# Problem- Solving with Your Support Coordinator

## Choose a Service Delivery Model

When coming into services with DSPD, you will need to select a  service delivery model. There are different methods DSPD uses to provide support to individuals. When you come into services, you will need to decide which delivery model you want to use. Your Support Coordinator can help you make this decision.

Provider Based Services are, like the name, services offered by a provider company. There are many different providers and a large variety of programs available. Providers may offer chore or companion services, day supports, employment supports, residential or transportation services, respite, or supported living services. It is a matter of which services a provider is contracted by DSPD to provide from the supports identified in the Person-Centered Support Plan needed to reach goals.

## Provider Model

Choosing a provider is similar to choosing a Support Coordinator. You can ask for recommendations. Your Support Coordinator can put out a Request for Service (RFS) and then you can interview companies that respond as being interested in taking you/your loved one on as a client. The Support Coordinator can also work with families to set up interviews, tours, and visits with providers. Or you can research providers yourself. You can find a list of providers on DSPD's website, https://dspd.utah.gov/resources/provider-search/, and do a search by county and service desired. You can contact the provider to ask questions, tour the facility or meet with the provider in the community to see how you feel about the program.

The provider handles all paperwork for services to get things set up to start providing support and to submit invoices once services begin.

If you are having problems with the provider(s) selected, you can work through your support coordinator to resolve any issues or concerns. There is also a grievance process you can go through. See below. You can change providers at any time.

### Self-administered Services (SAS)

Self-Administered Services (SAS) means that a family member or the individual directs their own support staff and acts as the employer. You do the hiring, training, set the hours, and more. The family is in charge of all the paperwork. The paperwork may be overwhelming at first but you can ask your Support Coordinator to help you. A fiscal management company will take care of the budget, payroll, and taxes. You will need to select one from the list provided by DSPD. Most of the services offered by providers can be used in SAS, except residential services.  DSPD currently requires that residential services be provided by one of the provider companies.

### Combination of Models

You can also use a combination of models. For example, you could use a provider for employment support and job coaching, but SAS staff for respite and supported living. You can also use multiple providers if desired. For example, one for residential, and one for day supports.

Once you choose a provider, decide to do SAS, or both, the Support Coordinator takes care of filling out and filing the paperwork with DSPD, etc. They will also train you on the expectations of SAS and acting as an employer.

## Understanding Budget Creation and Use

When you first come into services, the individual's budget is based on what is created by the waitlist worker based on needs identified at the time of entry. The budget is constrained by what services you need and needs can change. The Support Coordinator works to help determine what support needs can be addressed in the budget.

**The budget can be as flexible as the individual's needs.**

### Self-Admistered Services Budget

For Self-Administered Services (SAS), the family and the Support Coordinator work together to make sure that you stay within your budget. There may be times that more money was allocated to one service, such as Respite, and not enough in another, such as Supported Living. The Support Coordinator can move money from one area to another but you must let them know there is a need to do so. This is not an increase in budget but is a budget-neutral move.

If there are times when you are not able to hire or keep staff, let your Support Coordinator know so the individual's notes can reflect this. If you are not paying staff, you will end up with an excess budget at the end of the year as a result. If you have money left over, it goes back into the general budget with DSPD to be redistributed. If that happens for multiple years with no good explanation, such as a pandemic, the budget can be cut. This is why it is important to document changes that occur within the family and for the individual.

**If you are not using a specific service that has been budgeted for,**
**let your Support Coordinator know.**
**A review or change in services may be needed that better represents the**
**needs of the whole individual.**

If you run out of funds in your budget, you can request more with your Support Coordinator but funds are not guaranteed. (See Insufficient Budget for Needs below.) Talk with the Support Coordinator about the needs that have come up and the possibility of requesting additional funds. This information can be included in an updated Person-Centered Support Plan (PCSP) to document the needs.

### Provider Services Budget

If you are using a provider, your Support Coordinator is in charge of making sure that those services are allocated in prescription, which is the term used because they are Medicaid Waiver services, to make sure that they are budgeting correctly for the entire 12-month period. As with a SAS budget, if allocated funds are not meeting the needs, providers will work with the Support Coordinator to adjust services or request additional funds if needed.

### Insufficient Budget for Needs

If it does not seem that the budget will cover the anticipated or actual costs, DSPD has a Request for Additional Services (RAS) committee in place. This committee conducts reviews about budget increase requests. To assist the Support Coordinator in completing an RAS form, you may want to:

- Create a complete schedule of what the individual's day looks like to show where the need for support is. Does the individual need more support during the summer when compared to when they are in school? Will they need more support when they are no longer in school? This may help build the foundation of the individual's needs and provide evidence that an increase in funds is needed.
- Build documentation for why the increase or budget item is requested
    - Describe new or increased behaviors, including their frequency and intensity
    - Any new medical issues
    - Letters written on behalf of the individual, such as from the doctors, teacher, and family members, to gather vital documentation for the Support Coordinator to request the additional funds

The RAS process can take about a month from the time of the request before receiving an answer. The committee may reject the request, approve the request, or ask for additional information which can take time to collect and process. Being thorough with information in the initial request can help save time in the long run.

## Grievance Process

If concerns come up with the Support Coordinator you are working with, you should talk with them first about what is going on with the individual and your family. If you are not able to find a solution to these concerns, there is a grievance process that individuals and their families are able to take part in with the individual companies that the Support Coordinator works with. The grievance process procedures should have been provided to you at the initial meeting and reviewed at least yearly at a PCSP meeting.

If there is no resolution after going through the grievance process, you may want to change your Support Coordinator. In that case, DSPD employees may reach out to the individual, the families, and providers to make sure that it isn't a case of a provider wanting a change for a specific Support Coordinator or Support Coordination company. There may also be a concern that a Support Coordinator is promising unrealistic expectations like additional budget and equipment if the family changes to them. If everything seems in order, the individual and family can select a new Support Coordinator.

The family should contact Constituent Services with DSPD if any of these concerns are happening, such as feeling pressured by a provider to change your Support Coordinator or being offered additional money or services by selecting a specific Support Coordinator or Support Coordination company.

Jessica Sadler- 385-227-9559 or email jmsadler@utah.gov
or Brenda Carlisle 801.538.4091 bcarlisle@utah.gov

**Remember you can choose to change your Support Coordinator at any time!!!**
**Your Support Coordinator is the glue that holds everything together and if it is not working for you … you can change.**

**Additional Resources**:

Expectations and Responsibilities of Support Coordinators and Families
Choosing or Changing Your Support Coordinator
Guide to Eligibility and Services

## Questions?

Do you have questions about DSPD? You can call to speak with one of the Utah Parent Center Parent Consultants at 801-272-1051 for a **FREE** one on one consultation.

Utah Parent Center