

Utah LTSS Research Study

Final Report At-A-Glance | March 2025

From 2023 to 2025, Utah's Department of Health and Human Services (DHHS) worked with Human Services Research Institute (HSRI) to learn from people with disabilities and older adults about the strengths and challenges of Utah's long-term services and supports (LTSS) system. About one in five Utah residents have a disability, and many rely on LTSS to live well at home and in their communities. DHHS asked HSRI to gather feedback from people receiving services, families, providers, support coordinators, and advocates, and to recommend ways to improve the LTSS system. HSRI's recommendations address four key priorities:



Inclusion



**Person-Centered
Support**



**Service
Quality**



**Effective
Service System**

Recommendations

Focus on Community First

Prioritize community-based services over institutional care. This means creating a plan to guide community-focused policies, improving person-centered planning so people have more control over their services, and helping people move from institutions or segregated settings into homes and jobs in the community.

Improve Quality

Strengthen quality measures to meet new federal requirements, such as improving grievance systems, aligning performance measures across programs, and expanding surveys to track outcomes for all populations.

Restructure HCBS Waivers

Restructure or consolidate Utah's nine Medicaid waivers into a two-waiver structure within each division to make services easier to access and more person-centered. These changes aim to promote inclusion, empower people to make choices, improve quality, and create a more effective system.

Address/Eliminate the DSPD Waiting List

A major challenge is the large waiting list of more than 5,000 people. HSRI suggests improving communication about the waiting list, improving programs that help people while they wait, balancing funding for waivers, and improving access to Medicaid to help more people get services they need.