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# ONE-TIME PAYMENT PROCESS

## *Start-up costs*

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### Directive 2.22

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

Rule: n/a

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#### **Purpose:**

This directive creates policy and procedures for the one-time purchase of start-up costs using the service code STC. STC may be requested for essential household items purchased for a person transitioning to a living arrangement in a residence where the person is responsible for their own living expenses.

#### **Definitions:**

**Contracts Administrator:** means the division staff who review and approve contracts and contract changes.

**Division:** means the Department of Health & Human Services (DHHS) Division of Services for People with Disabilities (DSPD).

**Essential household items:** means items of personal property that are found in or near the home, and which a person uses on a regular basis. These items are needed to maintain and occupy the home. Essential household items may include (but are not limited to) items such as: bed; table; chairs; bathroom furnishings; pots and pans; storage containers; utensils; broom; vacuum; alarm clocks; hangers; duplicate keys; locks; non-refundable set-up fees; or deposits for utility or service access (e.g., landline telephone, electricity, heating), etc. Essential household items do **not** include (exclusion is not limited to) items such as: rent; food; cell phones, entertainment and diversional items (televisions, stereos, computers, or other electronics); and refundable fees or deposits, etc.

**Person:** means an individual who is in services, or who is eligible for services with the division.

**Resources:** means help from family, friends, or community members.

**Request for Services (RFS):** means a process that is integrated into USTEPS. It facilitates the creation of a Person-Centered Budget through an initial budget and then any budget adjustments that are made by submitting the following to the RFS team for review: proposed service codes, units, and rates; designated start and end dates; and evidence of need.

**STC:** means the service code for start-up costs.

**Support Coordinator (SC):** means a division employee that provides case management services. The SC assists persons and their families in developing plans to find the most appropriate services and selecting the most appropriate service delivery model based on the individual needs of that person.

**Utah System for Tracking Eligibility, Planning, and Services (USTEPS):** means the system for case management that is used by SCs and division staff.

**I. Policy:**

1. The division may make one-time purchases of essential household items.
2. One-time purchases are made using the STC service code. To qualify for a one-time purchase, each of the following criteria must apply:
  - a. The person does not have the financial means available to purchase the necessary and essential household items.
  - b. The person has exhausted all available resources and their attempts to obtain necessary items from other resources have also been exhausted. The SC must maintain documentation of these attempts in USTEPS.
  - c. The person is transitioning into a living arrangement in a private residence where the person is responsible for their own living expenses.
  - d. STC purchases must be cost effective, and meet the basic functional needs of the person.

**II. Procedures:**

1. SCs will determine the need for an STC one-time purchase.
2. SCs may assist the person to obtain the required documentation needed for an RFS.
3. SCs will submit the RFS and supporting documentation to the RFS team.
4. The RFS team reviews requests and then approves or denies them.
5. If approved, the contracts administrator will email an award notification to the approved vendor.
6. After the purchase is completed, the contracts administrator will collect all project documentation.
7. The contracts administrator will create an approval for the purchase in USTEPS and then notify the SC to add the purchase into the person's plan.
8. The contracts administrator will upload all related purchase documents into USTEPS.
9. The contracts administrator will send the payment documents to the finance team to enter the payment in USTEPS.
10. SCs will verify that the payment was made successfully.
11. Division leadership may also determine and then approve purchases, at their own discretion, outside of the procedures listed above.