
UPDATING AND REPORTING WAITING LIST INFORMATION

Directive 1.5

Authorizing Code: [26B-6-403](#)

Rule: n/a

Version Date: January 2024

Next Review: January 2026

Forms: Needs Assessment Questionnaire; Waiting List Survey

Purpose

In order to maintain accurate information about the waiting list, DSPD annually updates need assessments and surveys interest in services.

Process

ANNUAL UPDATES

1. On or around March 1st of each year, intake and waiting list caseworkers begin updating the Needs Assessment Questionnaire (NAQ) and the Waiting List Survey.
 - a. Updates occur between the months of March and December.
 - b. Divide a caseworkers caseload up so that a minimum number of individuals and/or families are contacted each month. Caseworkers may elect to complete more updates per month if reasonable.
 - c. Intake, one-time respite, and other division staff may help with annual updates as approved by division supervisors.
2. Caseworkers contact each person and/or family by phone to update the assessment and survey in USTEPS.
 - a. Check for any translation needs.
 - b. After three unsuccessful attempts to contact the person and/or family by phone, use email or mail to make contact.
 - c. If the person and/or family calls the intake line:
 - i. Any caseworker staffing the intake line that day will complete the assessment and survey. Do not transfer the person and/or family to their assigned waitlist worker unless asked to.

- ii. A person and/or family that needs Spanish translation can be referred to a bilingual caseworker. Use DHHS contracted translators for any other language.
3. Completed assessments and surveys are documented in the NAQ/WL Survey Tracking Google Doc and in the USTEPS report portal. A report can be pulled from the Report Portal: Intake and Waiting List, Waiting List Breakdown by Worker.
4. A NAQ may be updated at any time by the person and/or family. If the survey is ready for an annual update, complete the survey at the same time.

NEW INTAKES

Complete the waiting list survey after making an eligibility determination. Start at Procedure step 2. The survey should be completed before the case is transferred to a waiting list caseworker.

Procedure

1. Complete the NAQ.
 - a. Exception: If the person wants to leave the waiting list, skip to step 2.
2. Complete the waiting list survey.
 - a. Enter the Waitlist Survey Entry and click on the 'Resend' button at the bottom of the page.
 - b. Enter the survey type, the date, and any comments.
 - c. Fill out the pop-up screen that asks if the person wishes to remain on the waitlist.
 - i. If you select 'no', enter a reason. Selecting 'no' will change the case status to 'Episode Closed'.
 - ii. Track attempts to contact the person under the 'Inactive Waiting List Status' section.
 - d. Click the 'Save' button.
3. Review and update additional USTEPS screens as necessary:
 - a. Long Term Care Facility;
 - b. waitlist services; and
 - c. address, email, and phone number.
4. Send an 'Episode Closed' Notice of Agency Action (NOAA).
 - a. Complete step 4 if the case status changes to 'Episode Closed'.
 - b. Reasons to change case status: no response after three attempts to contact; or the person chooses to leave the waiting list.