



Utah Department of
Health & Human Services
Services for People with Disabilities



Annual report

2024

To promote opportunities and provide supports for persons with disabilities to lead self-determined lives.

TABLE OF CONTENTS

3	DHHS vision & values
4	Director's message
5	Brandon's story
6	The division
8	Appropriations
9	Debbie's story
10	Budget overview
12	Waiting list trends
13	Eliza's story
14	New service recipients
15	Short-term services
16	Home & community-based services
18	Demographics & diagnoses
20	Service categories
22	Service category use
23	B's story
24	Day supports and supported employment
26	Utah State Developmental Center (USDC)
27	ICF transition program
28	Angela's story
29	Brenda's story

DHHS VISION & VALUES

The Utah Department of Health and Human Services (DHHS) will advocate for, support, and serve all individuals and communities in Utah. We will ensure all Utahns have fair and equitable opportunities to live safe and healthy lives. We will achieve this through effective policy and a seamless system of services and programs.

The Division of Services for People with Disabilities (DSPD) works toward this vision by promoting opportunities and providing supports for people with disabilities to lead self-determined lives. More than 7,000 people in Utah receive home and community-based services that support them to live safe and healthy lives in their own communities.



How we get there?

The division works to provide supports that enable each person to live their own vision of a good life, based on their strengths, goals, needs, and preferences. Specialized teams help connect people to short-term and long-term services. To do this, the division works closely with people with disabilities, their families, national experts, service providers, and state leaders.

Through collaboration and research, the division consistently works to improve the service system, which includes the services available and how those services are delivered. Focused efforts are being made to advance person-centered planning and create job opportunities. This personalized approach helps meet each individual's personal goals and improve their overall well-being. And promoting employment not only benefits individual well-being but also strengthens Utah's workforce and economy.

DIRECTOR'S MESSAGE

The past year has been one of growth for our division. I'm excited to share this report with you and highlight this progress! By working together with community partners, the legislature, families, and people in services, we create more and better opportunities for people with disabilities to live the lives they want. I hope the data and stories in this report inspire you as much as they inspire me.

In fiscal year 2024, we focused on listening to the community and improving our services. We partnered with the Human Services Research Institute on the Utah Long-Term Services and Supports (LTSS) study. This study helps us better connect with individuals and communities to make sure our services meet their needs. Through this study, we're gathering feedback from people in services, their families, and providers to learn what's working, what isn't, and how we can better serve people with disabilities in Utah.

Last year, caregiver compensation expanded into a permanent method of delivering services. This change wouldn't have been possible without feedback from the community. We created a plan and shared it for public comment. We also sent out a survey and received over 500 responses! I'm so thankful for everyone who shared their thoughts. Because of this input, we've been able to create a stronger, more effective program. We will continue asking for feedback to make sure caregiver compensation continues to work well and helps those who need it.

I want to thank everyone in services, families, our community partners, and lawmakers, for your hard work and dedication. Together, we're improving the lives of people with disabilities and building stronger, more inclusive communities in Utah.

Angie Pinna
Division director



BRANDON'S STORY



Brandon

Transition from an Intermediate Care Facility (ICF) to HCBS



“

I moved into my first group home almost two years ago. At first I was really nervous. It seemed daunting to make this big change in my life. I didn't know about the services that were available to me or what my options were, so I didn't feel I had a lot of say in what happened to me. But my support coordinator, division caseworker, and the staff at my group home were very helpful. They explained my rights to me and took the time to answer all my questions and include me in every step. They made it easy and it wasn't scary at all. It was my choice! Moving into a group home is one of the best things that has ever happened to me! My life is ten times better! I have a lot more control over my own life. I now have my own room and a lot more privacy. I go shopping now at malls that I like and choose the clothes that I like. I do a lot more things that are important to me. I watch BYU sports, attend a day program I like, and listen to good music. For people who are worried about leaving an ICF, I want to tell you that it may seem hard or even scary at first, but you can do it, and you will be happy you did!

”

THE DIVISION

The division creates opportunities and offers support to help people with disabilities live independent and self-determined lives. It oversees home and community-based services (HCBS) for more than 7,000 Utahns with disabilities. These services are managed through Medicaid waivers, which let people get the support they need in community settings they choose instead of in institutions.

Five teams manage HCBS using state and federal funding. These teams also provide intake and eligibility support and one-time funding for people while they wait for ongoing division services. A sixth team made up of clinical experts and skilled direct support professionals operate the Utah State Developmental Center (USDC).

2024 division highlights



7,157 people served

We are grateful to the legislature for their continued support of people with disabilities in Utah. With their support, an additional 375 Utahns were brought into on-going services in 2024. In addition, there were 116 people brought into services through attrition and other funding sources.



167 Residents moved from ICF to HCBS

From FY2020 to FY2024, 451 people moved from an intermediate care facility (ICF) and into HCBS. We are grateful to our community partners for their commitment and collaboration in bringing about this great success.



Caregiver compensation became permanent

Caregiver compensation transitioned from a temporary program during the pandemic to a permanent way of providing services. This program allows parents, step-parents, legal guardians, and spouses who care for a qualifying family member with disabilities to be paid for offering the extraordinary care their loved one needs.



Began Utah LTSS research study

The division is taking part in the Utah Long-Term Services and Supports (LTSS) Research study with the goal to strengthen communities and improve the effectiveness of services. The study collects feedback from people in services, their families, providers, and others to identify what is working well, what needs improvement, and how the department can better meet the needs of Utahns with disabilities. [Click here](#) for more information about the study.



Finance

Provides budget oversight and fiscal controls, including the request for services (RFS) process.



Service Entry

Provides intake and eligibility support. Supports the waiting list and moves people from the waiting list and into services when ongoing funding becomes available.



Business Systems Integration

Manages data collection for case management and payment systems and provides integration support for external software.



Regulatory Development & Support

Supports the development of policy and procedures, educational materials, contracts, conducts research, and privacy functions.



Waiver Services

Manages five medicaid HCBS Waivers in collaboration with the Division of Integrated Healthcare (DIH). Provides direct oversight of case management positions.



Utah State Developmental Center

This state run intermediate care facility provides support to 168 residents in American Fork.

APPROPRIATIONS

Waiting list needs

- **\$3.6 Million ongoing state General Fund**
- This funding brings people off the waiting list and into services.

Caregiver compensation

- **\$4.8 Million ongoing state General Fund**
- This program began in response to the public health emergency. In 2024 caregiver compensation expanded into a permanent method for delivering supported living services. It allows parents and guardians to be paid for the extraordinary care of their family member with a disability.

Waiting list respite care

- **\$3 Million one-time state General Fund**
- Utah Code 26B-6-402 allows the division to use certain funds to offer some short-term services to a limited number of people on the waiting list. Respite care is provided by a trained individual that temporarily relieves parents or caregivers from the day-to-day care they provide.

Mandated additional needs

- **\$6.9 Million ongoing state General Fund**
- The division works to meet the growing needs of people currently receiving services, as well as youth transitioning to division services from the Division of Child and Family Services (DCFS) and Juvenile Justice and Youth Services (DJJYS) when they leave state custody.

Nursing services rate increase

- **\$69,300 ongoing General Funding**
- To increase the rate of pay for those providing nursing services in Home and Community-Based settings so more people can transition from Intermediate Care Facilities (ICFs) to settings in their communities.

DEBBIE'S STORY



Debbie
Limited Supports Waiver (LSW) service recipient

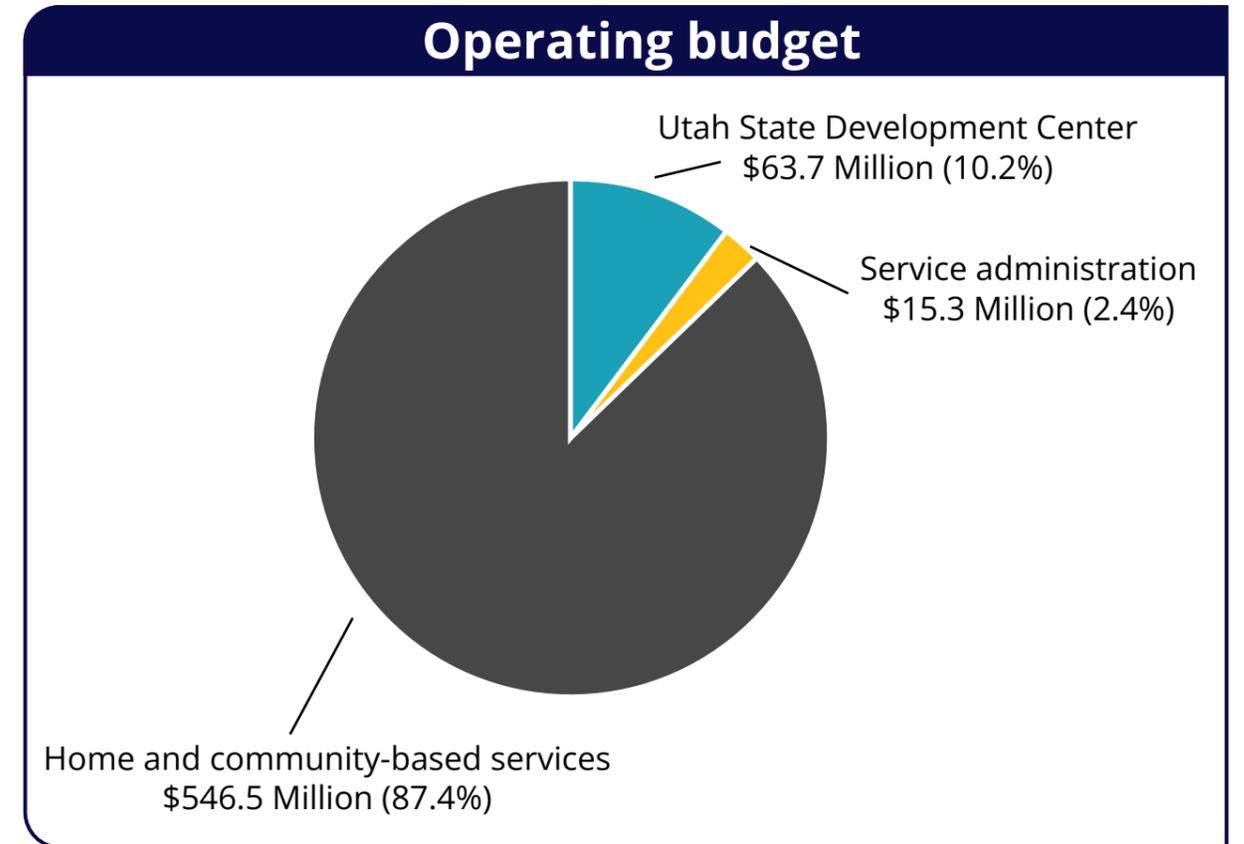
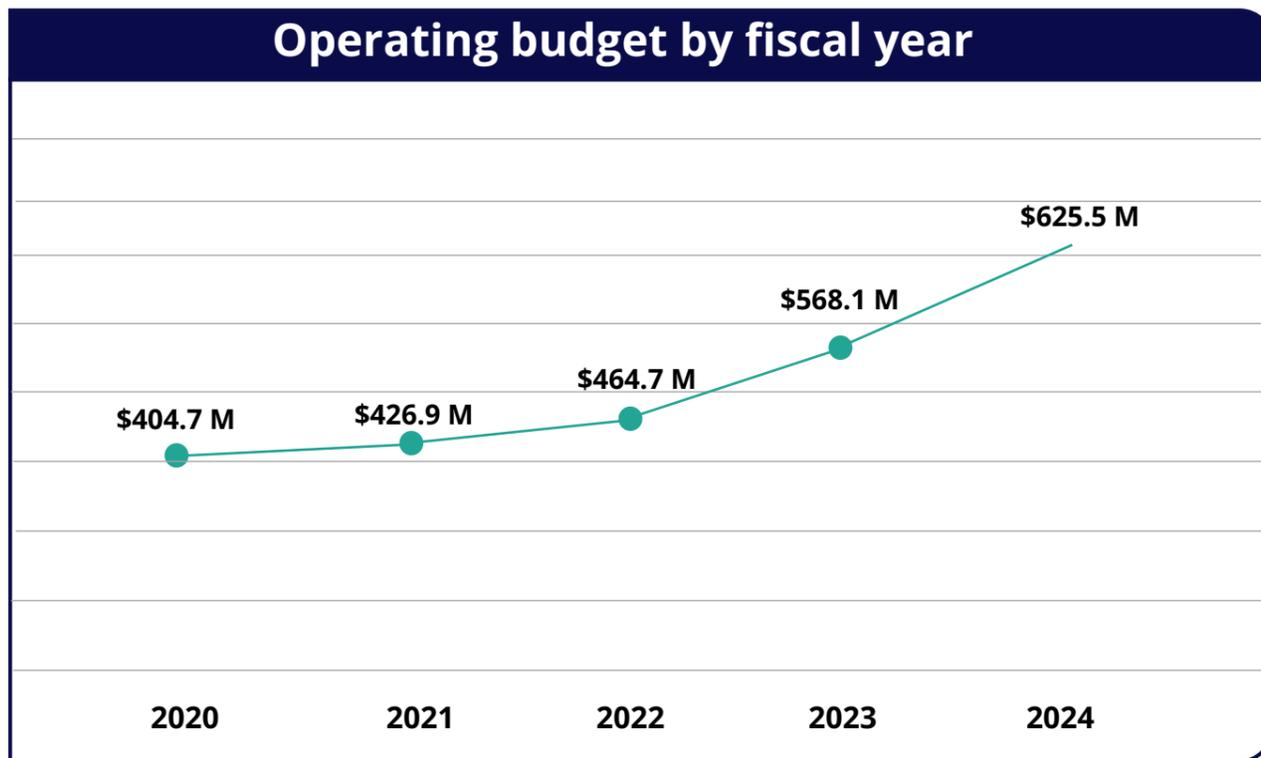


Debbie has an acquired brain injury and osteoporosis. She has difficulty navigating her home and meeting her needs. Prior to receiving Limited Support Waiver services through the division, she relied on friends and members of her church congregation for support. This was very helpful to Debbie, but she needed more intensive support to maintain her health & safety. Since entering into services, she now has support staff to assist her with activities of daily living. They assist her with grocery shopping, navigating stairs at her apartment, transportation, taking out the trash, and reaching things that are too high for her. This has increased her quality of life and given her more access to her community. Debbie reports her world has greatly expanded. She has started to leave her apartment at least weekly to do something she enjoys. Something she never did prior to receiving LSW services.

BUDGET OVERVIEW

We value the trust the Utah State Legislature and the people of Utah place in us to serve individuals with disabilities in our communities. DHHS and the division are committed to fairness, consistency, and accountability in everything we do. We strive to ensure our budgets and services remain transparent and effective, always prioritizing the needs of Utahns.

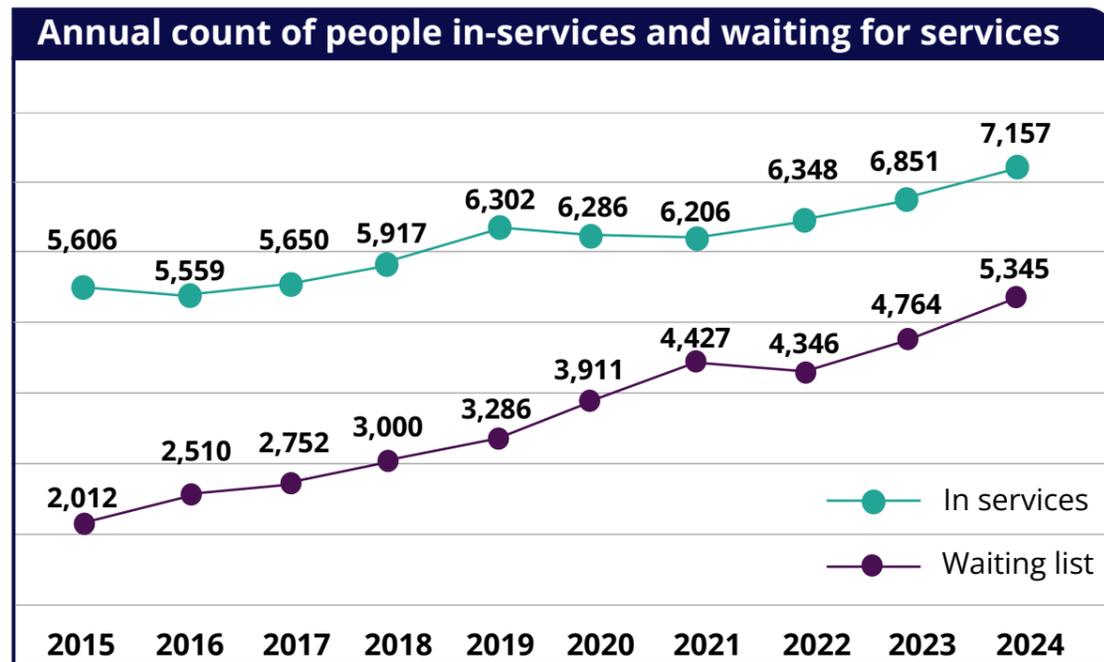
Each year, the division uses the Federal Medicaid Assistance Percentage (FMAP) to determine the percentage of federal matching funds received for every state dollar spent. For fiscal year 2024, all reported dollar amounts are based on the FMAP rate of 34.1%.



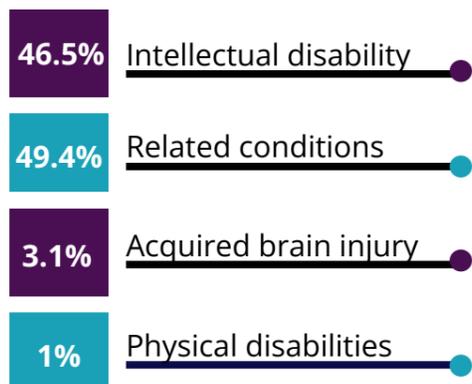
WAITING LIST TRENDS

People have the opportunity to move from the waiting list and into services as funding becomes available. Those selected to join the Community Supports Waiver (CSW), Acquired Brain Injury Waiver (ABIW), and the Physical Disabilities Waiver (PDW) are selected based on the severity of the qualifying diagnosis as determined by the Needs Assessment Questionnaire (NAQ), and the person's overall time spent on the waiting list. Those selected to join the Limited Supports Waiver (LSW) are selected based on having lower levels of service needs and the person's overall time spent on the waiting list.

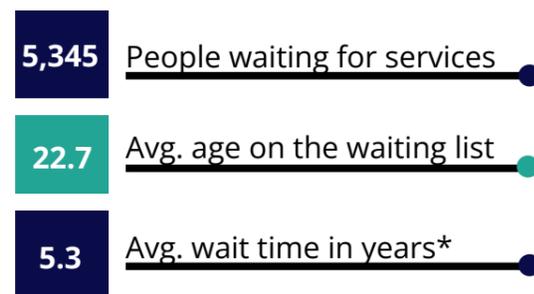
People are notified by a division intake worker that they are receiving funding to be able to come into services. At that point, they select a support coordinator, create a person-centered support plan (PCSP), and begin receiving services. The division uses all available funds to provide services to as many eligible people as possible.



FY24 disability types on waiting list



FY24 waiting for services



*Wait time range is 0-33 years

ELIZA'S STORY



Eliza
HCBS waiver recipient



Shortly after she was adopted, Eliza began to have seizures and had a brain tumor removed. This coupled with a traumatic personal history and a need for constant supervision created critical challenges to her family's health & safety. Her family did everything they could to support Eliza but needed help to meet her growing needs. They began to receive waiver services which has had an incredible impact! Eliza now attends a day program she loves, has transportation to her job, and has made new friends. This has allowed her mom to re-enter the workforce and given her much needed time for herself and her family which she never had before. The family reports their lives have been changed for the better.

NEW SERVICE RECIPIENTS

A person's state budget is the amount of General Funds allocated for their needed services. The total budget includes the state budget and the amount of federal matching funds received for waiver services. In fiscal year 2024, 491 people enrolled in services through appropriation, attrition, and transfer funding.

Appropriation funding

The legislature allocates funding to the division from the General Fund and education fund every year to support services.

Attrition funding

Every year some people exit from division services, and the division reinvests the money used for their services into the waiting list. Attrition funding allows the division to enroll people who qualify for emergency services and people court-ordered into services.

Transfer funding

The division and the Utah State Developmental Center (USDC) collaborate with other divisions in the Department of Health and Human Services (DHHS) to enroll people in HCBS. These include the Division of Child and Family Services (DCFS), Division of Integrated Healthcare (DIH), and the Division of Juvenile Justice and Youth Services (DJJYS).

Funding type	People served	Total state funds	Total budget
Appropriated	375	\$10,563,524	\$30,978,077
Attrition	80	\$2,384,917	\$6,993,892
Transfer	36	\$965,456	\$2,831,250

SHORT-TERM SERVICES

While waiting for ongoing division supports, individuals may qualify for one or more limited short-term services. These services are funded through a mix of ongoing and one-time General Fund dollars allocated each fiscal year.



Supported work independence

82 people supported

Supported Work Independence (SWI) is a program designed to help eligible individuals on the waiting list for ongoing services find and keep competitive employment in integrated settings, earning at least minimum wage. The program includes skill development and job coaching to support their success in the workplace.



Caregiver compensation

408 families supported

In order to support families while waiting for ongoing services, the division was able to offer one-time caregiver compensation services.



Respite

265 families supported

To relieve caregiver burnout, The division was able to offer relief to a person's caregiver through limited, one-time respite services.



HOME & COMMUNITY-BASED SERVICES

Impact is a core value at DHHS and the division. DSPD is committed to improving the lives of the people we serve by providing high-quality services that meet their essential needs. We are passionate about the important work we do and proud of the impact we make.

Home and Community-Based Services (HCBS) provide an alternative to institutional care, enabling people to live more integrated, independent, and self-determined lives in their communities. The division oversees these HCBS services through five Medicaid waivers, and also offers some services to people who are not eligible for Medicaid.

The division provides HCBS through two models: provider-based services and Self-Administered Services (SAS). The provider-based model delivers services through contracted providers, while the SAS model allows individuals and their families to hire and train their own employees for support. These models can also be combined to meet specific needs.



Physical Disabilities Waiver
91 people supported
 Provides comprehensive services, particularly nursing, to individuals with physical disabilities, helping them stay in their homes or other community-based settings while promoting independence and quality of life.



Non-Medicaid Waiver Services
126 people supported
 Supports people who meet division eligibility requirements, but are not eligible for Medicaid funding.



Community Supports Waiver
6,168 people supported
 Provides comprehensive services to help individuals with intellectual or developmental disabilities live in their homes or other community-based settings of their choice. Waiver services support independence and promote a self-determined life.



Community Transitions Waiver
486 people supported
 Provides comprehensive services to support individuals with intellectual disabilities or other related conditions (ID/RC) who have the opportunity to leave institutional care and live in their own homes or other community-based settings of their choice.



Acquired Brain Injury Waiver
162 people supported
 Provides comprehensive services to individuals with acquired brain injuries, helping them live as independently as possible while supporting their needs.

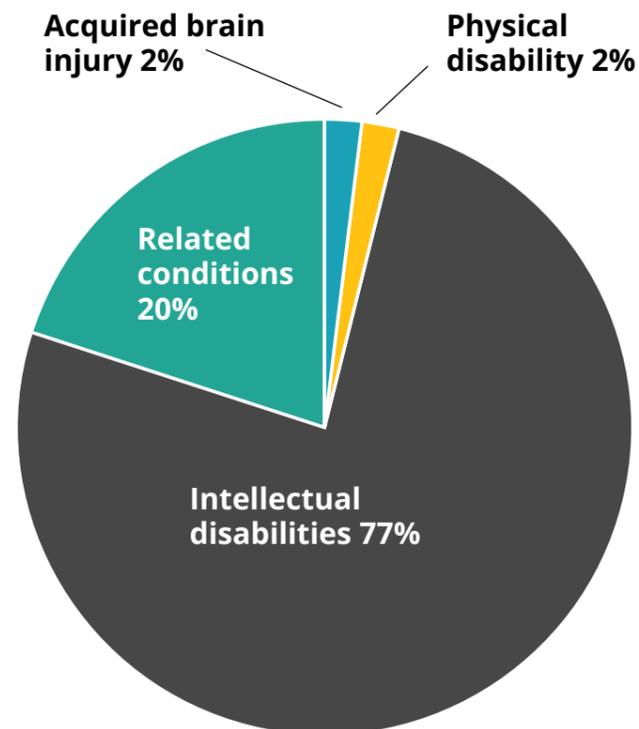
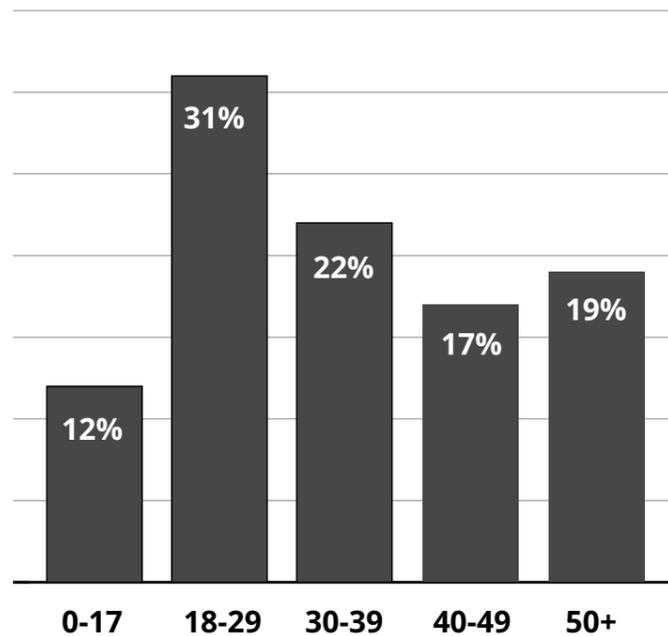


Limited Supports Waiver
124 people supported
 Provides limited services to people waiting for more comprehensive waiver services. It serves people with an acquired brain injury, intellectual disabilities, or other related conditions (ID/RC).

DEMOGRAPHICS & DIAGNOSES

To be eligible for division services, a person must have a qualifying diagnosis. This diagnosis must cause mental or physical impairments that result in substantial functional limitations in at least three major life activities. These functional limitations may include self-care, language, self-direction, mobility, capacity for independent living, communication, control of emotion, memory or cognition, judgement and self protection, economic self-sufficiency, and other activities of daily living. [Click here](#) for more information about eligibility.

Average age: 35.6



61.6% Male
38.4% Female

79.1% - White
9.7% - Hispanic/Latino
1.8% - American Indian
2.3% - Black or African American
2.0% - Asian/Pacific Islander
5.2% - Other



SERVICE CATEGORIES

The division, the person, and the person's support team use validated tools to help tailor a person's services to their assessed needs, captured in a person-centered support plan (PCSP). Person-centered planning offers the person and their planning team choice from an array of community integrated programs to promote and foster self-determination. Person-centered planning places the person at the center of the planning process as the expert on their life, needs, and interests.

The resulting PCSP organizes available services to meet the person's needs, preferences, and goals by annually identifying the person's changing strengths and priorities. Individual budgets within each service category vary based on need.



2,678 people

Residential support

- Average age of service recipients: 41 (ages range from 9-82).
- Alternative to institutional settings.
- Offers 24-hour support in supervised apartments and group homes.
- Helps obtain and maintain independent living skills in their chosen community.
- Often includes additional services such as medication monitoring, behavior consultation, employment services, and day supports, as needed.

2,124 people

In-home self-administered services (SAS)

- Average age of service recipients: 28.5 (ages range from 3-84).
- Allows a person and their family to employ their own direct service staff.
- Includes a fiscal agent who provides payroll and budget management services.
- Supports offered under SAS may include respite, companion, homemaker, chore help, supported living, caregiver compensation, and personal assistance.

165 people

Case management only

- Average age of service recipients: 33.7 (ages range from 4-85).
- People receive one-on-one case management supports to navigate systems and connect the person and their family to resources.
- People receiving this case management service do not receive other services.
- This includes people brought into services in the later part of the fiscal year who are going through the intake process and identifying services to meet their needs.

303 people

Supported living

- Average age of service recipients: 50.3 (ages range from 10-85).
- Offers hourly and intermittent care for people who live in their own home.
- Provides one-on-one supervision, skill building, and assistance.
- Includes assistance with activities of daily living, homemaker skill building, advocacy and self-help, personal finances, socialization, accessing the community, and accessing community services.

1,111 people

In-home provider-based

- Average age of service recipients: 33.4 (ages range from 3-77)
- An enrolled person and their family can access caregiver compensation, respite, companion, home maker, chore, and personal assistance through a contracted provider agency.

776 people

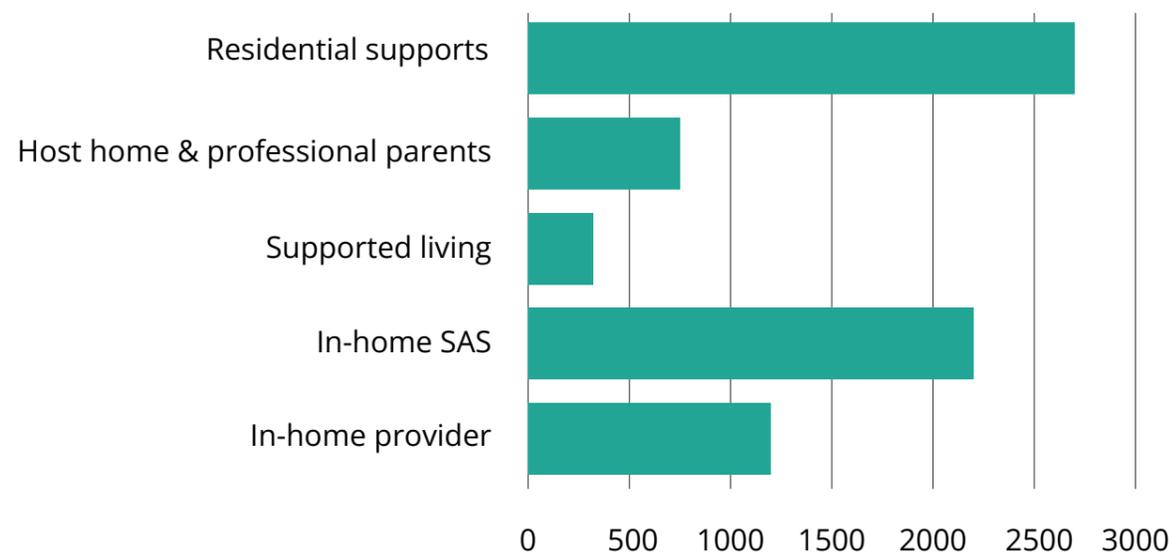
Host home & professional parent

- Average age of service recipients: 34.2 (ages range from 5-84).
- Offers shared living experiences for youth and adults with exceptional care needs who want to live in a family environment, but cannot live with immediate family members.
- The host family provides assistance with independent living skills and supervision which helps the person engage in their community and avoid isolation.

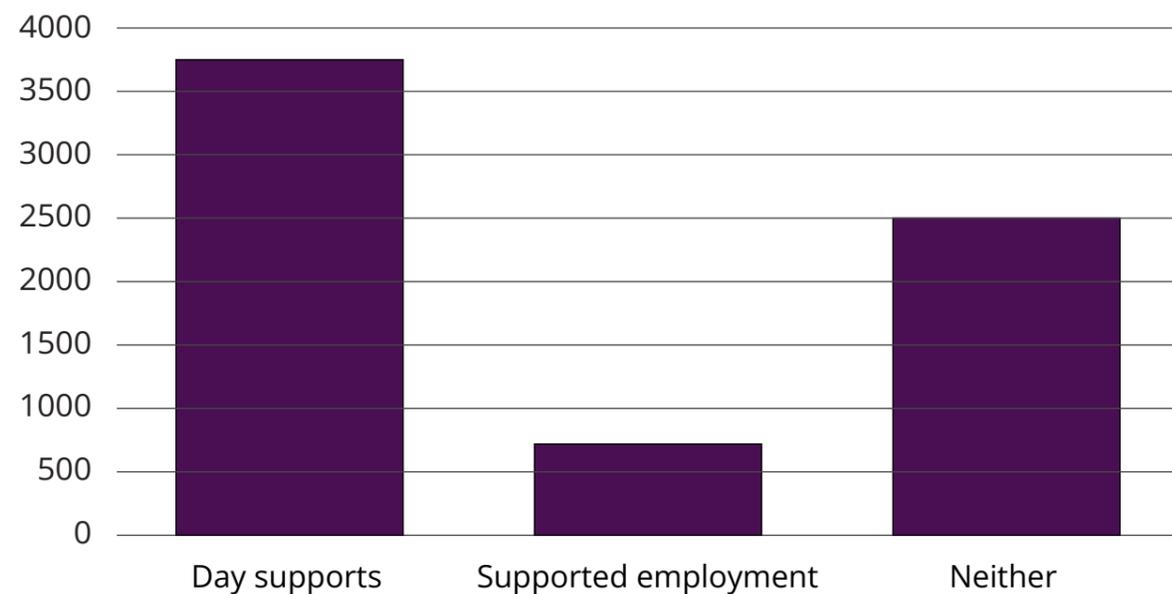
SERVICE CATEGORY USE

The division offers many similar services within a service category. Tracking category usage and spending helps the division evaluate service access and trends. This data plays a key role in strategic planning, improvement efforts, and ensuring the effectiveness of services. The following graphs show how many individuals use each service category.

Service category use in combined categories



Number of individuals by service grouping



B'S STORY



B
HCBS waiver recipient



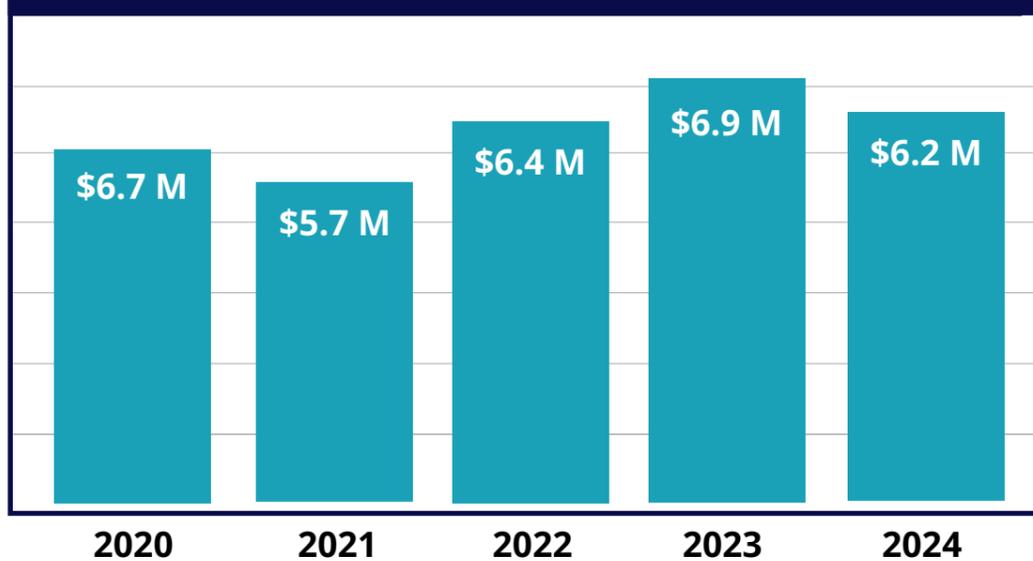
B moved out of an ICF roughly 3 months ago and into his own home with a residential provider. He has thrived there! His favorite part is having his own room and personal space for himself. He loves being able to access the community whenever he chooses, skateboarding, going out to eat, shopping, listening to music of his choosing, and spending time with his family to whom he now lives closer. B attends a day program where he interacts with his friends, goes bowling, and engages in other activities. His family is happy that B lives closer to them and grateful that he lives in a safe home that he enjoys and is thriving in. This has been a positive move for him and he is very happy with his new living situation.

DAY SUPPORTS AND SUPPORTED EMPLOYMENT

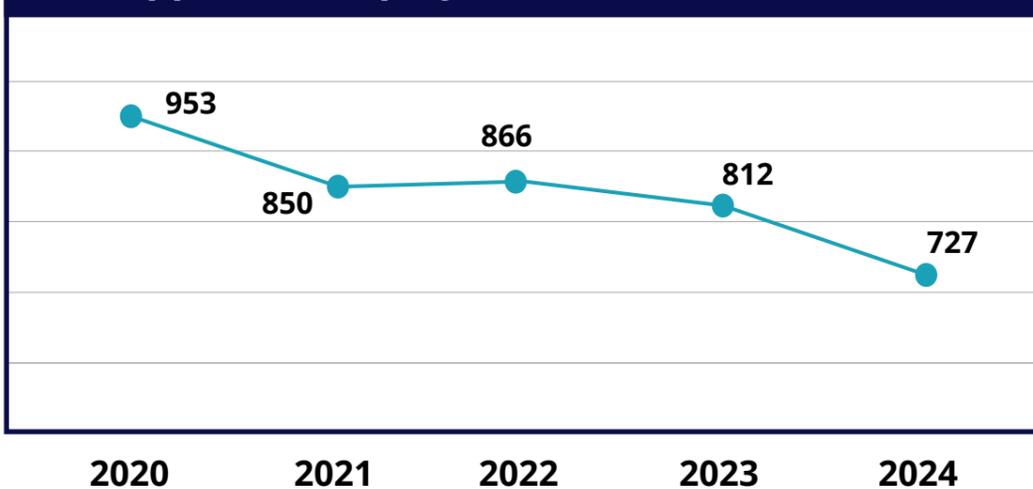
The division's employment first mission, grounded in the belief that all people with disabilities can work, focuses on ensuring its services prioritize, promote, and support competitive integrated employment opportunities for individuals with disabilities receiving division services.

The division is committed to helping people with disabilities secure and maintain meaningful integrated employment when they have a desire to work. We are committed to continually enhancing our services and expanding employment opportunities for people with disabilities

Supported employment spending five-year trend



Supported employment historical counts



Day support

- 3,765 supported
- 36.7 average age (ages range from 5-86).
- Daytime activities and support are provided in individual or group settings to help individuals develop and maintain skills such as self-help, community living, and communication. These integrated programs offer opportunities for socialization, skill building, and leisure activities that enhance overall well-being and independence.



Supported employment

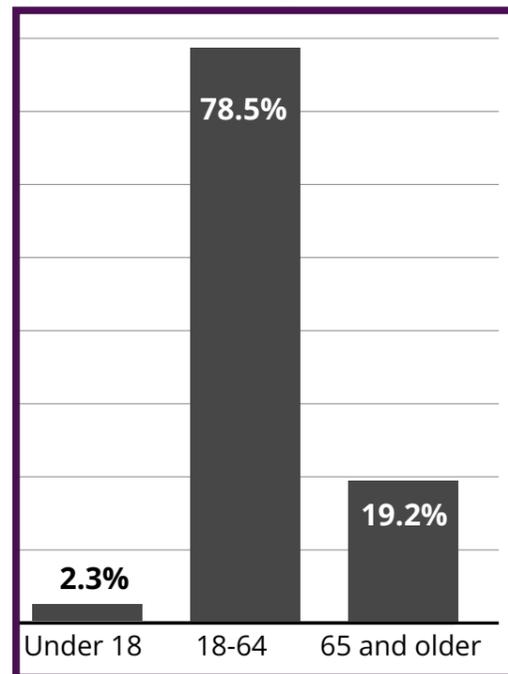
- 727 supported
- 41.1 average age (ages supported range from 19-81).
- Provides support for adults seeking to obtain, maintain, or advance in competitive integrated employment or entrepreneurial opportunities that pay at least minimum wage. Temporary work in self-contained business locations is also an option to develop skills that lead to competitive, integrated employment. Support is provided by a job coach or co-worker, either individually or in a group setting. Employment support is flexible, allowing customization of work hours and environments to align with the individual's interests and help them achieve their goals.

UTAH STATE DEVELOPMENT CENTER (USDC)

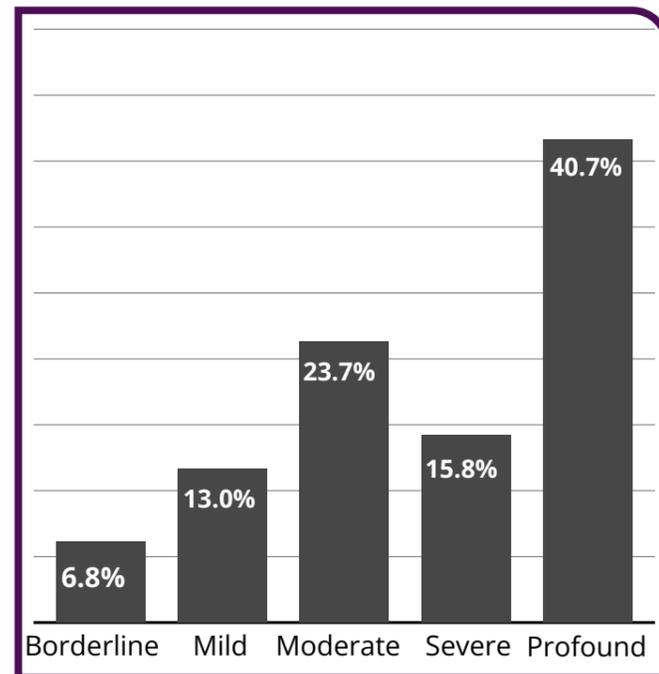
The Utah State Developmental Center (USDC) is Utah's only state-operated intermediate care facility (ICF) for individuals with intellectual disabilities. USDC provides a wide range of essential services and supports that promote independence and improve the quality of life for Utah's most vulnerable individuals with disabilities. These efforts are carried out in collaboration with families, guardians, and the community. New admissions to USDC are limited to people who need significant support and behavioral health stabilization. Admissions require an intensive screening process or a court commitment. On-site services include habilitation, medical and dental care, behavioral health services, employment opportunities, and recreational activities.



Average age: 47.9



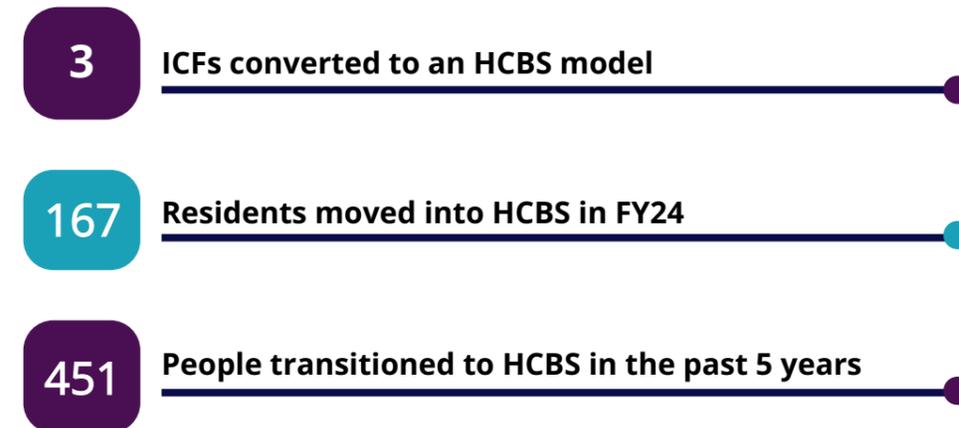
Intellectual disability



ICF TRANSITION PROGRAM

The ICF Transition Program helps individuals living in intermediate care facilities (ICFs) move into home and community-based settings (HCBS). HCBS offers similar supports to those provided in an ICF but can be more tailored to individual needs, provide greater choice in living arrangements, and support more integrated and self-determined lifestyles.

As part of the Christensen v. Miner settlement, the program was tasked with educating ICF residents about HCBS options and assisting those who wish to transition into the community. The settlement aimed to move 250 individuals into HCBS. In fiscal year 2024, 167 people successfully transitioned from ICF to HCBS. Between fiscal years 2020 and 2024, a total of 451 individuals made the transition to HCBS.



ANGELA'S STORY



Angela
Transition from ICF to HCBS



“

After moving out of the ICF I was living at, I was able to get into a group home of my choosing which is only five minutes away from my sister, so I am able to spend more time with her. I now cook what I want and go shopping more often. I have my own room that I get to decorate the way I want. I love living in a house better than a facility. I was also able to get a job that I really enjoy and still attend a day program that I like going to. After moving out of the ICF, I have more choice of what I want to do and where I go on a daily basis. This has been the best thing that has happened to me in a long time!

”

BRENDA'S STORY



Brenda
Transition from ICF to HCBS



“

I moved out of an ICF a year ago and into a house with my two best friends. It's so fun living with my friends! We have a backyard with a swing and trampoline that we really like. Now I have my own space and get to do more things that I like. I do arts & crafts, watch movies on my laptop, and I just started learning how to cook. This year I learned how to make enchiladas, quesadillas, and chili. I still attend a day program that takes me on fun trips to the park, the zoo, and other interesting places. I also got a job after I moved into my new house. Sometimes the work gets boring, but I really like working and spending time with my co-workers. My life was good before, but it is so much better now!



Click the links below to learn more about DHHS, DSPD, and USDC.

[Department of Health & Human Services \(DHHS\)](#)

[Division of Services for People with Disabilities \(DSPD\)](#)

[Utah State Developmental Center \(USDC\)](#)



Utah Department of
Health & Human Services
Services for People with Disabilities