



**Department of Health
& Human Services**

**Services for People
with Disabilities**

SELF-ADMINISTERED SERVICE (SAS) GUIDEBOOK

for the

Acquired Brain Injury Waiver (ABIW)

Community Support Waiver (CSW)

Community Transition Waiver (CTW)

Limited Supports Waiver (LSW)

Physical Disability Waiver (PDW)





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Chapter 1: Understanding self-administered services (SAS)

General terms & definitions

Before reviewing self-administered services (SAS), it is important to understand the key terms used throughout this guidebook. These terms will be referenced frequently in later chapters.

Division of Services for People with Disabilities (DSPD): DSPD is the Utah state agency responsible for administration of state and federal funding for five waiver programs for people with disabilities. DSPD provides many different services that are intended to help people with disabilities remain safe, participate more fully in their communities, and lead self-determined lives.

Employee: The individual hired by the employer to provide authorized services. Employees can also be referred to as direct support professionals.

Employer: The employer is the Person or their representative, typically a family member, who is responsible for the administration of the Person's self-administered services.

Fiscal agent: A fiscal agent is an organization that provides essential services in support of self-administration, ensuring the employer is in compliance with employment laws and waiver rules. Fiscal agents issue payroll, process and monitor employee background checks, and assist with managing the service budget. Use of a fiscal agent is required with self-administered services.

Person: Person means an individual who is receiving DSPD services, or is eligible to receive services.
Person-Centered Support Plan (PCSP): A PCSP is a plan developed by the PCST that outlines the services and supports that are necessary for the Person to meet their needs. A PCSP is developed based upon the Person's own preferences, strengths, interests, goals, and their health and safety needs.

Person-Centered Support Team (PCST): A PCST is a group that includes the Person, their support coordinator, and members of their circle of support who participate in the planning and delivery of services with the Person. PCST members may include the Person's guardian, family, friends, professionals, and employees who are providing services.

Provider-based: A service delivery model in which services are delivered by a provider who has a contract with DHHS/DSPD.

Support coordinator: A support coordinator is the individual (or the administrative case manager) who helps with identifying, understanding, and coordinating needed services. The support coordinator provides ongoing support to ensure that the needs of the Person are appropriately identified and that services match the Person's needs and preferences. They also monitor the Person's budget to ensure its appropriate utilization and request changes to the budget when necessary.



Waiver: A Medicaid program that provides Home and Community Based Services (HCBS) to a Person who meets specific eligibility criteria and would otherwise require institutional care.

What does “self-administered” mean?

“Self-administered” means that the Person, or their employer, takes on an active role in directing how their services are provided rather than receiving services solely through a provider-based agency.

Under SAS, a Person has the ability to:

- Choose who provides their services
- Decide when and how services are delivered
- Direct day-to-day support based on personal needs and preferences

While a Person has increased control under SAS, they are not alone. Support coordinators and fiscal agents provide guidance, oversight, and administrative support to ensure services remain compliant with Medicaid and waiver requirements.

How SAS promotes independence and choice

SAS is designed to promote independence, flexibility, and person-centered decision-making. By allowing a Person to manage certain aspects of their services, SAS supports:

- **choice:** A Person selects their own employees and determines how services fit into their daily live
- **flexibility:** Services can be scheduled in ways that best meet individual needs;
- **empowerment:** A Person plays an active role in shaping their supports; and
- **consistency:** A Person may retain employees they trust and who understand their preferences.

SAS aligns with person-centered planning principles by placing the Person at the center of all decisions related to their care and supports.

What services can be self-administered?

The services available through SAS depend on the Medicaid waiver the Person is receiving services under. Not all waiver services may be self-administered. However, when a service can be self-administered, Persons can still choose to have part of their service package self-administered and other parts through a provider-based agency.



A Person should work closely with their support coordinator to confirm which:

- waiver they are enrolled in;
- services are approved in their service plan; and
- services are eligible for self-administration in the waiver the Person is enrolled in.

Community Supports Waiver (CSW) and Community Transition Waiver (CTW)

CSW and CTW provide services for people with a diagnosis of intellectual disabilities or related conditions. Under these waivers, the following services may be self-administered:

SAS service options	Service codes(s)
Companion Services	CO1
Family Training and Preparation	TF1
Homemaker and Chore Services	HS1
Personal Assistance Services	PA1
Respite	RP1, RP6
Respite – Group	RP7, RP8
Supported Living	SL1, CM2, CM3
Transportation Services	DTP

Acquired Brain Injury Waiver (ABIW)

The Acquired Brain Injury Waiver (ABIW) provides services for people who are 18 or older and have experienced an injury to the brain that occurred after birth. Under ABIW, the following services may be self-administered:

SAS service option	Service code(s)
Companion Services	CO1
Homemaker and Chore Services	HS1
Respite	RP1, RP6
Supported Living	SL1, CM2, CM3
Transportation Services	DTP



Limited Supports Waiver (LSW)

The Limited Supports Waiver (LSW) provides services for people with intellectual disabilities or related conditions, as well as adults with acquired brain injuries (ABI), who have lower support needs. Under this waiver, the following services may be self-administered:

SAS service option	Service code(s)
Attendant Care	AC1, AC2, AC3, AC4
Behavior Support Professional	BE1
Individual Supported Employment	IS1
Peer Support Services	LP1
Respite	RL1, RL6
Transportation Services	DTP

Physical Disability Waiver (PDW)

The Physical Disabilities Waiver (PDW) provides services for a Person who is 18 or older and with physical disabilities to support independence in the home and community. Under this waiver, the following services may be self-administered:

SAS service option	Service code(s)
Personal Assistance Services	PA1, PA2, PA3

Important contacts and resources

A Person is encouraged to maintain regular contact with their PCST and use available resources.

- **Support coordinator:** Primary contact for service planning and questions
- **Fiscal agent:** Payroll, tax, and employer-related questions
- **DHHS/DSPD resources:** Program rules, waiver information, and updates
- **Emergency contacts:** For immediate health or safety concerns



Chapter 2: Getting started with SAS

Choosing between provider-based and self-administered services

Before enrolling in SAS, a Person should consider whether self-administration is the right option for them.

SAS may be a good fit for a Person who:

- Wants greater control over who provides their services;
- Is comfortable managing or directing employees (with or without a representative); and
- Prefers flexibility in scheduling and service delivery.

Provider-based services may be a better fit for a Person who:

- Prefers the agency to handle staffing and scheduling;
- Does not want employer responsibilities; and
- Needs a higher level of provider oversight.

This decision should be made in collaboration with the support coordinator.

How to enroll in SAS

Once a Person decides to pursue SAS, enrollment includes:

- Confirming waiver eligibility;
- Identifying SAS-eligible services;
- Selecting a fiscal agent; and
- Completing required enrollment paperwork.

Working with your support coordinator

The support coordinator plays a critical role throughout the SAS process by:

- Explaining SAS requirements and options;
- Assisting with service planning and budgets;
- Ensuring services align with waiver rules; and
- Monitoring service delivery and compliance.



A Persons should maintain regular communication with their support coordinator.

Setting up your SAS budget

A SAS budget outlines:

- Approved services and service hours; and
- Payment rates.

The budget is developed collaboratively and must remain within authorized funding limits.

Selecting a fiscal agent

A fiscal agent is required for SAS participation.

The fiscal agent:

- Processes payroll for employees;
- Handles tax withholding and reporting;
- Maintains required employment records and onboarding paperwork; and
- Ensures compliance with state and federal regulations.

A Person may choose from the approved list of fiscal agents listed within this guidebook in Chapter 6 under section 'Contact directory (support coordinators, fiscal agents, DSPD)'.

Completing the required paperwork

Required documentation includes:

- SAS enrollment forms;
- Employer and employee paperwork;
- Service authorizations; and
- Tax and payroll documents.

Services cannot begin until all required paperwork and background checks are completed and approved by your fiscal agent.



Chapter 3: Building your support team

A successful SAS program relies on clear roles and collaboration among all team members.

Role of the support coordinator

The support coordinator:

- assists with planning and coordination of services;
- provides guidance on SAS rules and compliance;
- monitors service delivery; and
- serves as a key support and problem-solving resource.

Role of the fiscal agent

The fiscal agent:

- manages payroll and tax responsibilities;
- ensures employment compliance;
- provides financial reporting;
- supports a Person with employer-related questions; and
- coordinates background checks.

Role of the employer

The employer is responsible for:

- hiring, training, and supervising employees;
- scheduling employees;
- approving time worked; and
- ensuring services are delivered as authorized.



Role of the employee

The employee:

- provides authorized services according to the PCSP;
- follows employer instructions and schedules;
- maintains professional and respectful conduct; and
- completes required documentation and time reporting.

Chapter 4 : Hiring and managing employees

SAS allows the Person, or their representative, to become the employer and hire their own employees to provide services. This gives the Person more choice and control over who provides their support and how services are delivered.

As the employer, you are responsible for recruiting, hiring, training, scheduling, supervising, and dismissing employees who provide services to the Person.

This chapter explains how to hire employees, what requirements they must meet, and how to manage employment responsibilities.

Who you can hire and who you cannot

Employers may hire individuals they trust to provide services, including friends, neighbors, professionals, or family members. However, there are important limitations.

Who can be hired

You may hire individuals who:

- meet all age requirements as identified in the “Employee Agreement”;
- passes a background check screening;
- are able to provide the services identified in the PCSP;
- Complete all required paperwork and training; and
- follow SAS rules and service requirements outlined in the service descriptions; and employee agreement.

Employees must be capable of providing safe, reliable, and appropriate support to the Person.



Who cannot be hired

Certain individuals cannot be hired to provide SAS services.

- Parents, step-parents, guardians, or spouses of the Person cannot be paid employees with the exception of service codes: AC3, AC4, CM2, CM3, PA2, and PA3.
- The employer cannot be hired as an employee.

Employees hired under SAS are considered at-will employees, meaning employment may end at any time by either the employer or the employee.

How to find and interview employees

Finding the right employee is an important step in ensuring quality supports.

Finding employees

Employers may recruit employees in several ways.

- Asking trusted friends, family, or community members.
- Posting job listings online
- Using job search websites such as:
 - Indeed; and
 - HireMyCare.
- Working with the Utah Department of Workforce Services (DWS)
- Asking your support coordinator for suggestions
- Posting at college campuses
- utahrespite.care

It may take time to find a good match, so using multiple recruitment methods can help.

Interviewing employees

Interviewing helps determine whether someone is a good fit for the employee role. During the interview, consider asking the potential employees about:

- Experience supporting people with disabilities
- Availability and scheduling flexibility
- Comfort with the Person's care needs



- Reliability and communication skills
- Ability to follow instructions and documentation requirements

You may also want to explain the Person's daily routines, preferences, and expectations for the position.

All employees (except parents, step-parents, and guardians) must complete a human services background check before working independently with the Person.

Background checks are processed through the Utah Department of Health and Human Services Office of Background Processing and are coordinated through the fiscal agent.

Key requirements

- Employees must submit a background check application and fingerprints.
- New employees may work for up to 30 days while the check is pending, but only under direct supervision at all times.
- Employees must receive approved clearance to continue employment.

Background checks are also monitored through the Direct Access Clearance System (DACs) to ensure continued eligibility.

Employee orientation and training

Employees must be trained before working independently with the Person.

The employer is responsible for ensuring employees understand how to safely provide services and follow the Person's support plan.

Training should include:

- the Person's needs, preferences, and daily routines;
- PCSP;
- service-specific responsibilities;
- emergency procedures;
- recognizing illness or health changes;
- medication awareness (when applicable); and
- documentation and reporting expectations



Employees must also understand:

- the Person’s goals and support strategies;
- emergency contacts;
- incident reporting requirements; and
- how to contact the employer if concerns arise.

Training may vary depending on the Person’s needs and the services provided.

Setting employee pay rates and schedules

As the employer, you decide how much to pay employees and how their schedules will be arranged.

Pay rates

Employee wages must be the wage that is on your fiscal agent’s “How Much Can I Pay” form.

Scheduling

Employers are responsible for scheduling employees to ensure services are provided consistently.

When creating schedules, consider:

- The Person’s daily routines and needs;
- Authorized service hours in the PCSP;
- Avoiding unnecessary overtime (work with your support coordinator to request overtime authorization); and
- Backup coverage if an Employee cannot work

Careful scheduling helps ensure services remain within the Person’s approved budget.

Managing timesheets and payroll

Employees must document the time they worked and the services they provided.

Timesheets

Timesheets must include:

- employee name;
- Person’s name and identification number;



- dates and times services were provided;
- service code for the service delivered;
- description of the services performed; and
- required signatures.

Some services may also require Electronic Visit Verification (EVV) which is a system used to electronically verify that services were provided. EVV records details such as the type of service, the date, time, and location of the service, and the employee providing the support. To see which services require EVV, go to The Division of Integrated Health Website and click on “Division of Services for People with Disabilities (DSPD) Service Codes”.

Payroll processing

The fiscal agent is responsible for:

- reviewing timesheets;
- processing payroll;
- issuing employee paychecks; and
- ensuring all documentation requirements are met.

Payroll is generally processed **twice per month** based on submission deadlines set by the fiscal agent.

Employees may only be paid for services that are:

- authorized in the PCSP;
- properly documented; and
- provided by qualified employees.

Ending employment

Employment may end for many reasons, including schedule changes, performance concerns, or personal decisions.

Because SAS employees are at-will employees, either the employer or the employee may end employment at any time.

When employment ends

The employer must:



- notify the fiscal agent;
- notify the support coordinator;
- complete any required termination documentation; and
- update schedules and arrange replacement support if needed.

Maintaining clear communication during employment changes helps ensure services continue without interruption.

Chapter 5: Everyday SAS responsibilities

Participating in SAS provides flexibility and control over the services you receive. With this flexibility also comes responsibility.

The employer and employees must follow program rules to ensure services are delivered safely and that public funds are used appropriately. This includes tracking service use, submitting accurate timesheets, maintaining records, and planning for coverage when employees are unavailable.

This chapter outlines the daily responsibilities required to successfully manage SAS services.

Tracking your budget and spending

SAS services are funded through Medicaid and are limited to the services and hours authorized in the PCSP.

The employer is responsible for making sure services stay within the approved budget.

To help manage the budget:

- Review the approved services and authorized hours in the PCSP.
- Monitor how many hours employees are working each pay period.
- Avoid scheduling services that exceed the authorized amount.
- Track service use throughout the month.

Support coordinators can help review service usage if you have questions about remaining hours or changes to service needs.

Using services carefully helps ensure that support remains available throughout the entire service year.



Submitting timesheets

Employees must document the time they worked and the services they provided.

Accurate timesheets are required in order for employees to be paid. Services are only considered complete when they are properly documented and submitted to the fiscal agent.

Timesheets must include:

- the employee's name;
- the Person's name and PID number;
- the date services were provided;
- the start and end time of services;
- the SAS service code and number of units provided;
- a description of the services delivered; and
- signatures from both the employee and the employer.

Employees must submit timesheets to their fiscal agent according to the established pay period schedule. Late or incomplete timesheets may delay payment.

Both the employer and employee are responsible for making sure the information submitted is accurate.

Reporting incidents and safety concerns

Employers play an important role in helping ensure the health and safety of Persons . If an incident or safety concern occurs, the employer must take appropriate action to protect the Person and notify the appropriate parties as required by DHHS Critical Incident Reporting Guide.

Employers are required to notify the Person's support coordinator within 24 hours of discovering an incident or safety concern. The support coordinator is responsible for helping ensure appropriate follow-up and reporting requirements are completed.

For additional guidance regarding critical incidents and reporting requirements, refer to the [DHHS Critical Incident Reporting Guide](#).

Keeping records and required forms

The employer must maintain important records related to employees and services.



Keeping organized records helps ensure compliance with program requirements and can help resolve questions if services are reviewed.

Examples of records that should be maintained include:

- employee agreements;
- background checks documentation;
- training documentation;
- timesheets and payroll records;
- service authorizations and PCSP documentation;
- incident reports (when applicable); and
- any other required SAS forms.

These records should be kept in a safe and organized location. Some records may be requested during program reviews or audits.

Maintaining accurate records helps demonstrate that services are being delivered properly.

Avoiding fraud or misuse of funds

Funds used to pay for SAS services are **public Medicaid funds** and must be used only for authorized services.

Submitting false information or billing for services that were not provided is considered fraud and may result in serious consequences.

Examples of misuse include:

- submitting timesheets for services that were not actually provided;
- billing for services while the Person is at school or receiving services in another program;
- billing duplicate services during the same time period; and
- claiming more hours than were actually worked.

Submitting inaccurate timesheets may result in:

- repayment of funds;
- administrative penalties;
- loss of participation in SAS; and



- potential legal consequences.

Employees and employers must ensure that all service documentation is accurate and truthful.

Planning for time off and backup support

Employees may sometimes need time off due to illness, vacations, or personal needs.

The employer is responsible for planning ahead to ensure services continue when an employee is unavailable.

Planning for backup support may include:

- Hiring more than one employee
- Creating a backup schedule
- Identifying individuals who can provide coverage when needed
- Communicating schedule changes early

Having backup support helps prevent service interruptions and ensures the Person continues to receive necessary assistance. Support coordinators can help discuss backup planning if additional guidance is needed.

Chapter 6: Forms, links, and resources

This chapter provides a list of commonly used forms, helpful websites, and contact information related to SAS. These resources can help Employers and Employees complete required paperwork, access program information, and find assistance when questions arise.

Keeping these resources easily accessible can help you manage services more efficiently and stay in compliance with program requirements.

Common SAS forms

Employer Agreement

A required agreement for the employer and support coordinator to sign that authorizes the use of SAS.

Employee Agreement

A required agreement between the employer and employee that outlines responsibilities, qualifications, and program rules for providing SAS.



Background Check Application

A form used to initiate a required background check for employees providing services to Persons receiving SAS.

Electronic Visit Verification (EVV) Documentation

Required for certain services to verify when services begin and end.

Notice of termination of FMS services

Used to request the termination of a fiscal agent's services.

Overtime authorization form

Used to approve new requests or increases to overtime hours for an employee.

Training Record

Used to document required employee training including:

- service specific training form;
- DHHS code of conduct form; and
- other training materials that need to be read by the employee.

Where to find online forms

Most SAS forms can be accessed online through the **DSPD website** or through your **fiscal agent**.

In this section, readers will learn where to locate:

- DSPD SAS program forms;
- training materials and guidance documents;
- policy manuals and program updates;
- employer resources.

Contact directory (support coordinators, fiscal agents, DSPD)

This section outlines key contacts and organizations that support a Person participating in SAS. These resources can assist with planning, employment, compliance, and overall program support.

Support coordinators

Support coordinators are your primary point of contact for:

- service planning and updates to your PCSP;



- questions about approved services and supports; and
- ongoing coordination and guidance.

Find a support coordinator for ABIW, CSW, and CTW on the DSPD website under [Find A Support Coordinator](#).

Fiscal agents

Fiscal agents assist with the financial and employment responsibilities of SAS, including:

- processing payroll;
- managing timesheets; and
- supporting hiring and employment paperwork.

Approved fiscal agents include:

- AMM Accounting Solutions and Consulting Services, LLC
- Acumen Fiscal Agent
- HR Alliance West
- Morning Sun Financial Services of Utah, LLC
- Premier Financial Services of Utah LLC (DBA WasatchSD)
- Valentine CPA, A Professional Corporation

Division of Services for People with Disabilities (DSPD)

DSPD provides overall program oversight, guidance, and support for SAS services. They can assist with:

- program questions;
- service eligibility and requirements; and
- general support and resources.

[Click here](#) to contact DSPD.

Additional SAS information and guidance

Go to the [Utah Respite.Care](#) website.