Support coordinator quarterly meeting

April 19, 2023

Utah Department of
Health & Human Services
Services for People with Disabilities

Housekeeping

This meeting is being recorded.

Please mute your microphone.

Recording and slides will be available this Friday at: dspd.utah.gov/support-coordinators/

Questions? Type into chat.

Agenda

April 19, 2023

Announcements

DSPD staff changes

Legislative updates

Camp codes

Office of Service Review updates

Person-centered planning

Q/A

___

What: Adult Protective Services "Lunch and learn"

When: Noon - 1 p.m. May 26, 2023

Why: Meet with APS staff to learn more about reporting requirements and how your work plays a role in ensuring the health and safety of those you serve.

Where: Virtual.

Announcements/Reminders

What: The Institute for Disability at USU is doing a survey about about sexuality, relationships, and people with disabilities

Who: They are hoping for responses from this survey from adults with a disability, family members, or service providers.

How: The survey link will be shared in the chat.

Reminders
- Make sure you have all required SAS documentation on file, including the Self Administered Service Agreement.
- Complete the annual SAS compliance reviews.
  - Review current stats and required documentation of each employee.
  - Conduct a compliance review using the review checklist.

What: Circle of Friends, a recreational and social program.

Who: This group is for people with multiple disabilities and some degree of hearing loss.

Reminders

- Many individuals are reaching the end of their two-year limit for EPR.
  - Extensions to EPR service for more than 24 months are reviewed individually
  - Request extensions through an RFS request for up to 12 months at a time.

What: *Supporting a Vision for Employment,* an e-learning course through SELN

When: The next course runs May 1 through June 9.

Where: Course content is delivered online. (Registration information will be posted in chat and sent to you via email).

In person visits will resume.
- ○ The only exception is for COVID-related reasons that an in-person visit can't take place.

RFS training videos coming soon!

- ○ Watch your email inbox for them shortly.

DSPD website update
- We are currently working to redo the DSPD website. We want to make sure our website is accessible and user friendly for everyone.
- We have a survey you can take to let us know:
  - What you like
  - Where there is room for improvement.

Anna Dees: Intake and referral team

Heidi Johnson: Accounting and budget team

Amanda Marin: Becky's Team

Chad Midgely: Business Analyst Supervisor for the USTEPS business support team

Legislative updates

Caregiver compensation

Utah legislature made caregiver comp ongoing

Let families you work with know that the structure of the program could change.

Details are still being finalized.

We hope to implement these changes by November 1, 2023.

Caregiver compensation, cont.

If additional funds are needed for caregiver compensation after July 1, 2023, submit a request through the RFS process in USTEPS for one-time services ending Oct 31, 2023.

Bringing people off the waitlist

Legislature approved $3.6 million for the waiting list.

232 total individuals expected to be brought into services with this funding.

People will be brought into services throughout the year, approximately 19/individuals each month.

Watch for ISOs.

Office of Service Review updates

Office of Service Review updates

- Unannounced site visits are continuing. Overall, we have been seeing good things. Here are some trends we have seen that should be addressed/referred back to our office if you see them while conducting your in-person visits.
    - Visible rights restrictions where there is no documentation, or documentation is not settings compliant, on site to verify approval.
    - No locks on bedroom or bathroom doors
    - Medication tracking sheets not been signed "real time" by staff
    - Unsafe living conditions

Office of Service Review updates cont.

- Limited access to community due to staff that can't drive or short-staffing and no alternative use of public transportation/other options
- Proper service code being used- staff and staff family living in part of RHS home and sharing some common space is HHS/PPS not RHS.
- Day programs not supporting individuals with learning about competitive integrated employment options based on person's interests.

Person-centered planning

DSPD value statements

★ **Individuals experiencing disabilities are the experts on their personal interests and preferences. They should be supported to make informed, self-determined choices and maintain control over all aspects of their life.**

★ All individuals experiencing disabilities are able to connect, access and participate in their local communities to the same degree as non-disabled peers. This includes opportunities for independent living, work, service, friendship, mentors, recreation, education, resources, civic/political participation, or other public support.

★ All individuals experiencing disabilities are offered the opportunity to work in competitive integrated employment, alongside co-workers without disabilities at minimum wage or higher.

Person-centered planning competencies

The 5 core competency domains are:

1. **Strengths-based, culturally informed, whole person-focused**
2. Cultivating connections inside the system and out
3. Rights, choice, and control
4. Partnership, teamwork, communication, and facilitation
5. Documentation, implementation, and monitoring

Person-centered planning question

What is the potential impact of a person/family culture on the person-centered planning process?

By culture we mean:
- a dynamic system of rules, explicit and implicit, established by groups to ensure their survival, involving attitudes, values, beliefs, norms and behaviors.

Strengths-based, culturally informed, whole person-focused

Facilitators should:

- Be aware of their own culture and identity. Recognize that the person's values and culture may differ from the service system's values and culture.
- Respect the person's values, beliefs, customs, and rituals.
- Learn about the person's culture and language.
- Use helpful tools to find out about the person's goals and their idea of a good life. Use tools that support people to choose their own services.

Strengths-based, culturally informed, whole person-focused cont.

Facilitators should:
- Hold high expectations for the person's quality of life in areas that the person cares about.
- See the person's strengths and interests beyond their disability or diagnosis. Don't assume what a person can or cannot do.

Self-awareness and cultural humility

- What are your cultural assumptions about the person you are serving?

- Are you aware of any prejudices you have?

- Do you see any cultural biases in the service system?

- How do the person's values and culture align with the system's values and culture?

Culture, language, values, and more

- What are the person's cultural and linguistic preferences?

- Have they experienced any trauma you should be aware of?

- What cultural, language, communication styles, values, beliefs, customs, and other cross-cultural differences can you identify?

- Use what is learned about the person to:
  - Show respect in the person-centered planning process.
  - Reach the goal of community inclusion.

Uses person-centered planning tools

- Skillfully use person-centered tools to support goal discovery and self-direction.
  - Employment Pathway tool
  - **Good day/Bad day**
  - One-page profile
  - Relationship map
  - Charting the LifeCourse tools
    - Trajectory for exploring or planning
    - **Life Domain Vision tool**
    - Integrated supports star
    - Exploring decision-making supports

Life domain vision tool

- What do I do daily without help or support?
- What supports will I need for independence?
- How do others in my community interact with each other?
- What does a "healthy lifestyle" mean for me? Is that the same or different from my community?
- How will I connect with spiritual and leisure activities, and have friendships and relationships in my adult life?
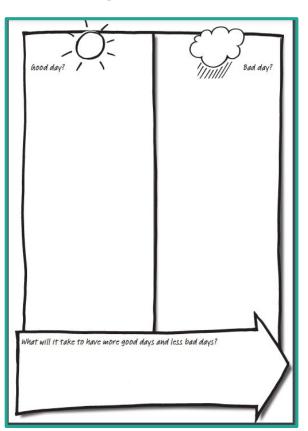
CtLC Life Domain Vision Tool Link

Good day/Bad day

- What makes it a good day?
- What makes it a bad day?
- Be prepared to address historical trauma this conversation may bring up.
- Good starting point for a conversation.

Goal:

More good days than bad days

Good day?

Bad day?

What will it take to have more good days and less bad days?

High expectations and strengths based

So many of our dreams at first seem impossible,
then they seem improbable, and then, when we summon the will,
they soon become inevitable.
— Christopher Reeve

No disability or dictionary out there is capable of clearly defining who we
are as a person.
—Robert M Hensel

Look beyond the diagnosis or disability.

Updated PCSP report

The Person-Centered Support Plan report has been updated. The report now includes these sections.
- Pre planning
  - Goals and supports
  - Non-goal supports
- Action plan
  - Domain information

Currently, these changes will not be reflected for pending plans, only plans that are activated. Future updates will correct this. If you have any questions contact cmidgley@utah.gov.

Process to replace emergency payments

Process to replace emergency payments

Utah Medicaid is replacing MMIS with PRISM. The DSPD emergency process is changing to accommodate PRISM's payment requirements.

Part 1
The first change started April 14, 2023. The PCSP will remain editable for one month after its effective end date. During that "editable" period, you as the support coordinator can make changes to the plan that are compliant with existing policies and validation requirements.

Process to replace emergency payments

Part 2

The second part of this change will come later in May.

If the provider submits a payment that fails the validation process after the closed PCSP's "editable" period expires, you as the support coordinator can submit a request to DSPD that temporarily reopens it. You will use the RFS process to submit these requests, meaning we will be remodeling the RFS process to accommodate this.

More information will be provided in a training in May.

Process to replace emergency payments cont.

Until the process is set up in May, **continue to submit RFS requests as usual up until the day the plan closes if the request will include service dates in the last 90 days.**

As the request is approved, the closed plan will be opened for editing and sent to the support coordinator in an email asking them to update the PCSP budget.

Generally, plans will only stay open for 7 days, so be prompt in making the change.

Send information about payment issues to dspd-rfts@utah.gov.
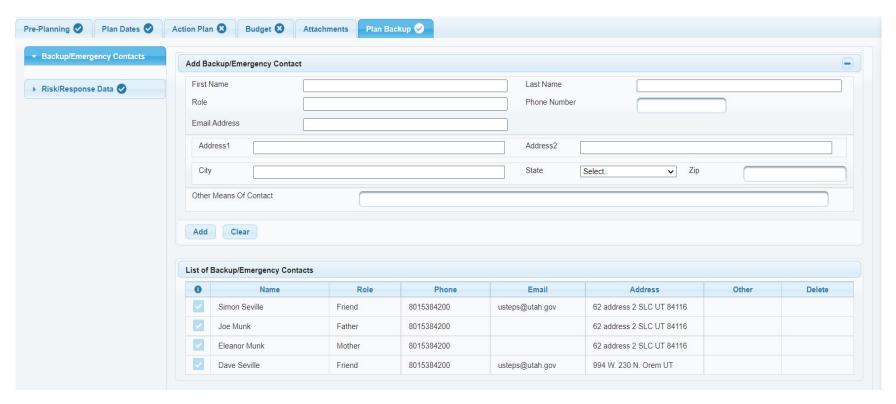
Camp codes

As summer approaches, we are receiving many RFS requests for summer programs.

- RPS should only be submitted when used with a therapeutic recreational camp program.
- When submitting a request, it is helpful to include the brochure or flier with info about camp costs.
- Camp programs should be open to both DSPD clients and general public.
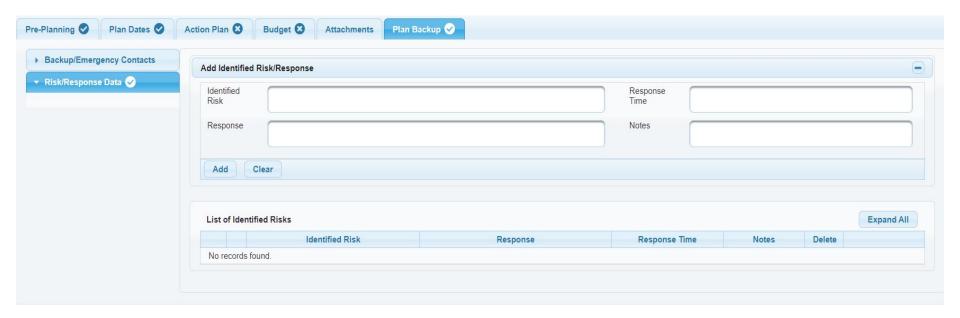- Cost for DSPD clients should not be higher than charged for general public.

For most summer programs, the day support codes, DSG, DSP, or DSI, will be most appropriate.

Plan backup

Plan backup - Backup/Emergency contacts

Plan backup - Risk/Response

Plan backup - Identifying risk factors

- What is it the person does? (action, behavior)
- What about the action or behavior worries or creates fear in the team? (risk)
- What do we understand about the action? (context, conditions)
- What are likely results? (impact, consequences)
- What keeps the person from doing it? (prevention)
- What do people do when the person engages in the action? (response)

Q/A

Next Support Coordinator Quarterly:

11:30 a.m. to 1 p.m.

Wednesday, July 19

Next Family and Self Advocate Quarterly:

Wednesday, May 10

Day: 11:30 a.m. to 1 p.m.

Evening: 6:30 to 8 p.m.

Upcoming meetings