

Support coordinator quarterly meeting

April 15, 2026

Housekeeping

This meeting is being recorded.

Please mute your microphone.

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

Questions? Type into chat.

Agenda

April 15, 2026

Announcements

DSPD updates

Training

Q/A



Announcements

- Safety Symposium
- Contract for Assessment

DSPD updates

Budget neutral update (TBC)

- Implementation has been delayed for the Request for Needs Adjustment project.
- Projected pilot phase and go-live date is now the last quarter of Fiscal Year 2026.

Legislative update

- Rate change 1.6% - effective July
- Funding to bring 100 people into services from waitlist
- Received \$12.5 million for MAN
- SB288 - 30-day advance notice for changes in contracts
- HB158 - clarifies when electronic monitoring of location is allowable

Caregiver compensation training

- Caregiver compensation training and assessment were sent to individuals and caregivers receiving the service, as well as all Support Coordinators on Tuesday, April 7, 2026.
- Caregivers have until May 8, 2026 to complete the assessment with a score of 90% or higher.

Marketing Practices of Providers

Providers are prohibited from soliciting or inducing business under Contract #91172:

Marketing. The Contractor shall not:

- (1) engage in any form of false, deceptive, or misleading or coercing advertising practices or conversation to solicit business or induce a Person to engage its services*

If you receive information about any incentives offered to individuals, staff, or families by any provider, this constitutes a contract violation and must be documented in a log note and referred to OSR immediately at osrprovider@utah.gov.

Other updates:

- Change management contract
- Contract and website updates
 - Support coordinator manual is under review, and will be published in phases.
 - New core training online modules: New training will be assigned throughout the year.
 - Feedback: dspdlearninginfo@utah.gov
- Training updates
- FY2026 closeout coming up
 - If you have any questions about payment processing or close out please reach out at dganong@utah.gov.

988 and crisis service continuum

Overview of 988 crisis lifeline

by Joanna Sutherland



988 Overview

The crisis continuum in Utah

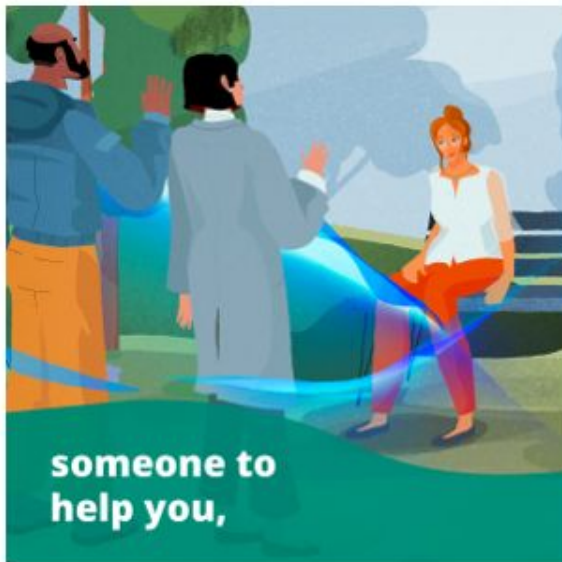
*Office of Substance Use and Mental Health,
Utah Department of Health and Human
Services*



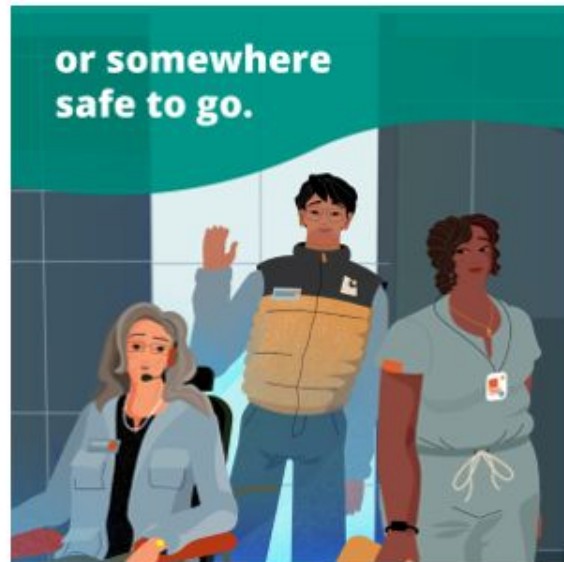
**someone to
talk to,**



**someone to
help you,**



**or somewhere
safe to go.**



Someone to talk to

A hand-drawn underline consisting of two parallel, slightly wavy lines in a light blue color, positioned directly beneath the text.



You're not alone, help is always here.

988 offers a direct line to caring, confidential support for anyone struggling or in crisis.

It's free and available 24/7,
every day of the year.





988 is for any mental health need, big or small

Caring crisis workers are prepared to discuss any concern a caller defines as a “crisis,” which may include:

- Stress
- Anxiety
- Depression
- Relationship struggles
- Loss of a loved one
- Thoughts of suicide
- Substance Use
- Worry about someone else

If necessary, these workers can also connect callers with local resources for continuing care.

To access crisis resources:

1

Call or text **988**,
or start a chat at
988lifeline.org/chat

Or text **AYUDA** to 988
to reach the Spanish crisis
line

2

Select an option if you
want **specific help** or
stay on the line if not:

Option 1:
Veteran's crisis line

Option 2:
Spanish crisis line

3

Trained crisis worker
can **support** and refer
to **additional
resources** if necessary

Such as:

- Mobile crisis outreach teams
- Youth stabilization
- Receiving center

Additional Resource:

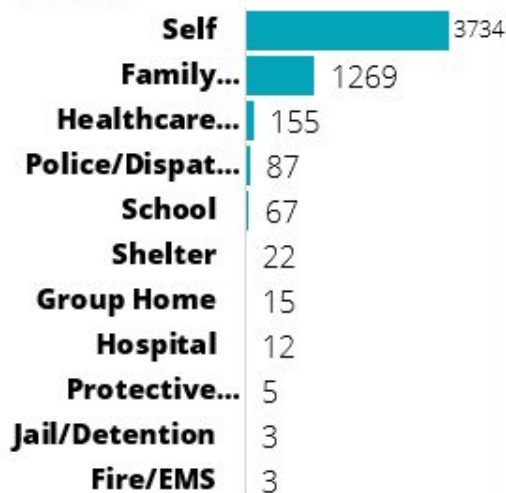
Safe UT is direct chat support for Utah students, healthcare workers, and National Guard members.

Start a chat at safeut.org

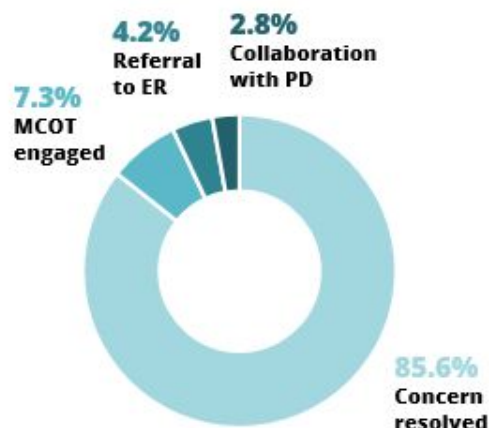


Crisis lines save lives:

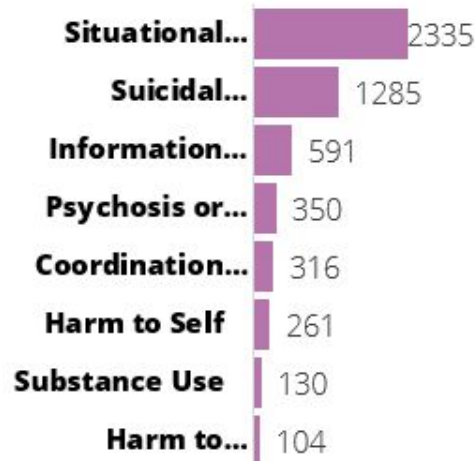
Reasons for calling



Referral sources



What happens after calling the crisis line?



Someone to respond





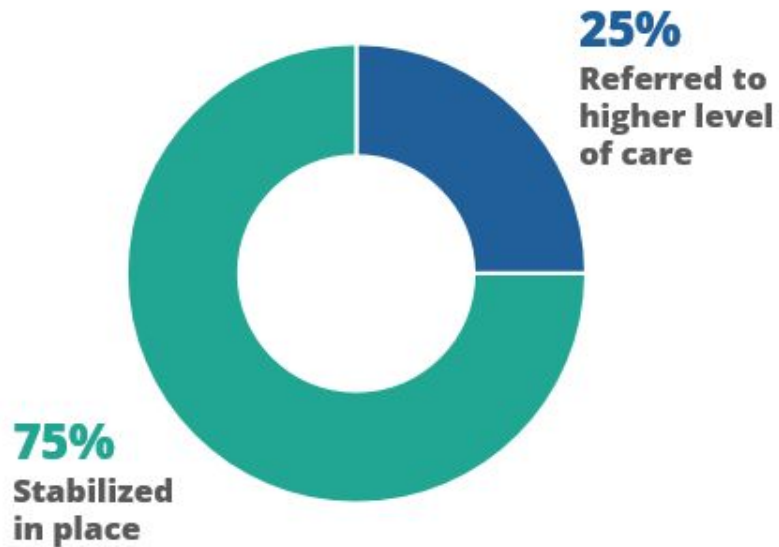
Mobile Crisis Outreach Teams (MCOT) provide in-person support

Each team is made up of trained professionals who provide in-person help during a crisis to support individuals, families, schools, and first responders.



Most people get the immediate help they need at home (57%) or in their community (42%) without needing additional care.

Outcomes of mobile crisis outreach





Youth Stabilization Services: in-home family support

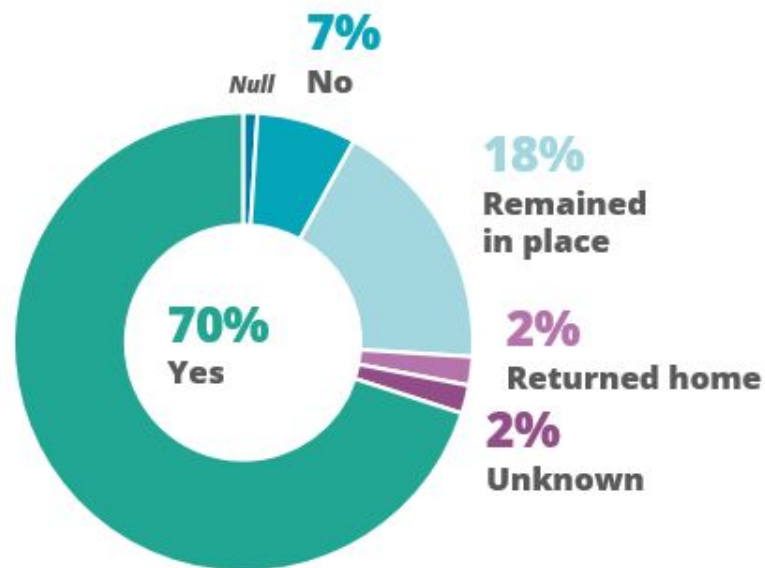
Youth stabilization services offer in-home support to help families remain safe, develop plans, and connect with necessary resources. Families receive twice-weekly in-person support over a 6-8 week period.

- Substance use
- Withdrawing from friends or peers
- Destroying or stealing property
- Experiencing depression or anxiety
- Threats of self-harm or harm to others
- Running away frequently
- Bullying or being bullied
- Severe changes in mood

To request Youth Stabilization Services, call 1-833-SAFE-FAM (723-3326) or request through 988.

This helps prevent most youth from a crisis taking them out of the home.

Did youth remain at home?



**If you would like
in-person support,
request it through 988
and they will send the
right team (MCOTs or
Youth Stabilization
Services) to meet you.**



Somewhere to go





Receiving Centers are safe places to go during crisis

- A short-term Crisis Receiving Center is a safe place for short stays during a mental health crisis.
- Staff help stabilize the situation and plan next steps.
- Services and care levels vary by location.



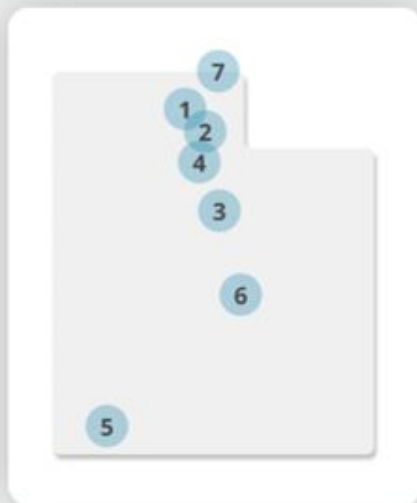
Crisis resources available by county:



- ACT/BRIDGE**
- Crisis Intervention Teams**
- ER Crisis Walk-in/
Receiving Centers - 24/7**
- Mobile Crisis Outreach
Teams (MCOT)**
- Stabilization and
Mobile Response**
- Youth Services Centers
(with beds)**

Open Receiving Centers

Find more resources at <https://988.utah.gov/somewhere-safe-to-go/>



Crisis centers in Utah (for adults)

- 1 McKay Dee Access Center (Ogden)
- 2 Davis Behavioral Health (Layton)
- 3 Wasatch Behavioral Health (Provo)
- 4 Huntsman Mental Health Institute (Salt Lake City)
- 5 Southwest Behavioral Health (Hurricane)
- 6 Four Corners Crisis Receiving Center (Price)
- 7 Cache County—should open sometime in 2025-2026

Someone to follow up

If you had an interaction with a Mobile Crisis Outreach Team (MCOT) or visited a Receiving Center, you can expect to receive follow-up support after the immediate crisis has passed.

Understanding follow up care:

- Varying processes: The method of follow-up care differs by county and service provider. This might involve an in-person check-in or a simple phone call. The goal is to ensure you receive the necessary support after the crisis.
- Proactive engagement: You do not need to wait for someone to contact you. If you were provided with resources during the crisis, you are encouraged to reach out to them on your own.
- Continued support is available: Follow-up care does not prevent a future crisis. If you or someone you know needs immediate additional support, remember that 988 is available to help.

Other options for care

Mental health residential services (sub-acute) in Utah provide 24/7 structured, live-in support for individuals who need more intensive care than outpatient treatment but not hospitalization. These licensed programs offer therapy, stabilization, and skill-building in a homelike setting for youth and adults. They help Utahns progress toward recovery and greater independence.

In situations where there is a **medical emergency or acute psychiatric danger**, Utah's hospital emergency departments and psychiatric inpatient units offer round-the-clock medical and psychiatric care, monitoring, diagnosis, and individualized treatment plans to help stabilize and treat severe mental health conditions.

Working with law enforcement & first responders

We understand that some people hesitate to reach out for help because they worry about police or law enforcement being called, or fear they or someone else might be arrested. This concern should not prevent you from seeking help. Experts across the state, including police and law enforcement, are dedicated to ensuring individuals receive the necessary services instead of ending up in jail.

Our primary goal is to make sure you get the **right help at the right time**. The 988 crisis workers are experts in providing help and support during a crisis. Because of this specialized expertise, it is rare for us to need to call emergency services like 911."

In the event of a medical emergency, a 988 crisis worker may coordinate a response with medical professionals from local agencies.



Crisis Resources:

988.utah.gov
safeut.org
liveonutah.org

WARM line:
833-773-2588

Newsletter sign up:

988.utah.gov

988 Tool Kit:



Q/A



Next support coordinator quarterly:

11:30 a.m. to 1 p.m.

Wednesday, July 15, 2026

Next family and self advocate quarterly:

Wednesday, May 6, 2026

Day: 11:30 a.m. to 1 p.m.

Evening: 6:30 to 8 p.m.