



Division of Services for People with Disabilities Annual Report 2015

utah department of
human services

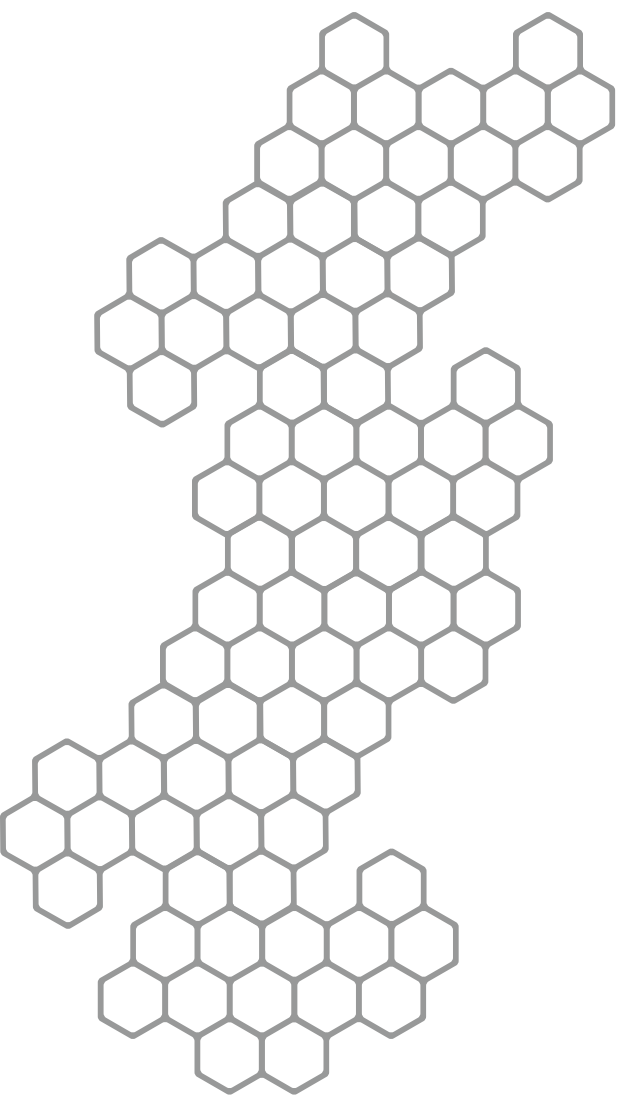


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The **mission** of the Division of Services for People with Disabilities is to promote **opportunities** and provide **supports** for persons with disabilities to lead **self-determined** lives.

A Message from the Director

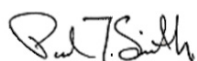
The Division of Services for People with Disabilities is pleased to present the 2015 fiscal year report. This report is designed to illustrate how many people utilize the services provided by the Division, describe the services being used, provide accountability to the citizens of Utah, and highlight the historical and current need for these services as well as the initiatives to improve services for people with disabilities.

The mission of the Division is to promote opportunities and provide supports for persons with disabilities to lead self-determined lives. In the past year, there have been exciting developments in our employment initiatives, a boost to the salaries of those providing direct care services, and technology improvements to provide better accountability and consistency in service provision. This year was another example of collaboration and coordination between our many stakeholders, partner organizations, advocacy groups, and contracted providers. The Disability Advisory Council, which helps to guide Division directives and processes, has continued to provide invaluable advice and assistance through reviewing new or revised rules, directives, and the implementation of new programs.

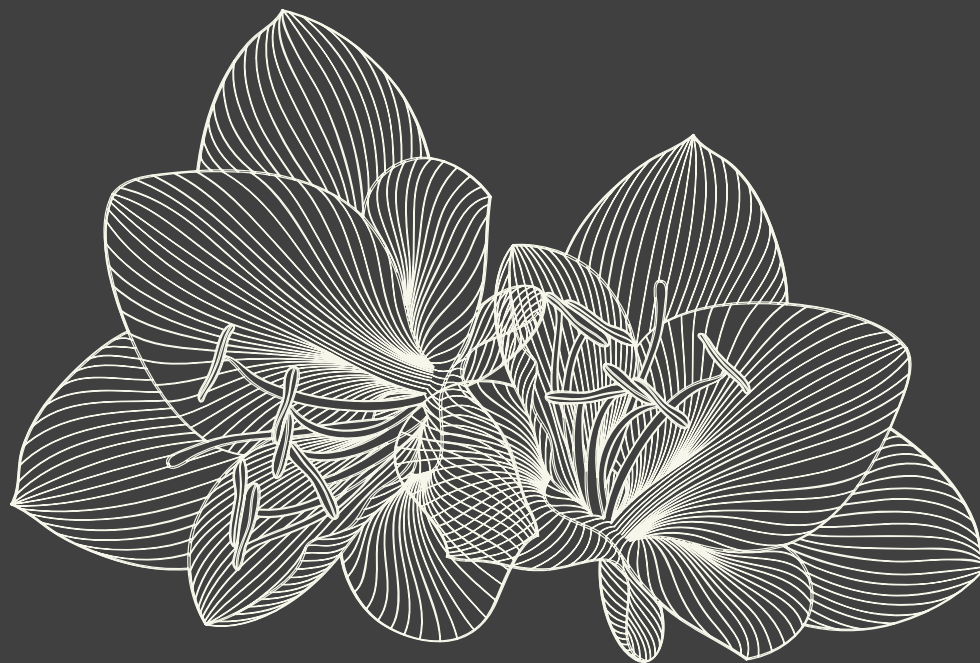
During this year the Division was audited by the Office of the Legislative Auditor General, the Federal Office of the Inspector General, and the State of Utah Auditor General. The staff at the Division responded to many requests for information and contracted providers were also asked to provide information. The audit findings from the Office of the Legislative Auditor General are under implementation or completed, there were no findings from the Federal Audit, and the State Auditor General audit is still in process at this time.

The Division is now into the third year of changes to the law which directs the Division to utilize any 'carry-forward' or one-time funding to provide respite and family skill-building services to those who are waiting for services. These services have been a life-saver for many families and individuals. This year the Division's work with the University of Utah on improving the assessment tool to evaluate the needs of those waiting for services drew to a close. The new assessment will be given to people waiting over the next several months and is anticipated to provide a more comprehensive view of peoples' needs.

The Division employees consider it an honor to work for the people of Utah and I am impressed every day by their hard work and dedication.



Paul Smith, Director
Division of Services for
People with Disabilities



A Year in Review

5,808

People with disabilities served by DSPD through four Medicaid Waivers, three Non-Medicaid Waiver programs, and the Utah State Developmental Center

2,012

Utahns with critical needs waiting for services through DSPD

2,689

Individuals receiving day support services

1,976

Individuals receiving residential care and training in group homes, supervised apartments, or home-like settings

3,211

Individuals receiving intermittent family support, supported living, or with personal assistance within the person's home

812

Individuals receiving supported employment services

1,017

Individuals receiving short-term limited services while waiting for ongoing services (one-time respite, supported employment, and community service brokering)

400

Individuals brought into services from the waiting list with FY2015 appropriations, attrition funding, and other sources

The Division



Services reviews and approves initial budgets, requests for additional funding, agency transfers, and crisis assistance; performs assessments for individuals in Division services including the comprehensive brain injury assessment, supports intensity scale, annual eligibility, and level of care. Services also provides support coordination services to individuals not receiving private support coordination. Services manages intake, the waiting list, eligibility determinations, and all Medicaid and Non-Medicaid Waiver services.

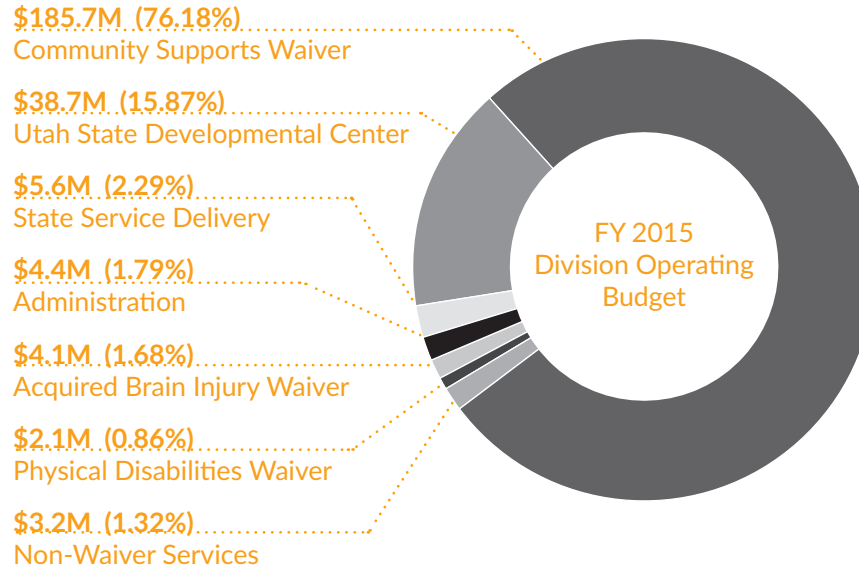
Quality Management ensures contract standards are maintained with contracted providers through annual reviews. Quality management completes National Core Indicators satisfaction surveys and visits people in their homes to assess service provisions and satisfaction. Also, this team reviews and follows 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.

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.

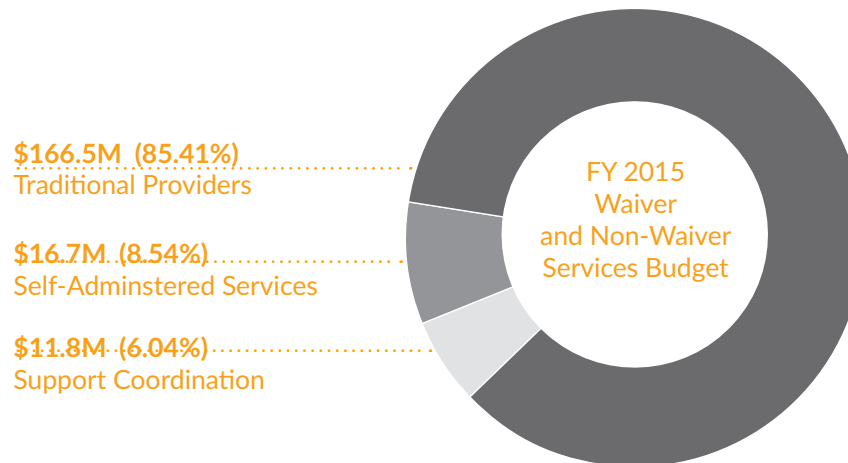
Research and Business Systems Management develops, manages, and provides training on the Utah System for Tracking Eligibility, Planning and Services (USTEPS) case management system and USTEPS Provider Interface (UPI). This team analyzes data, creates reports and surveys for internal review, collects 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 and internal policies and procedures for the Division.

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 the Legislative Fiscal Analyst, individual legislators, and other government entities. This team also monitors financial controls on Person Centered Support Plan budgets.

Budget Overview



\$243,774,875
FY2015 TOTAL BUDGET



29.50%

FY2015 FMAP
Federal Medicaid Assistance
Percentage rate used to determine
the matching funds rate allocated for
DSPD in Fiscal Year 2015.

In the past year, there have been exciting developments in our **employment initiatives**, a boost to salaries of those providing direct care services, and **technology improvements** for better accountability and consistency in service provision.

Legislative Appropriations

During the 2014 General Legislative Session, the Division of Services for People with Disabilities was appropriated additional funding for three different areas to provide services to people waiting for services as well as people already receiving ongoing services. These three areas include funding: to bring people off of the waiting list, for people with disabilities aging out of Division of Child and Family Services (DCFS) or Division of Juvenile Justice Services (DJJS), and to provide needed additional services to people already receiving ongoing DSPD services.

FY2015 LEGISLATIVE APPROPRIATIONS IN GENERAL FUND DOLLARS

\$1.0M

**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 FY2015, DSPD was given \$1.0M one-time with which 176 people were brought off the waiting list and into services.

\$455K

DCFS/DJJS AGE-OUTS

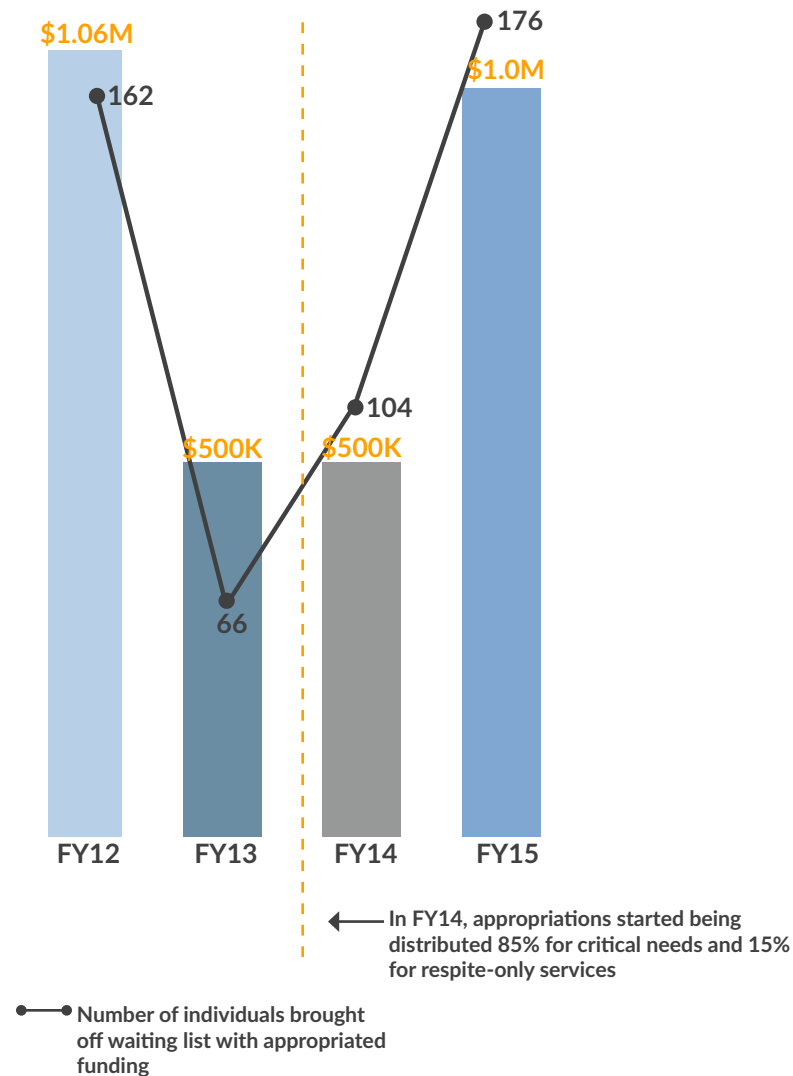
When a child is eligible for both DSPD and DCFS or DJJS, DCFS or DJJS will pay the state funded portion of the waiver services needed for the child to receive the federal match. This continues until the child is 18 years of age and they "age-out" of DCFS or DJJS, then DSPD pays this portion of the budget. For FY2015, DSPD identified 32 people who would be aging out of DCFS or DJJS and was appropriated \$455,000 in funding.

\$1.05M

MANDATED ADDITIONAL NEEDS

In order for DSPD to receive the federal match for services provided under the Medicaid Waiver programs, additional health and safety service needs of individuals already receiving DSPD services must be met. For FY2015, DSPD was appropriated \$1.05M in state dollars to meet additional service needs. Each request for additional service (RAS) undergoes a comprehensive review by the DSPD RAS committee before being approved. If approved, the committee determines the most appropriate and cost effective manner to meet the additional needs requested.

HISTORIC WAITING LIST FUNDING

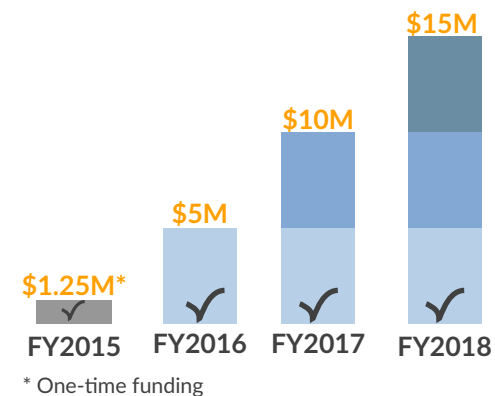


DIRECT CARE STAFF WAGE INCREASE

Wages for direct care staff are insufficient for disability service providers to compete with entry level wages in basic service industries. DSPD requested \$15 million in ongoing appropriations in three installments over three years. The first year of appropriations was requested and received during the 2015 General Session. Prior to the start of fiscal year 2015, the legislature awarded \$1.25 million in one-time funds to begin the wage increases.

The DSPD provider system is experiencing extreme difficulty in attracting and maintaining staff who are charged with providing direct services to the vulnerable population being served by DSPD. These workers are responsible for the provision of services to protect the health and safety, and develop the habilitative skills of Utahns with disabilities who are receiving services through DSPD. DSPD seeks to assist providers to maintain quality direct care staff to improve the basic health and safety needs for the people DSPD serves.

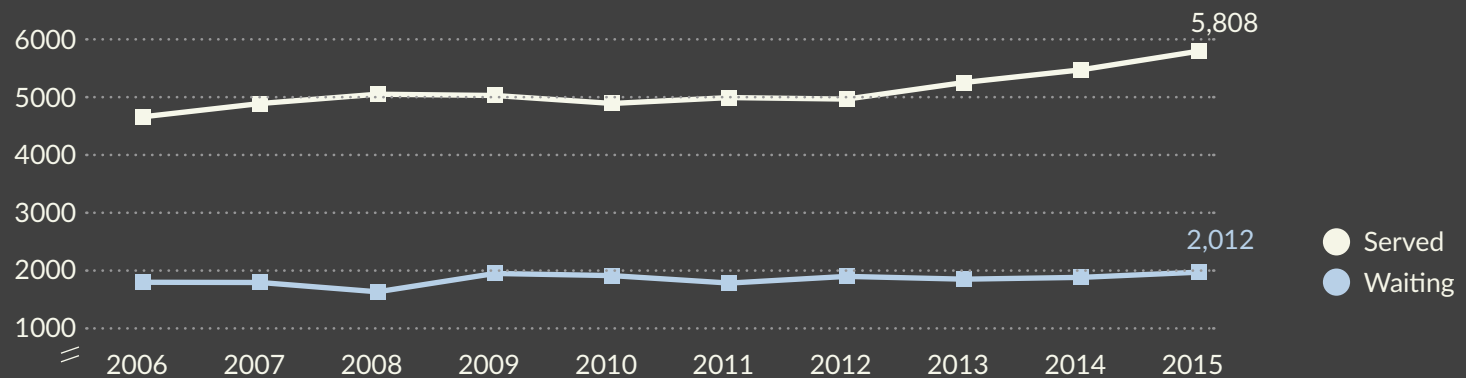
LEGISLATIVE APPROPRIATIONS REQUEST



The Community We Serve

People in services have qualifying disabilities in one of four areas: Intellectual Disabilities, Related Conditions, Acquired Brain Injuries, or Physical Disabilities. DSPD performs a preliminary eligibility assessment through our intake process before placing a person on the waiting list. People are placed on the waiting list and ranked according to their need based on a variety of factors including: Urgency of Need, Severity of the Disability, Ability of a Parent or Caregiver to provide appropriate care and supervision, and the length of time during which the individual has not received services from DSPD.

10 YEAR HISTORIC COUNT OF PEOPLE SERVED AND WAITING FOR SERVICES



Home & Community Based Programs

For the vast majority of people receiving ongoing Division services, over 70% of their service cost is paid for through federal funding. The Federal Government supports state expenditures by matching funds for specific social and medical services. For FY2015, the federal medical assistance percentage (FMAP) was 70.50%. DSPD contributes 29.50% of the total budget for services. For every state dollar invested, \$2.40 in federal funding can be maximized for those in services. This is achieved through the Division's 1915(c) Home and Community-Based Medicaid Waivers, which offer a less costly alternative to institutional care.

4,880
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.

134
People

Physical Disabilities Waiver

The Physical Disabilities Waiver helps 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.

118
People

Acquired Brain Injury Waiver

The Acquired Brain Injury Waiver helps 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.

362
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 their children in their communities. The Waiver provides services statewide to children between the ages of two and six with an Autism Spectrum Disorder (ASD) diagnosis.

112
People

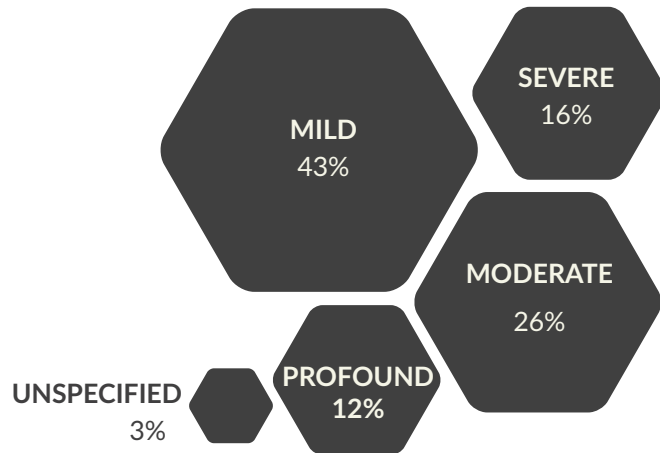
Non-Medicaid Waiver

Non-Medicaid services help 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.

Diagnoses

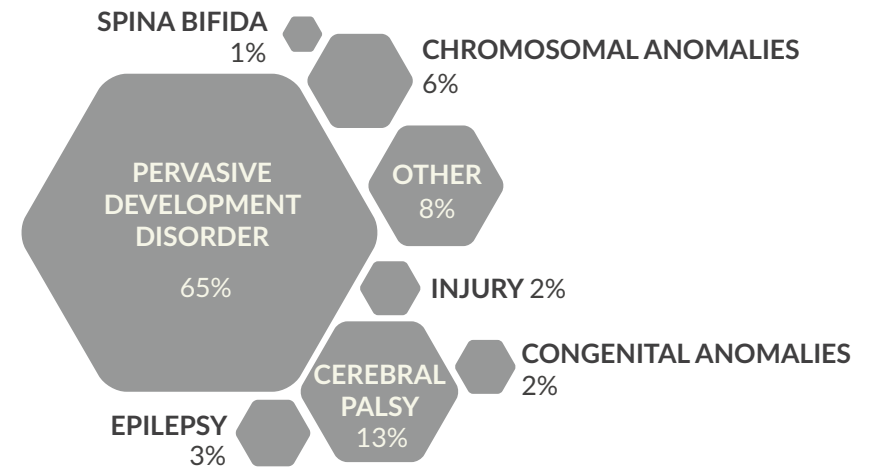
INTELLECTUAL DISABILITIES

4,172 PEOPLE



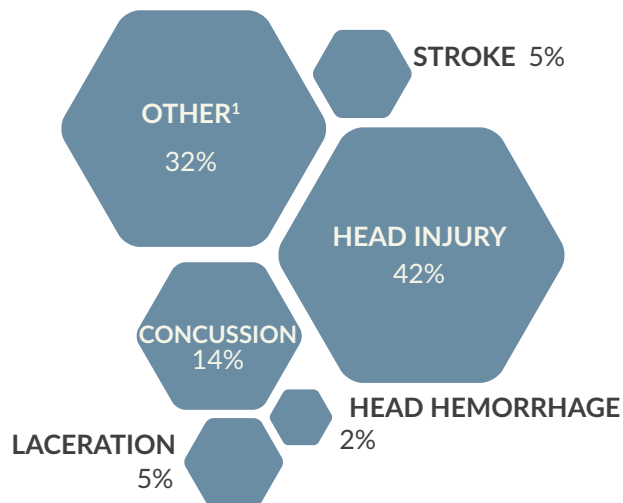
RELATED CONDITIONS

1,148 PEOPLE



ACQUIRED BRAIN INJURY

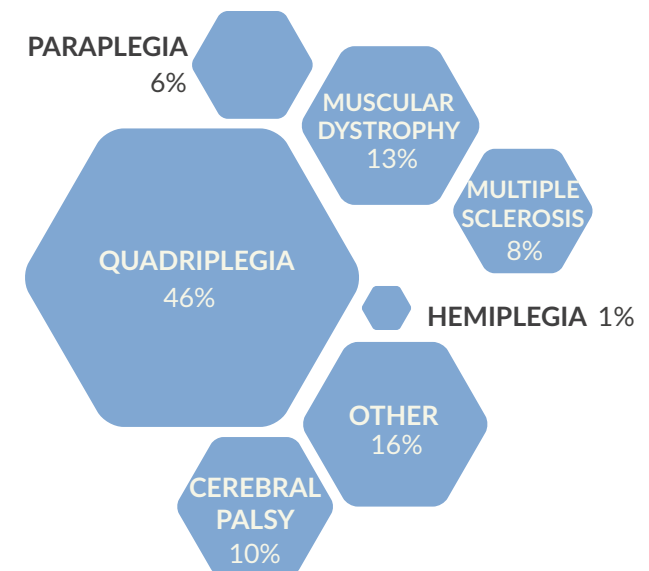
128 PEOPLE



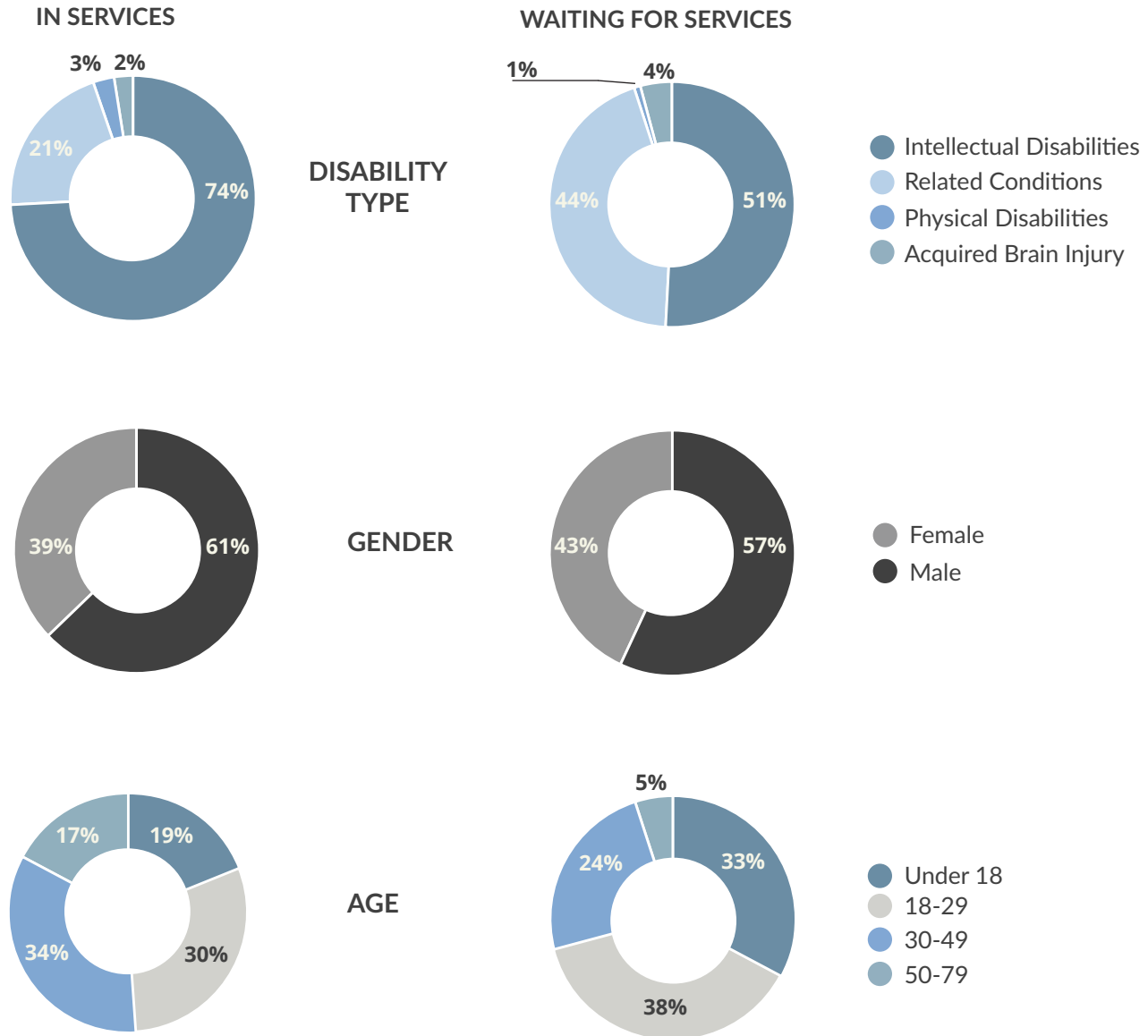
¹Diagnoses classified as other include, but are not limited to: anoxic brain damage, personality change, frontal lobe syndrome and encephalitis.

PHYSICAL DISABILITIES

158 PEOPLE



People Served and Waiting

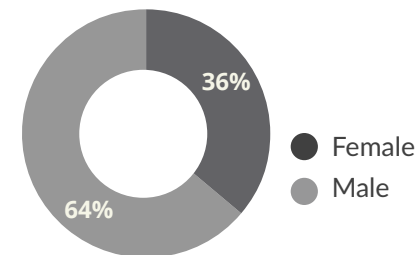


New Service Recipients

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. DSPD used the \$1.0 million appropriated during FY2015 to bring 176 people into services. Through attrition funding, an additional 161 people were brought into services. Other funding sources provided support for 63 more individuals to enter services. In total, 400 people began receiving ongoing services through these various funding sources in FY2015.

400

NEW RECIPIENTS



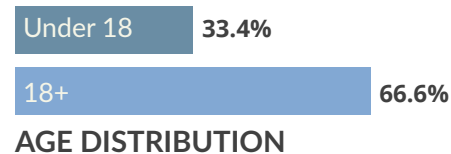
Funding Source		People	%	Average Budget	
				State	Total
Appropriated	Most Critical	111	28%	\$8,546	\$28,982
	Respite Only	65	16%	\$2,694	\$9,138
Attrition ¹	Most Critical/Crisis	161	40%	\$27,909	\$94,637
Other	DCFS	47	12%	\$25,206	\$85,618
	Transition	16	4%	\$20,891	\$70,842

¹Attrition money are funds available when an individual is no longer in DSPD services. These funds then provide services to another individual waiting for services

Waiting for Services

The Division does not have enough funding to provide services to all Utahns with qualifying disabilities. At the end of FY2015, there were 2,012 people waiting for services. The Division uses a needs assessment tool to discover 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 to provide services to as many people possible, starting with the most critical.

2,012
PEOPLE WAITING



 **6.25**
AVERAGE YEARS WAITING

SERVICE NEEDS

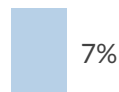
SUPPORTED LIVING/
PERSONAL ASSISTANCE



IN HOME SUPPORTS/
RESPITE



RESIDENTIAL
SERVICES



HOST HOME/
PROF. PARENT



SUPPORTED
EMPLOYMENT



DAY SUPPORTS



*The remaining 56% are not waiting for either supported employment or day supports.

Short-Term Limited Services

While awaiting funding for ongoing services, some people are selected for 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 and most community service brokering services receive funding through ongoing appropriations. Respite and family skill building, and community service brokering services receive funding 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.

409
Recipients

Supported Work Independence

Designed to assist people with disabilities to obtain and maintain competitive employment in integrated settings. Participants in supported work Independence often also receive community service brokering.

650
Recipients

Respite and Family Skill Building

Respite services provide relief to the person's normal caregiver and help alleviate some of the burden the caregiver feels while caring for their family member with disabilities on a full-time basis.

84
Recipients

Community Service Brokering

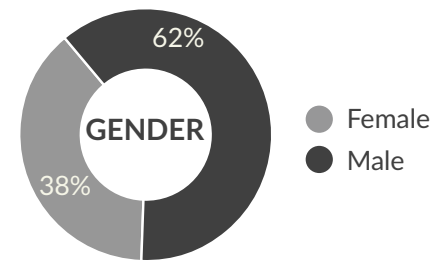
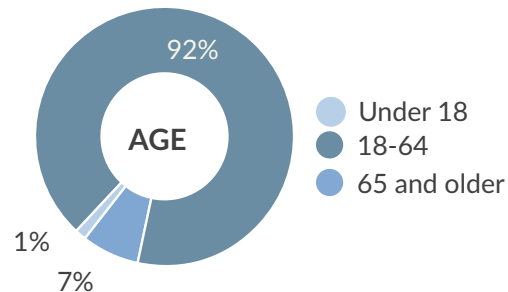
Service brokering includes utilizing a skilled advisor who assists in connecting people with disabilities to resources in the community designed to improve overall quality of life.

Utah State Developmental Center

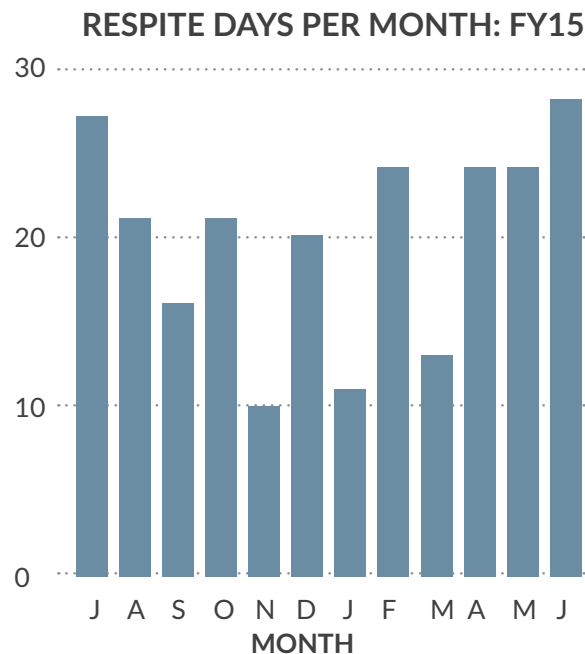
MISSION STATEMENT

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.

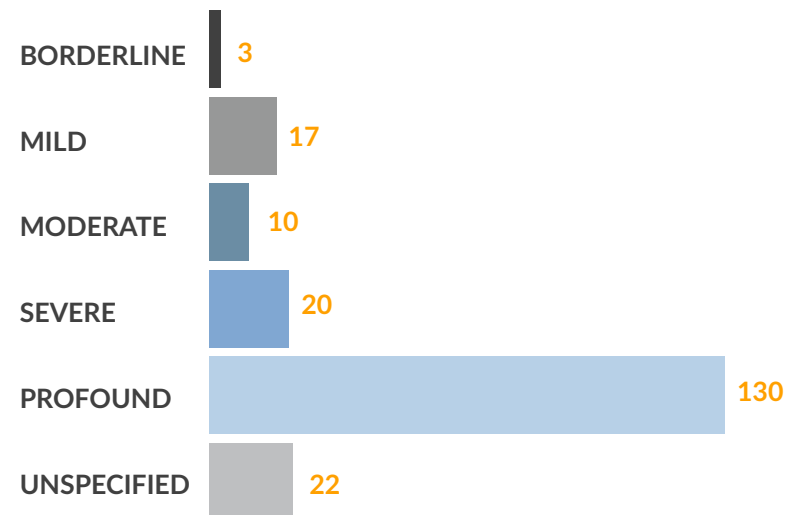
202
PEOPLE SERVED



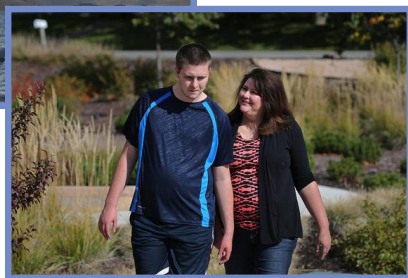
USDC provides respite services for people already in DSPD services. This service has been a valuable resource for families as they continue to care for their loved ones.



Intellectual or Developmental Disability Diagnosis



People in Our Community



AUSTIN “Ty” ANDERSON

Ty has been receiving supports since 2007. Ty has participated in day programs for much of that time, but since he is not very communicative he would sometimes get lost in the crowd. This summer Ty began receiving supported living services so that he would have direct access to the community and more 1:1 time with his staff. Ty has learned skills necessary to be more active in the community. For example, Ty was able to go swimming, to movies, to museums, the planetarium, the zoo, and other community activities. Ty continues in this supported living program after he finishes school each day. In the past Ty had been physically aggressive at home and at school. Ty has seemed much happier as he is active doing the things he loves. The aggression has decreased while his relationship with his family has increased. Things have been going so well with Ty that he was able to go sailing at Bear Lake with his Mom and Dad.



CORY HERBERT

Cory has recently moved into a host home placement. His family, who loves him very much, was forced to place Cory due to some challenging life circumstances. Cory has quickly found a place in his new home where he feels loved and supported. His lifestyle has become more active as he works and on adventures throughout the week. He sees his family regularly and maintains all of his previous relationships. Host home services have simply connected the necessary pieces of Cory's life while expanding his world.



GARY GREEN

Gary went through the Discovery process in Pathways to Careers. The process revealed that Gary is great with power tools, problem solving, and using a pallet jack. Gary received an internship with Zero Manufacturing in North Salt Lake. This was a great fit for him as he was able to pick up on new tasks and soon became very proficient in his responsibilities. The internship turned into employment with full benefits.

Gary has worked for many different companies and has multiple safety awards, Employee of the Month awards, and was recently honored at the Golden Key Awards. He takes pride in his work, performs his work with high quality, and has a great attitude and work ethic.

Service Delivery

Services within the Division fall into five primary categories; residential services, host home and professional parent services, in-home provider based services, in-home self-administered services, and supported living services. Additional services are also provided in two separate categories (supported employment and day supports). Participation and service costs vary greatly within these categories. Through a thorough 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

Residential Services provide daily 24-hour services in supervised apartments and group homes, assisting a person to 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.



1,629

NUMBER OF PEOPLE



41.8

AVERAGE AGE



\$75,988

AVERAGE ANNUAL
TOTAL COST



\$123.8 million

TOTAL COST FY15



\$36.5 million

TOTAL STATE COST FY15

Host Home and Professional Parent Services provide residential supports in a private home where the person does not live with an immediate family member. Host Home and Professional Parent services also offer support, supervision, assistance to maintain individual health and safety, and assistance with 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.



347

NUMBER OF PEOPLE



30.6

AVERAGE AGE



\$60,208

AVERAGE TOTAL
ANNUAL COST



\$20.9 million

TOTAL COST FY15



\$6.2 million


TOTAL STATE COST FY15

Service Groupings

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

 **434**
NUMBER OF PEOPLE

 **45.9**
AVERAGE AGE

 **\$23,876**
AVERAGE TOTAL ANNUAL COST

 **\$10.4 million**
TOTAL COST FY15

 **\$3.0 million**
TOTAL STATE COST FY15

Self-Administered Services (SAS) enable persons 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 and chore services, companion services, and personal assistance.

 **1,757**
NUMBER OF PEOPLE

 **26.9**
AVERAGE AGE

 **\$16,296**
AVERAGE TOTAL ANNUAL COST

 **\$28.6 million**
TOTAL COST FY15


 **\$8.4 million**
TOTAL STATE COST FY15

Service Groupings

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

 **1,020**
NUMBER OF PEOPLE

 **33.1**
AVERAGE AGE

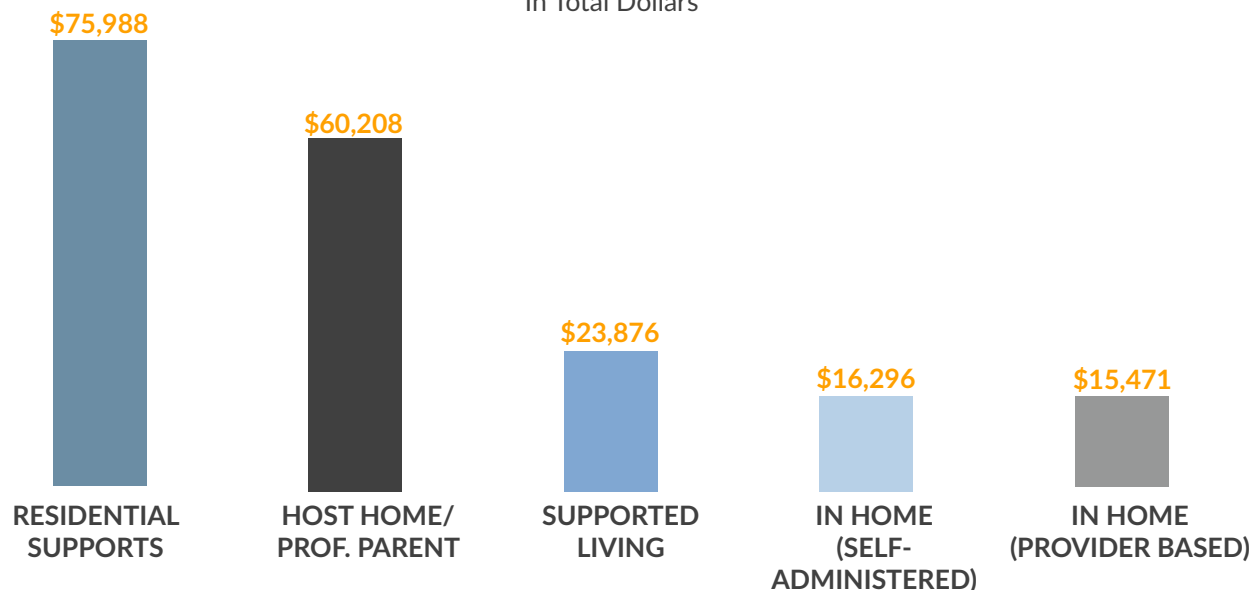
 **\$15,471**
AVERAGE TOTAL ANNUAL COST

 **\$15.8 million**
TOTAL COST FY15

 **\$4.7 million**
TOTAL STATE COST FY15

AVERAGE COST BY SERVICE GROUPING

In Total Dollars



Additional Services

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 individually or in groups, with a job coach or co-worker supports. 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 workdays, or work hours and take place in settings where the person has the opportunity to work with co-workers who do not have intellectual disabilities.



812

NUMBER OF PEOPLE



38.9

AVERAGE AGE



\$6,766

AVERAGE TOTAL
ANNUAL COST



\$5.5 million

TOTAL COST FY15



\$1.9 million

TOTAL STATE COST FY15

Day Supports and Programs provide daily and hourly support and supervision for individuals and groups of adults with disabilities. These services provide a safe, non-residential, community habilitation program in a structured setting, other naturally occurring environment, or community settings where people can gather in groups during the day, participate and contribute in their community, and avoid isolation.



2,689

NUMBER OF PEOPLE



37.0

AVERAGE AGE



\$12,444

AVERAGE TOTAL
ANNUAL COST



\$33.5 million

TOTAL COST FY15

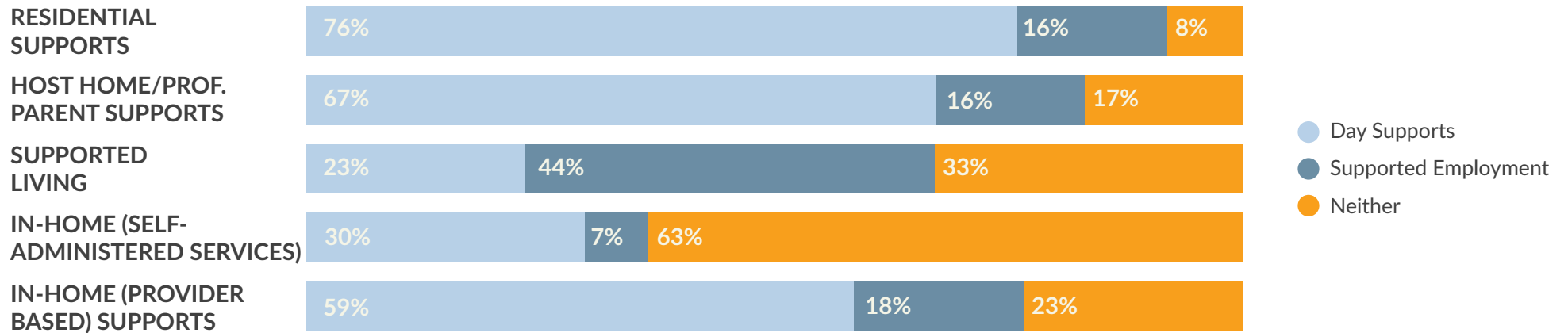


\$9.9 million

TOTAL STATE COST FY15

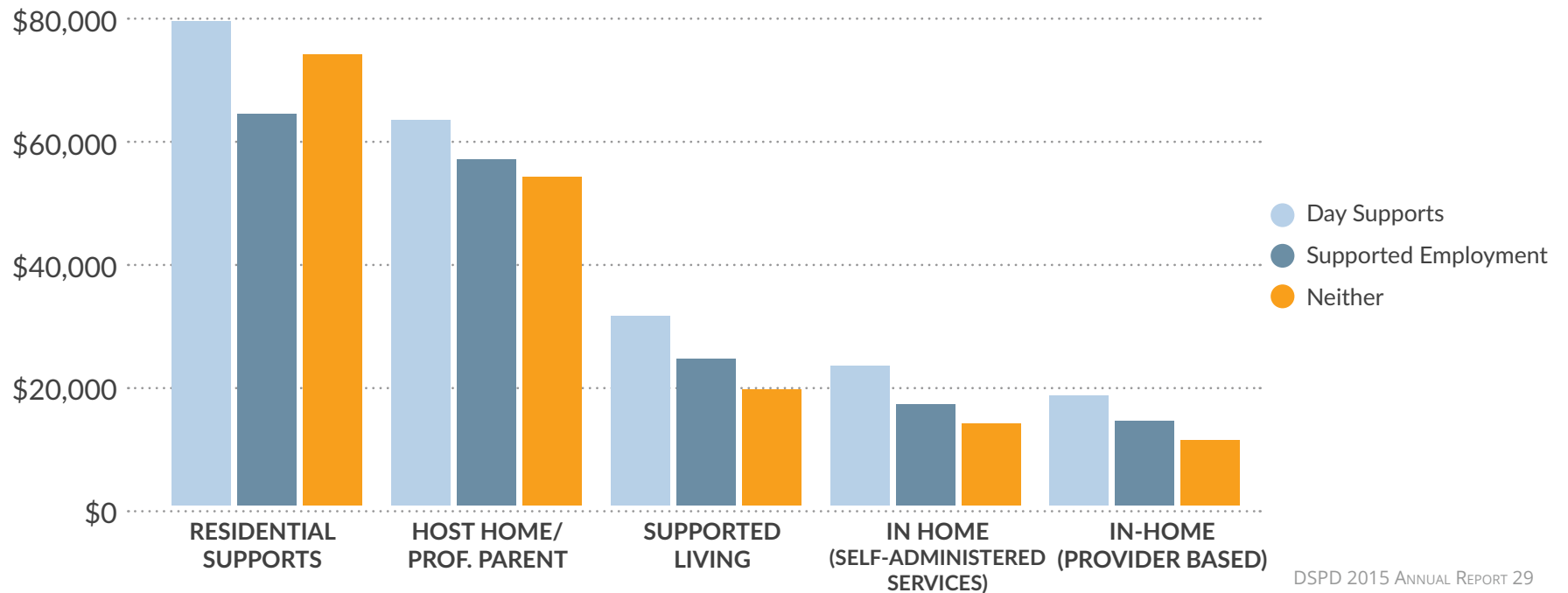
* The dollar amounts shown on this page have also been included in the cost figures found on the preceding three pages.

SERVICE GROUPING DISTRIBUTION

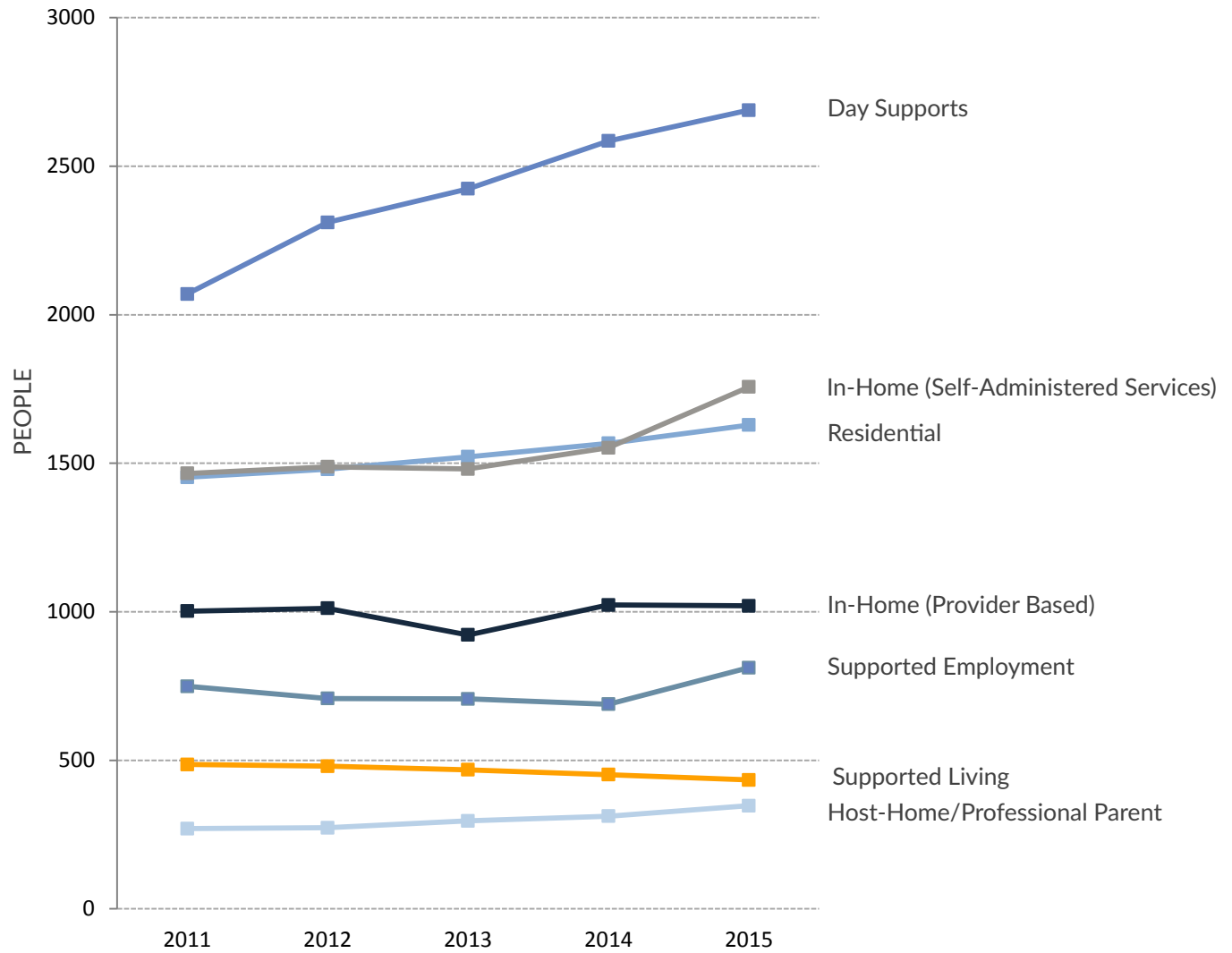


AVERAGE COST BY PROGRAM DISTRIBUTION

In Total Dollars



SERVICE PARTICIPATION: FY2011 - 2015

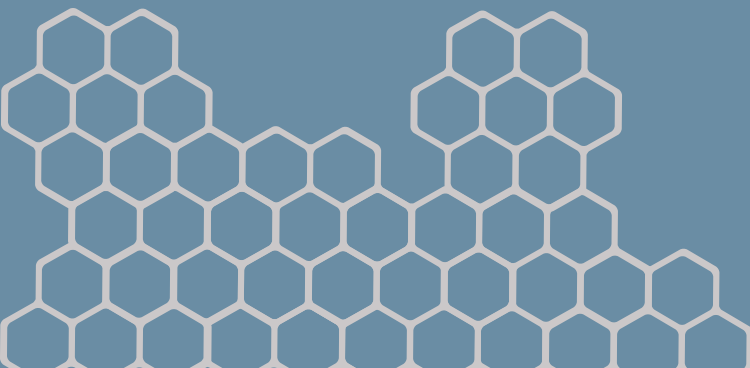




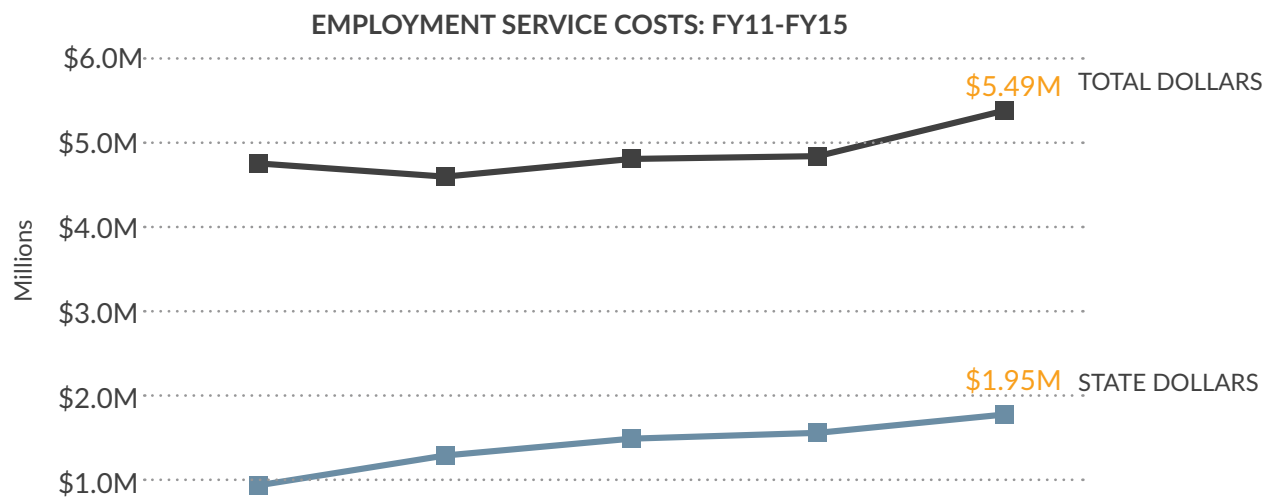
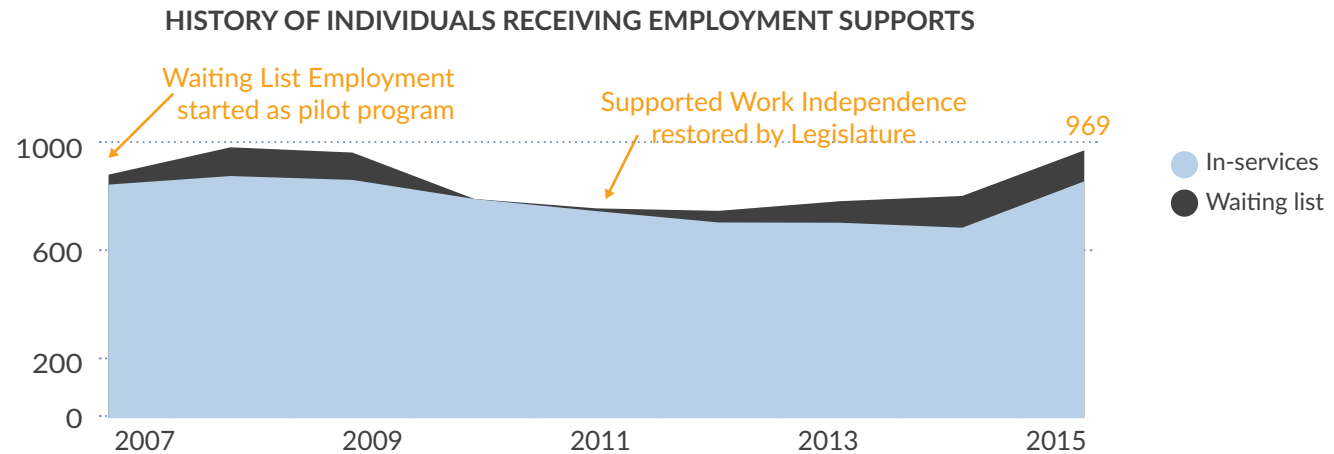
Employment

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

In 2011, the Legislature passed House Bill 240 which requires DSPD 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. You may visit the Utah State Legislature website to read the full contents of the [Utah Employment First Priority Bill](#).



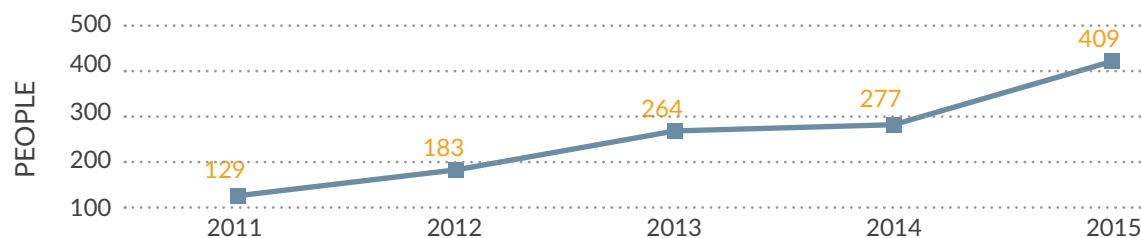
Employment



Supported Work Independence

Supported Work Independence (SWI) is a program designed to assist persons with disabilities to obtain and maintain competitive employment, earning minimum wage or above, while waiting for DSPD services. 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, advocates for the person if any issues with coworkers or management arise, and assists with any other situation that may present a challenge to the person's success.

SUPPORTED WORK INDEPENDENCE PARTICIPATION: FY11-FY15



SUPPORTED WORK INDEPENDENCE AT A GLANCE

 **49%**
PERCENT EMPLOYED

 **18.1 hrs.**
AVERAGE HOURS PER WEEK

 **\$7.76**
AVERAGE HOURLY WAGE

National Core Indicators

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

ADULT CONSUMER SURVEY

The Adult Consumer Survey is conducted yearly by the Division's Quality Management Team by conducting face-to-face interviews with persons receiving services who are over the age of 18. It gathers background information and measures such as employment and other daily activities, home, safety, friends and family, satisfaction with services and supports, community inclusion, choices, rights, and access to services.

ADULT FAMILY SURVEY

The Adult Family Survey is designed to gain feedback from the family members of persons 18 years of age or older who are receiving in-home services and supports. The survey is mailed to families and collects feedback in areas such as information and planning, access and delivery of services and supports, choice and control, community connections, satisfaction with services and supports, and family outcomes.

FAMILY GUARDIAN SURVEY

The Family Guardian Survey collects feedback from the family members of persons 18 years of age or older who are receiving supports in residential settings. The survey is mailed to families and collects feedback in areas such as information and planning, access and delivery of services and supports, choice and control, community connections, satisfaction with services and supports, and family outcomes.

STAFF STABILITY SURVEY

The Staff Stability Survey is a new survey the Division is participating in with National Core Indicators. The survey is designed to measure staff turnover for provider agencies that employ direct care staff.



National Core Indicators

The following measures were collected from face-to-face surveys with persons receiving services during the 2013-2014 survey cycle year.



XX% Indicates Utah is significantly **above** national average for particular measure

XX% Indicates Utah is significantly **below** national average for particular measure

HEALTH AND SAFETY

		
Have a primary care doctor	98%	98%
Had a complete physical exam within the last year	90%	88%
Had a dental exam in the past year	77%	79%
Had an eye exam in the past year	52%	59%
Had a flu vaccine in the past year	87%	78%
Engages in regular physical activity	23%	22%
Rarely feels afraid or scared in their home	71%	82%
Rarely feels afraid or scared at their work or day program	77%	86%
Has someone to go to for help if they ever feel afraid	95%	93%

RESPECT AND RIGHTS

		
Has attended a self-advocacy event or chose not to	36%	33%
Staff at home, work, or day activity treat individuals with respect	89%	93%
Can use phone and internet without restriction	86%	89%
Others never read the individual's mail without permission	80%	86%
Has enough privacy at home	89%	91%
Can be alone at home with friends or visitors	76%	77%
People let them know before entering bedroom	78%	83%
People let them know before entering home	90%	89%

National Core Indicators

EMPLOYMENT

Has a paid job in the community	20%	16%
Receives paid vacation and/or sick leave at their job	11%	25%
Would like a job in the community	62%	49%
Has community employment as a goal in service plan	28%	25%
Does volunteer work	39%	32%
Attends a day program or regular activity	61%	71%

SERVICE COORDINATION

Support coordinator asks them what they want	89%	88%
Support coordinator gets them what they need	87%	88%
Support coordinator calls them back right away	71%	75%
Staff come when they are supposed to	90%	94%
Helped make their service plan	91%	87%
Get the help they need to work out problems with their support workers	93%	92%

SATISFACTION

Likes their home	87%	90%
Talks with neighbors	68%	65%
Would like to live somewhere else	30%	26%
Has a paid job in the community and like where they work	91%	93%
Has a paid job in the community and would like to work somewhere else	43%	30%
Attends a day program/activity and like where they go or what they do during the day	82%	88%
Attends a day program/activity and want to go someplace else or do something different during the day	45%	34%

Ila Marie Goodey Award

The Division recognizes providers and support coordinators that exemplify the highest quality of services and supports for the people it serves. This award, named after Dr. Ila Marie Goodey, a psychologist formerly with the University of Utah, is given to those that respect individuality, promote independence, and honor self determination. Dr. Goodey, recognized nationally and locally as a passionate advocate for people with disabilities, has been described as representing, “the ideal of selfless service to others with uncompromising insistence on the right of all people to experience a high quality of life, especially those who are unable to fully represent themselves”.



Rachael De La Hoz, Aspen Grove Support Coordinator

Rachael is recognized for her efforts in improving the lives of people with disabilities in the Cache Valley area – an area needing more service providers. She works to connect clients to other agencies and resources in the community such as Vocational Rehabilitation and schools to reduce barriers and challenges of those she serves.



Linda Shaffer, Support Coordinator

A parent of a 28-year-old foster son nominated his support coordinator, Linda, for her exemplary dedication to promoting and upholding self-determination. Throughout the past five years, Linda has supported him to make his own choices, express his opinions, desires and preferences, and she stands by him throughout these events, even against challenging barriers, situations, and people. Her unwavering support of his ability to choose for himself has given him confidence to assert himself and reach outcomes that are truly valuable to him, even if it might cause a little extra work for those who support him.



Picture (L to R): Marissa Howell, Cheryl Hansen, Eleanor Houston-Till, Larissa Brown, Jodi Wells, Brenda Harris, Eddie Fung, Allison Dudo, Connie Willoughby, Paul Smith (DSPD), Dave Hennessey, Phil Shumway, Lana Stohl (DHS), Heather Hill, Pat Boyle, Holly Ihenkoro, Angie Hawkes, Cynthia Proctor, Laura Brown

Ila Marie Goodey Award

TURN Community Services was nominated for the Ila Marie Goodey Award by a parent of one of 18 women with disabilities who participated in TURNS' 2015 Miss Inspiration Pageant in Orem. The event gave the opportunity for these women to shine, to honor their unique beauty and to share with others their inspiring stories of finding jobs and blessing others while facing significant life challenges. This event was one example of the many outstanding services for people with disabilities that are sponsored by TURN Community Services to champion individuality, encourage independence and help individuals shine from the inside out.

Sandra Ashbury Employment Opportunity Award

A new award this year, the Sandra Ashbury Employment Opportunity Award recognizes providers or support coordinator who are innovators in employment opportunities for people with disabilities.



Howard and Janet Davidson, Support Coordinators

Howard and Janet were nominated by one of their clients for their role in helping him maintain his employment. The Davidsons coordinated with this young man, his family, employer, and residential provider to work through challenges of transportation and scheduling. At each step, they were inclusive of his choices and respectful of his decisions.



John Shoemaker, Support Coordinator

John, a former special education transition teacher, was recognized for his work to increase employment skills and outcomes for people with disabilities. He provided quality services, works closely with the Utah State Office of Rehabilitation, assists with certification training and is always providing feedback and input around Employment First and customized employment activities.