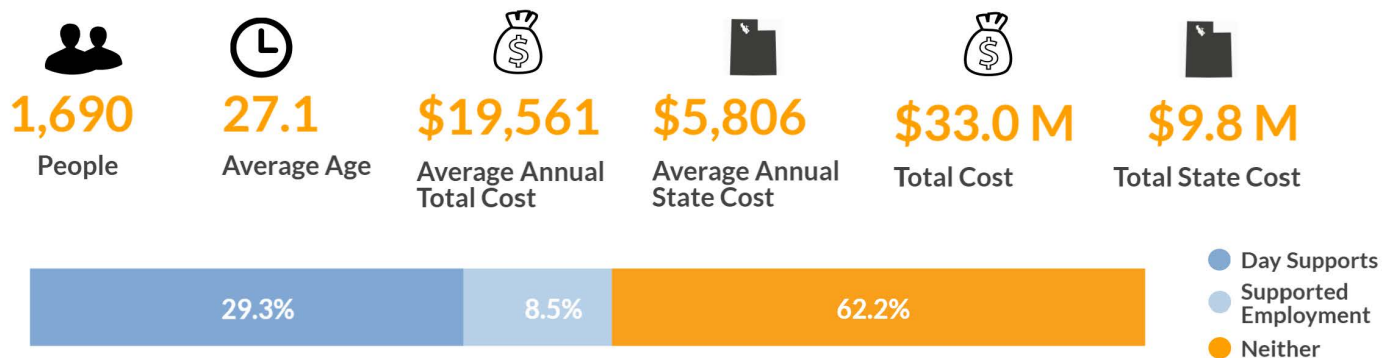
Supported Living

Supported Living services are hourly and intermittent care for those who live alone in their own home, with a roommate, with a spouse, with their parents, or with other related caregivers. Supported Living providers maintain the person's health and safety, provide transportation, personal care, homemaker, chore, attendant care, observation of administration of medications, advocacy, assistance with communication, and other activities of daily living.



Self-Administered Services

Self-Administered Services (SAS) enable people with disabilities and families to elect to have services provided within their own home and allows them to hire, train, and supervise the employees providing those 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.



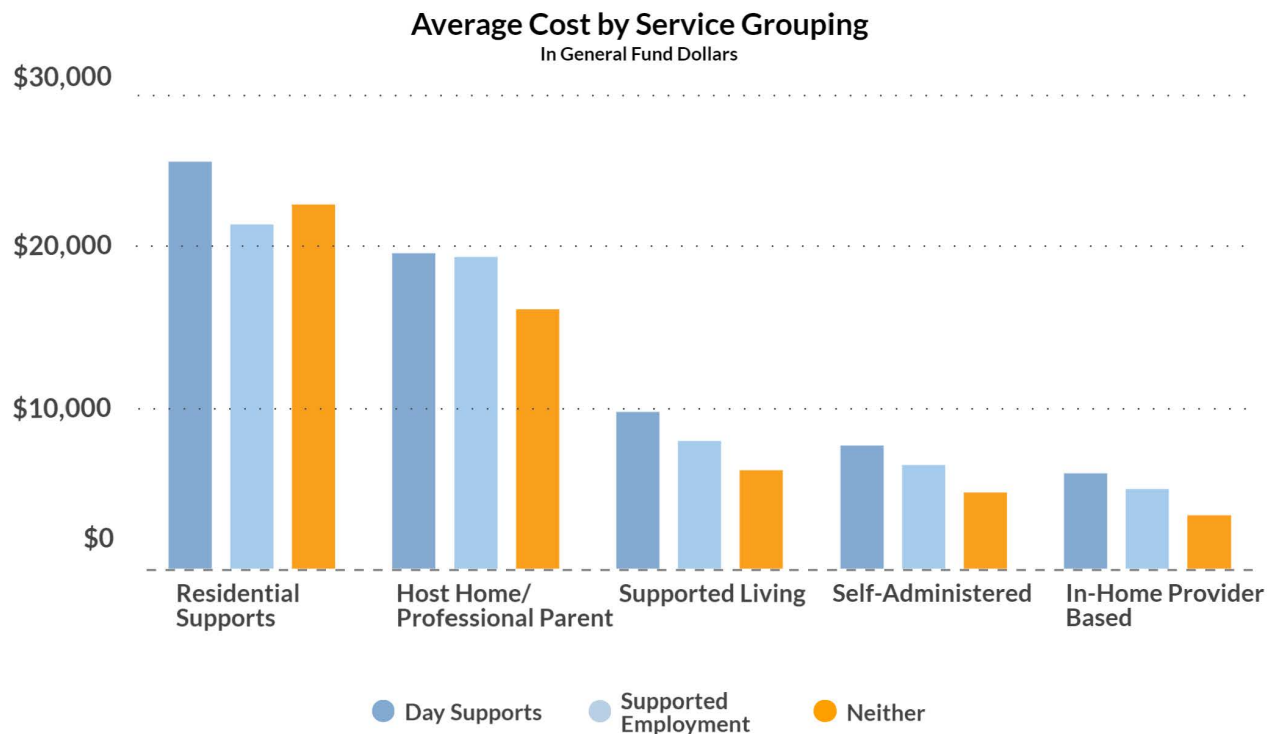
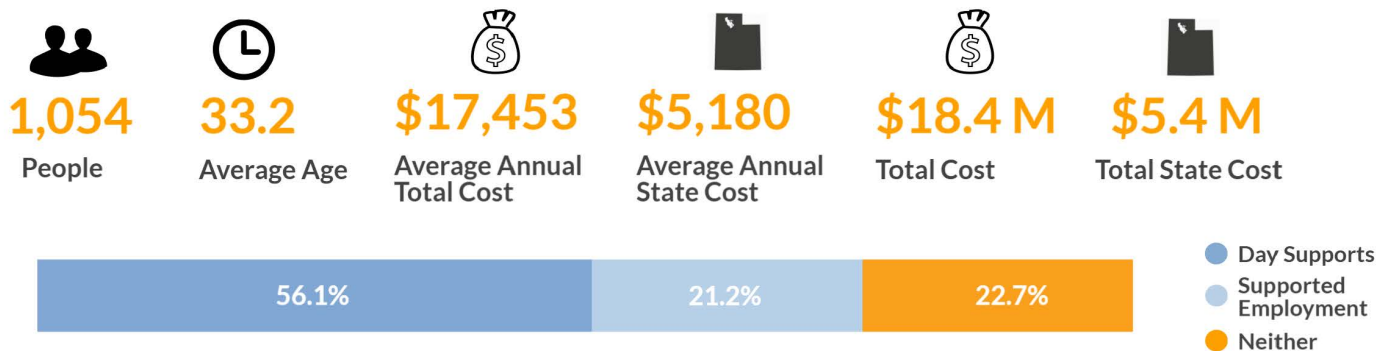
Did you know?

Utah has the second highest usage of Self-Administered Services out of participating National Core Indicator states

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 are provided to maintain the person's health and safety, personal care, self-advocacy activities, communication, daily living, and transportation to community events. Common services provided in the home are respite, chore, homemaker, personal assistance, and transportation.



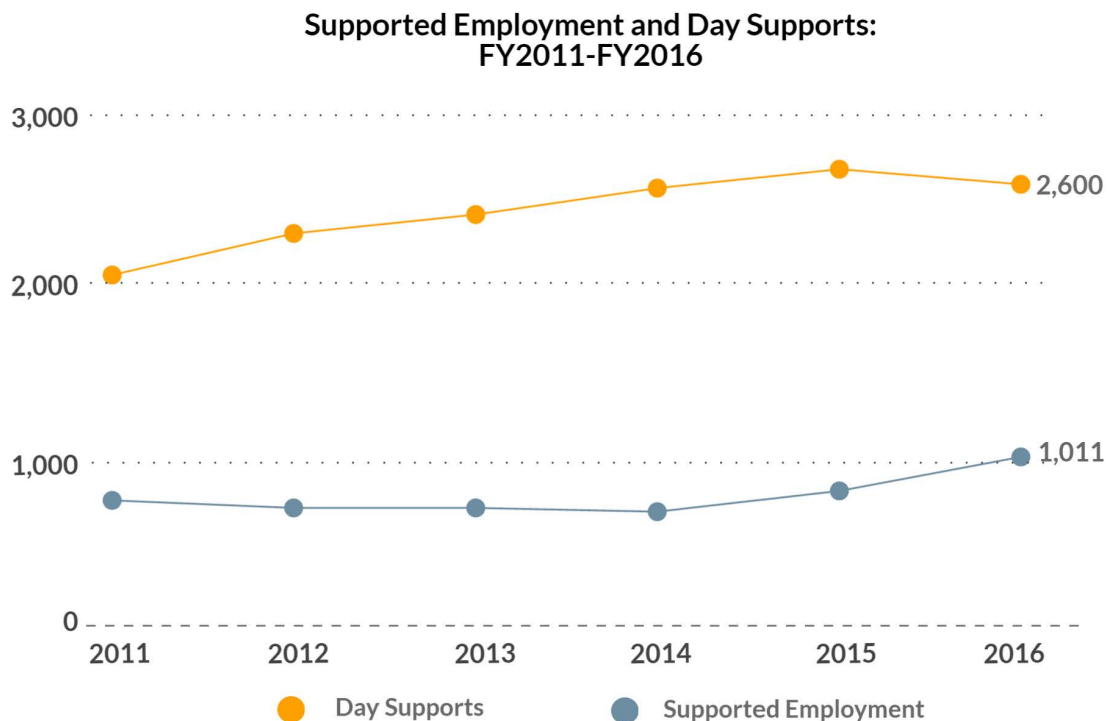
Additional Services

Supported Employment

Supported Employment helps adults with disabilities obtain, maintain, and advance in competitive employment in integrated work settings paying minimum wage or more. These services are provided with a job coach or co-worker supports either individually or in groups. Supported employment is designed to be flexible enough to accommodate 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 workday, and takes place in settings where the person has the opportunity to work with co-workers that do not have disabilities.

Day Supports

Day Services include daytime supervision and support to develop and maintain self-help skills, community living skills, social skills, 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.



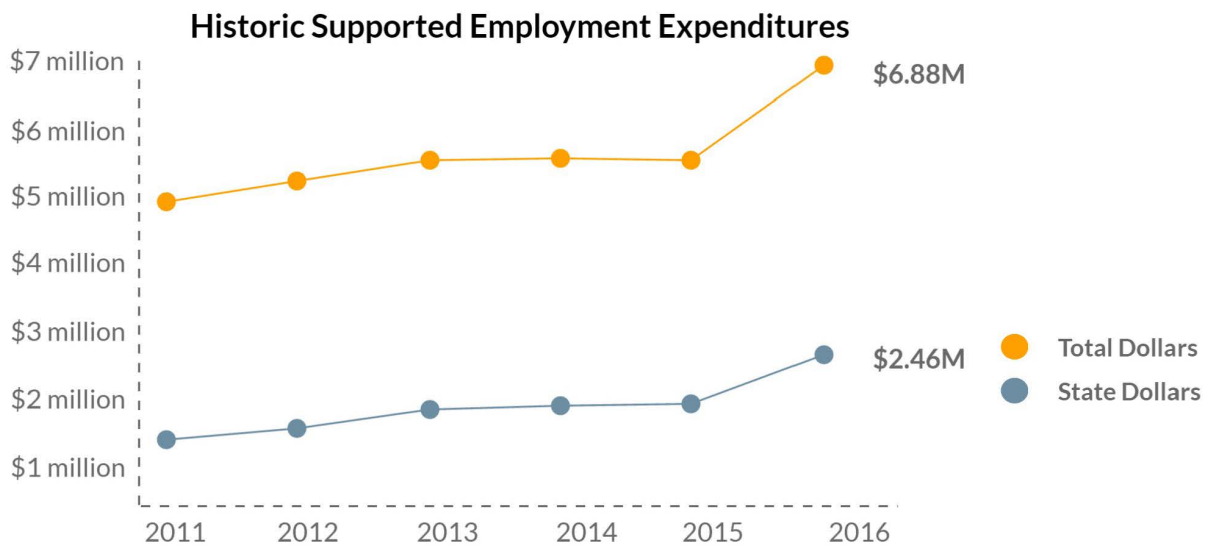
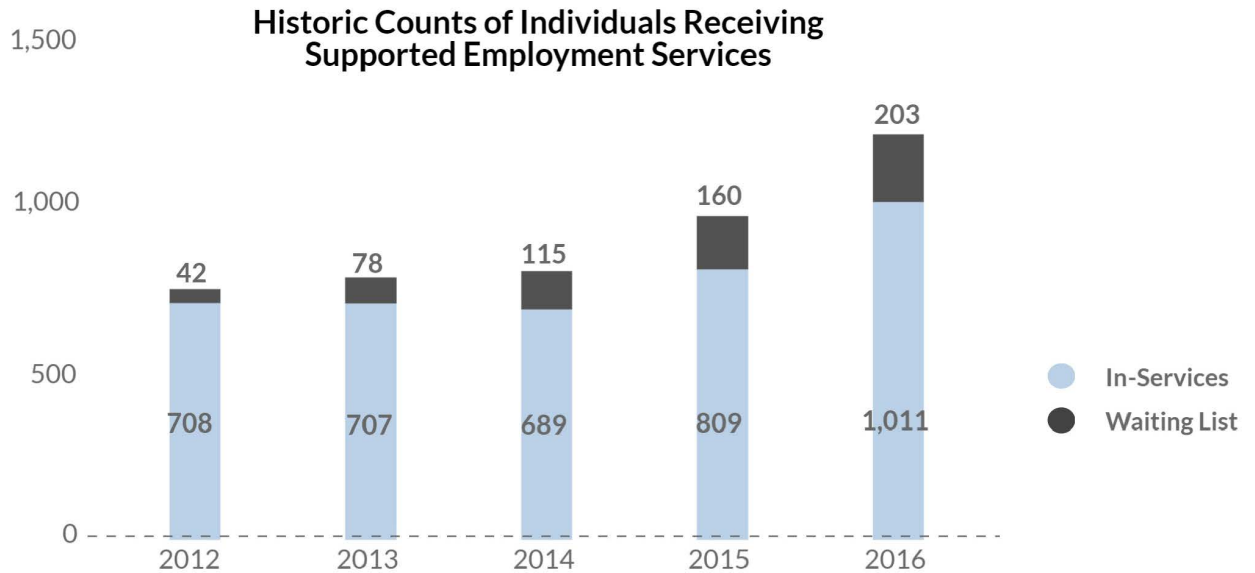


Employment

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 meaningful employment.

Employment

In 2011, the 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 full contents of the Utah Employment First Priority Bill, you may visit the Utah State Legislature website at <http://le.utah.gov/~2011/bills/static/HB0240.html>



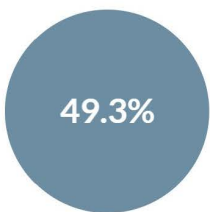
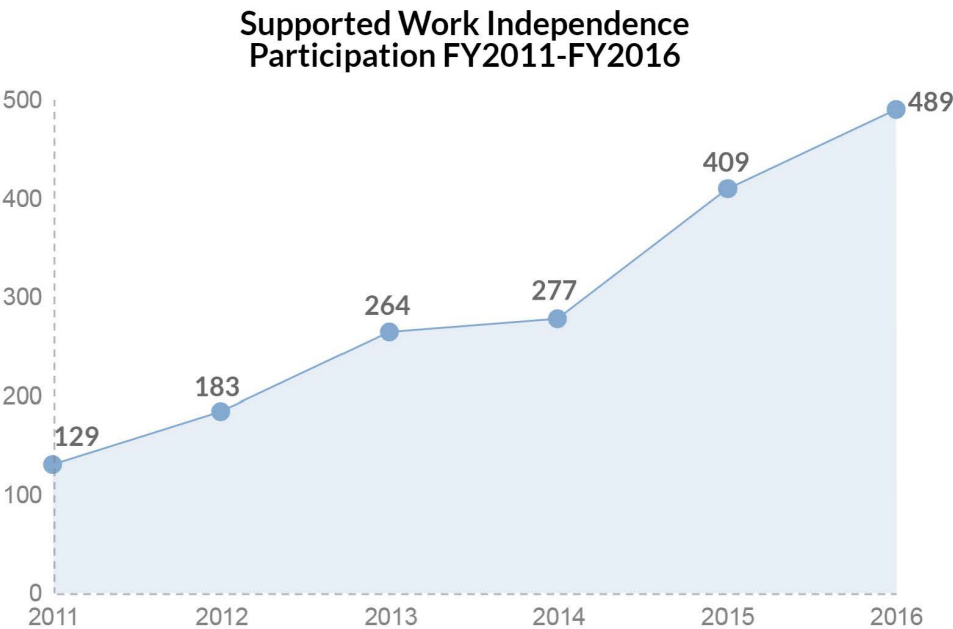
Did you know?

DSPD is ranked 13th for service recipients having a paid job in the community out of all National Core Indicator states

Note: Waiting list supported employment counts do not include Vocational Rehabilitation, which is included in the Supported Work Independence counts on page 22.

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) while waiting for the Division's services, through skill development and job coaching. The program is funded by ongoing appropriated general fund dollars. Participants in the program receive support from privately contracted supported employment agencies and community service brokers. 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 any issue arises.



Percent Employed



Average Hours
Worked per Week



Average Hourly
Wage



Average SWI
Expense (GF)

Employment Stories



Trey's Story

Trey was so excited to get hired as an "official McDonald's employee". He is always inviting people to come and eat at McDonald's when he is working his shift so people can see him work. He works very hard at his duties and goes above and beyond by holding the door open for customers and helping them find a seat after ordering. Trey's manager says that he has been a great asset to their team, and does a fantastic job keeping the dining area clean. Trey's job coach was able to help him through some difficulty at the beginning of his employment, but now he needs only very minimal coaching. Having this job has helped Trey feel like he is contributing and is more "grown-up" and provides opportunities for him to socialize, which he loves!



Kaya's Story

In April, during post high school's spring break, Kaya opted to stay home and help out at a local assisted living center while her family was on vacation. When Kaya arrived she asked how she could help and dove right in by being a companion to the residents and helping with their daily laundry. At the end of spring break, when the owners were approached regarding the possibility of Kaya doing an internship with them, they did not hesitate to say, "yes!". The internship began in June with Kaya scheduling her daily pick-up and drop-off with the local transit system via text message to ensure she is at work on time. She is constantly seeking more work and loves to stay busy. She was so proud when she received her official name tag. During her job coach weekly check-ins, Kaya always has a smile on her face, and you can find her assisting one of the residents with eating (she passed her food handler's permit test in June), doing laundry, singing with the residents, or painting their nails. Kaya's internship ended in September, although her employment with the assisted living center will continue at six hours a week.



Ranny's Story

Ranny has been attending a day program since 2003. She has participated in job placements throughout the community and during the school year she works for Utah State University's food services. In May of this year, Ranny was hired as the sole landscaper for two office buildings in Cache Valley by a local businessman. Ranny landscapes five days a week and she and her job coach pull weeds, trim bushes, and rake. If you ask Ranny what her favorite part of her job is she will tell you, "pulling WEEDS!" When asked why she wants a job, her response is, "I don't know. I just want to work." Ranny arrives each day on-time and ready to work. She knows where her tools are and is very meticulous. The job was originally supposed to end in September, but the employer has been considering keeping her long term.

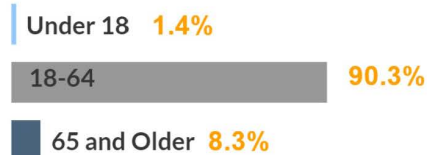
For more information on employment, visit <http://dspd.utah.gov/reports/employment-first-initiative/>

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.

Age Distribution



47.7
Average Age

191

TOTAL PEOPLE SERVED

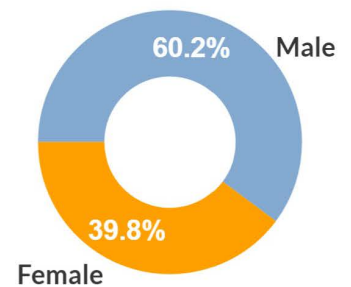


16
Admissions

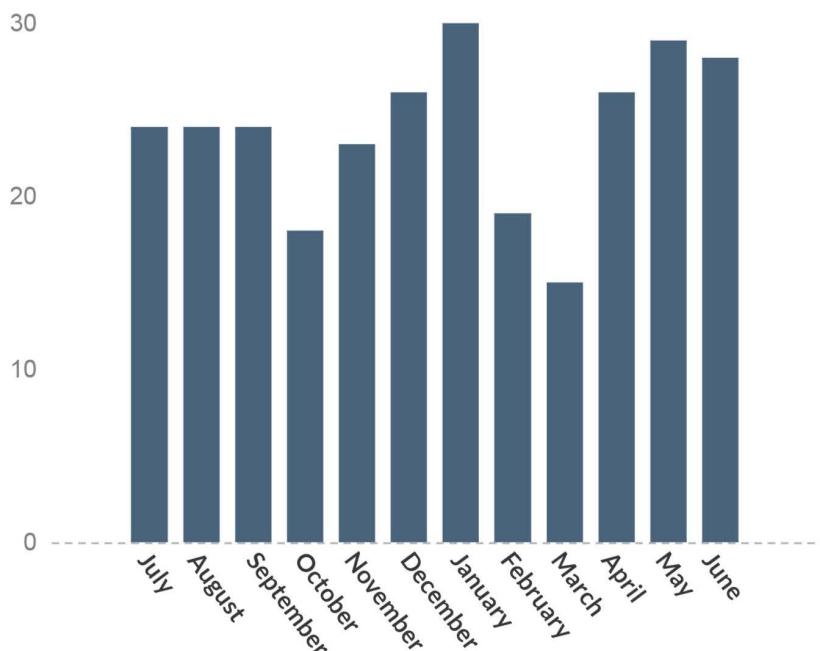


27
Closures

Gender



USDC Respite Days per Month



Intellectual Disability Diagnosis

Intellectual Disability Diagnosis	People	%
Borderline	3	1.6%
Mild	18	9.4%
Moderate	22	11.5%
Severe	20	10.5%
Profound	124	64.9%
Unknown	4	2.1%

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

Susan's Story

Susan had a difficult time in 2015. Due to medical challenges, including heart problems and the effects of a stroke, her health and physical ability declined significantly. She lost her ability to walk and was confined to a wheelchair. Her speech became harder to understand. Her left hand became weak and uncoordinated, limiting the things she could do for herself. In January, 2015, Susan transferred to a unit at USDC that specializes in medical care and physical therapy to better support her increasing care needs. At first, Susan struggled with the change in her health and surroundings leading to an increase in aggressive episodes. She became withdrawn, stopped wanting to work, and stopped participating in speech therapy. Susan's staff didn't give up and sought to bring back her smile and enthusiasm for life. While the medical team worked to stabilize Susan's health, the physical therapy and occupational therapy departments helped Susan maintain physical ability and to learn to adapt and do tasks differently. Susan's staff supported her in making choices and finding things she could still enjoy, such as bowling. Susan's staff planned a bowling trip where she was able to use adaptive equipment to bowl from her wheelchair. Susan was so excited, she said "I'm going bowling!"

Susan's enthusiasm began to return as she saw she could still participate in things she enjoyed. Susan chose to move into an apartment with ladies that had similar interests and abilities. Susan's health remains stable, she works every day and likes to show off her ability to paint craft items independently.

Susan learned something that staff at USDC strongly believe. Even with significant disabilities, when you have the right supports, personal satisfaction and fulfillment is still possible. Susan's quality of life is determined not by her limitations, but by her attitude and decision to use the skills she has developed.

Linda's Story

Linda came to USDC with some serious behavioral challenges, the most serious one being self-injurious behavior. Linda caused some long-lasting sores and injuries that were not healing due to continued scratching. For her protection, Linda had a behavior support program implemented. Over the last 5 years, Linda has made continuous progress culminating in going the last 4 months without any high-intensity interventions.

Linda's program lead explained her success saying "We go on a lot of walks. We wash a lot of dishes." In other words, Linda's staff have been able to successfully implement replacement behaviors to redirect Linda from self-injurious behavior and Linda spends most of her time actively engaged in positive activities.

Linda has overall experienced positive outcomes during her time at USDC. For a long time, she couldn't go to a salon because of a constant sore on her head. With the support of her staff, Linda is able to successfully manage her behaviors and go on positive trips into the community, including the salon.

Positive behavioral supports implemented by patient, consistent staff have significantly increased Linda's safety, freedom, and quality of life.

* Names have been changed.

For more success stories, visit www.usdc.utah.gov



Provider Reviews

To assist in maintaining and strengthening the Division's service system, each year the Division's Quality Management team performs reviews of all contracted providers. These reviews ensure that contract standards are being met, which in turn, improves service delivery and satisfaction. If during the course of any review, a provider is found to be outside the contract minimum standards in any area, they are given a plan of correction. A plan of correction is classified into three levels of severity, (1) minor, (2) significant, and (3) major. Providers are given a time frame to correct the issue, which is contingent upon the plan level of severity.

Provider Reviews

The Division ensures contract standards are maintained with contracted providers through annual 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 Divisions 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.

99.0%

Fiscal Compliance

95.0%

Non-Fiscal Compliance

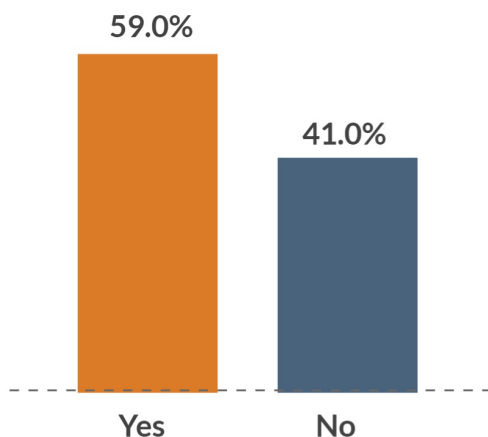
Plan of Correction

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.

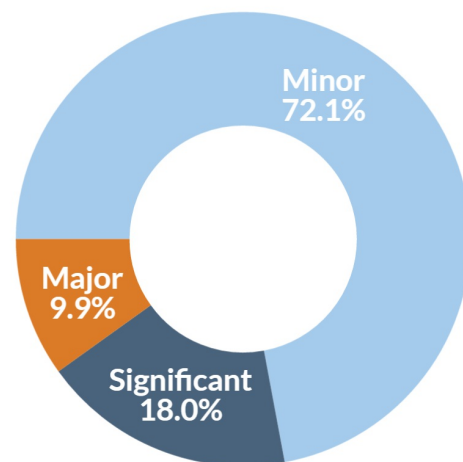
Significant: Issues, in general, are non-compliance with directives, contract requirements or rules, that result in inadequate treatment or that have the potential to jeopardize the wellbeing of a person. This could be the result of failure to implement plans of correction for minor contract issues. 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.

Plan of Correction Needed



Severity of Corrections



National Core Indicators

The Division contracts with 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.



* Significantly different than NCI state average

For more information, visit <http://dspd.utah.gov/reports/national-core-indicators/>



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 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".



Kimberly LeRoux, Support Coordinator

Kimberly was nominated for this award by her employer and a parent of a person receiving supports, because of her strong advocacy for people with disabilities and personalized approach to support coordination. The parent said, "Kimberly makes my son feel like a million bucks! In every interaction they have, her attention is on [him]. She visits him regularly and always responds to his calls or texts. I know she has a hefty caseload, and yet she always creates the sense that [my son] is her only client. Kimberly is strong, compassionate, and a fierce advocate for [my son]." Kimberly's employer also stated that she is a "strong advocate for people with disabilities" and that "many of her clients have remained with Kim for over 10 years". Kim is respected by the providers and families that work with her. She has actively worked with those on her caseload to participate in the Employment First Initiative, focusing on individual choice.

Sandra Ashbury Employment Opportunity Award

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



Laurie Jaussi, Support Coordinator

Laurie and her team with Choice Supported Employment of Utah were nominated for the Sandra Ashbury Employment Opportunity Award for their dedication to serving people with disabilities and going above and beyond to help the individuals they serve. Laurie has helped support clients through the loss of parents, helped build a ramp for a family, helped a homeless individual find housing and helped provide supports, and help potential clients apply for services through the Division. Laurie and her team communicate effectively not only with clients, but with the Division and other stakeholders. They provide consistent and complete documentation, and exemplify professionalism and proficiency.

Frequently Asked Questions

Who is eligible for Division services?

A person may be eligible for services if they have a qualifying diagnosis in either, (1) Intellectual Disability/Related Condition, (2) Acquired Brain Injury, or (3) Physical Disability. The person must also be a U.S. citizens or a legal permanent resident and a resident of the State of Utah.

What happens after I or my family member has been determined eligible for Division services?

Funding for services is determined by allocations by the Utah State Legislature each year. Until funds are available, individuals are placed on a waiting list and ranked according to the individuals need based on (1) urgency of need, (2) severity of disability, (3) ability of a parent or caregiver to provide appropriate care and supervision, and (4) length of time the person has not received services from the Division.

What services are available through the Division?

The Division provides a number of individually tailored services intended to help people with disabilities participate more fully in their community and lead more self-determined lives. Some of the common categories are supported employment, supported living, respite, behavior supports, day services, host home, professional parent supports, residential habilitation, and transportation services.

My family member or I am on the waiting list, could I receive services while waiting?

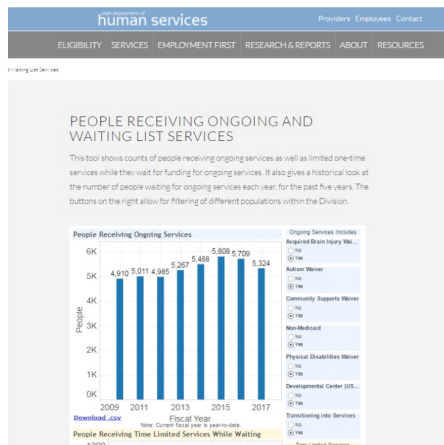
Changes to Utah Code 62A-5-102 clarified that the Division is allowed to use unused or non-lapsing funds for short-term limited service programs, to provide services to a limited amount of people on the waiting list. These services are not ongoing and only are available during specified enrollments or periods as funding is available. These services may include respite care, service brokering, employment, and family skill building courses.

Where should I go if I have more questions?

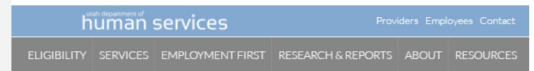
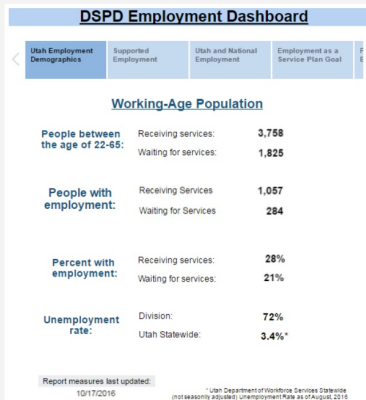
Visit www.dspd.utah.gov for additional information or call 1-844-ASK-DSPD to speak to a Division representative.

Resources

Research & Reports



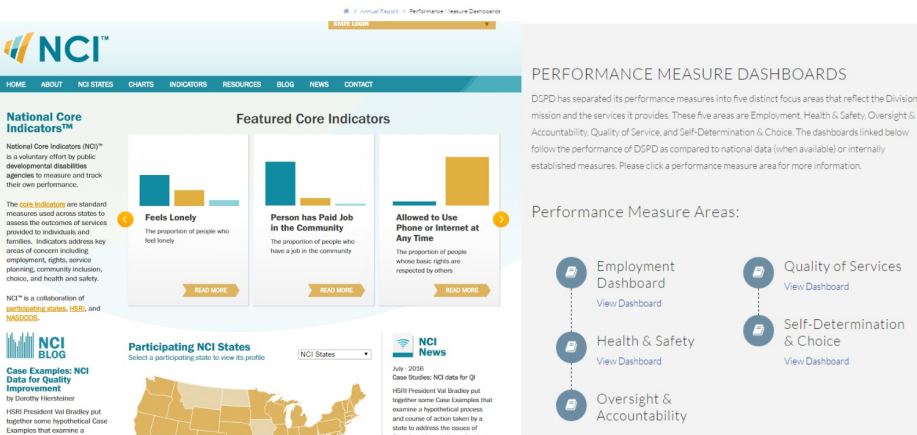
Employment First Initiative



System Improvements



Visit www.dspd.utah.gov/reports/
National Core Indicators



Quality of Services



Visit www.dspd.utah.gov/reports/performance-measure-dashboard/ or www.nationalcoreindicators.org/
Additional Community Resources

