



<b>UTAH DEPARTMENT OF HEALTH AND HUMAN SERVICES DIVISION OF SERVICES FOR PEOPLE WITH DISABILITIES POLICY AND PROCEDURES</b>		
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<b>NEEDS ASSESSMENT QUESTIONNAIRE (NAQ)</b>		
<p><b>RATIONALE:</b>  The intent of this policy is to provide a standardized method to assess the needs of a Person on the waiting list. The NAQ ensures fair and consistent placement on the waiting list based on the Person’s level of need.</p> <p>Authorizing Code: 26B-6-403  Rule: R539-2 “Service Coordination”  Forms: Needs Assessment Questionnaire</p>		
<b>Original Effective: NA</b>	<b>Revision: 12/10/2025</b>	<b>Next Review Due: 12/10/2030</b>

**I. DESCRIPTION**

The division uses the standardized Needs Assessment Questionnaire (NAQ) to assess a Person’s current needs. The NAQ measures three criteria: a Person’s severity of need; caregiver supports; and time on the waiting list. The NAQ results in a numeric score between 0-100.

**II. POLICY**

- A. A Person’s NAQ score coupled with their urgency of need shall determine the Person’s ranking on the waiting list.
- B. The severity of need criterion identifies personal care needs, daily living needs, personal safety, behavioral issues, and specific medical needs. This represents 50% of a Person’s overall NAQ score.
- C. The caregiver supports criterion measures the ability of the family or caregiver to support the Person. This represents 30% of a Person’s overall score.
- D. The time on the waiting list criterion calculates how many days a Person has been on the waiting list. This represents 20% of the overall score.

**III. PROCEDURE**

- A. Division staff shall complete an NAQ for each Person during the intake eligibility process.
- B. The Person’s most recent NAQ score and urgency of need shall determine their place on the waiting list compared to others.
- C. Division intake and waiting list caseworkers shall update the NAQ at least annually for each Person on the waiting list.
- D. The NAQ may be completed remotely or in-person.