



**UTAH DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF SERVICES FOR PEOPLE WITH DISABILITIES
POLICY AND PROCEDURES**

Policy: 2.22

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ONE-TIME PAYMENT: START-UP COSTS

RATIONALE:

The intent of this policy is to provide a process for approving one-time start-up costs for the STC service code.

Authorizing Code: 26B-6-403

Rule: NA

Forms: 295 CAPS

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NA

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8/31/2026

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I. DESCRIPTION

This policy establishes procedures for the use and approval of start-up costs using the STC service code. The STC service code may be requested for the one-time purchase of essential household items and personal expenses for a Person who is transitioning to a residence where the Person is responsible for their own living expenses.

II. DEFINITIONS

The following terms are defined for this policy as:

- A. **Department:** means the Department of Health and Human Services (DHHS).
- B. **Division:** means the Division of Services for People with Disabilities, as defined in Section 26B-6-401.
- C. **Division of Finance and Administration (DFA):** means the unit within the department responsible for financial administration.
- D. **Essential household items:** means items of personal property that are used to maintain and occupy the home, and that a Person uses on a regular basis as described in this Policy.
- E. **Person:** means an eligible individual receiving a division service; or on the waiting list.
- F. **Resources:** means assistance from family, friends, or community members.
- G. **Request for services (RFS):** means a process that is integrated into USTEPS as described in Policy 1.49. 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.

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

I. **Support coordinator (SC):** means an employee of the division or an individual contracted with the division who assists with:

1. assessing the need of a Person receiving division funding;
2. completing written documentation of support;
3. developing a service and support plan for a Person receiving division funding;
4. monitoring the appropriate spending of a Person's annual budget;
5. monitoring the health and welfare of the Person;
6. monitoring the quality of each service used by a Person receiving division funding; and
7. if a Person receives waiver services, assures compliance with each waiver program requirement.

J. **Utah System for Tracking Eligibility, Planning, and Services (USTEPS):** means the secure, web-based case management system used by the division to track eligibility, manage individualized support plans, and monitor service data for Persons in services with the division.

III. **POLICY**

A. The division may make one-time purchases of essential household items or personal expenses to ensure the person's health and safety during a transition to a residence.

B. Essential household items or personal expenses are items that are needed to maintain and occupy a home and ensure the person's health and safety.

1. Essential household items include, but are not limited to, items such as a bed, tables, chairs, bathroom furnishings, pots and pans, storage containers, utensils, a broom, a vacuum, alarm clocks, hangers, duplicate keys, locks, non-refundable set-up fees, or deposits for utility or service access such as landline telephone, electricity, heating, etc. Essential personal expenses may include clothing necessary to meet the Person's basic functional needs when the Person is transitioning into a living arrangement and does not have adequate clothing, or services required to meet health and safety needs such as pest eradication and cleaning when not the responsibility of a landlord.
2. Essential household items and personal expenses do not include, and exclusion is not limited to, items such as rent, food, cell phones, entertainment and diversional items (like televisions, stereos, computers, or other electronics), or refundable fees or deposits, etc., unless deemed medically necessary.
3. If purchased using STC, essential household and personal items become the property of the Person.

C. One-time purchases shall be made using the STC service code. To qualify as an eligible one-time purchase, each of the following criteria shall apply.

1. The Person does not have the financial means available to purchase the necessary household items.
2. The Person has exhausted all available resources and their attempts to obtain necessary items from other resources have been unsuccessful. The support coordinator shall maintain documentation of these attempts in USTEPS.
3. The Person is transitioning into a living arrangement in a private residence where the Person is responsible for their own living expenses.

4. STC purchases shall be cost effective, and meet the basic functional needs of the Person.
- D. The division director or an assistant director may authorize an exemption to this policy when a Person's immediate health or safety would be compromised by the delay required to verify and document that all other available resources have been exhausted.

IV. **PROCEDURE**

- A. A division support coordinator shall identify the need for an STC one-time purchase.
- B. A division support coordinator may assist the Person to obtain the required documentation needed for an RFS.
- C. A division support coordinator shall submit the RFS and supporting documentation to the RFS team.
- D. The RFS team shall review requests and may approve or deny them as described in Policy 1.49 "Request for Services."
- E. If approved, the Division of Finance and Administration (DFA) assigned division staff/support services coordinator shall email an award notification to the approved vendor.
- F. After the purchase is completed, the DFA assigned division staff/support services coordinator shall collect all purchase documentation.
- G. The DFA assigned division staff/support services coordinator shall create an approval for the purchase in USTEPS and then notify the division support coordinator to add the purchase to the person-centered support plan.
- H. The DFA assigned division staff/support services coordinator shall upload all related purchase documents into USTEPS.
- I. The DFA assigned division staff/financial analyst shall enter the payment in USTEPS.
- J. A division support coordinator shall verify that the payment was made successfully.
- K. The division director or their designee may review and approve or deny purchases, at their own discretion, outside of the procedures listed above.