Support coordinator quarterly meeting

January 17, 2024

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.

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Agenda

January 17, 2024

Announcements

DSPD staff changes

Legislative updates

Office of Service Review training

USTEPS updates

Person-centered planning training

Q/A

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Training opportunity

What: Supporting a Vision for Employment

Where: Online (take at your own pace!)

When: Now through February 17, 2024

The **PCSP Experience Survey** is being sent to people in services the month after their PCSP meeting.

Please update the **email address** and **mailing address** at the person's PCSP meeting so that the surveys are sent to the correct location.

The Utah Developmental Disabilities Council is working to improve transportation access and affordability.

You can help by asking those you serve to fill out a survey about how they get to the places that matter to them.

UDDC will review the comments and make suggestions to community leaders to support improving transportation throughout the state.

Survey will be posted in chat.

Announcements/Reminders

Emergency response plans need to be sent to:

osrprovider@utah.gov

Training

What: Medicaid 101 training

Where: Virtually (You will receive an email invite)

When: 11:30 a.m. on March 14, 2024

Marci Platt - new assistant division director of programs (replacing Jamie Wuthrich)

Carrie Fitt, Program Specialist II on Adriana's team, coordinating DCFS cases

Nate Allridge and **Marissa Bowen -** caseworkers on the ICF transition team

Scarlett Uda - new LSW supervisor, replacing Ana Velasquez

Changes in DSPD staffing

Legislative updates

Governor's budget recommendations

The Utah Legislature will determine which of these items are funded/at what amount during the 2024 legislative session (Now-March 1)

- **$10.4 million ongoing** to meet the increasing needs of people currently receiving services and for youth transitioning from the Division of Child and Family Services and the Division of Juvenile Justice and Youth Services.
- **$4.8 million ongoing** to bring approximately 272 people on the waiting list into services. Some of this money would target those who have been waiting for services the longest.

Caregiver compensation

We sent you an email about extending the implementation date for the new program.

- **New implementation date:** July 1, 2024
- Please see email (we will post in chat) for instructions on requesting an extension of the service through June.

We are continuing to finalize the plan and implement feedback we received.

Office of Service Review updates

Contract updates

Contract updates

- The RFI for provider contracts closed recently. We are reviewing the responses.

- The solicitation for the rate study contract closed and applicants have been reviewed. We expect this to be awarded by the beginning of February.

USTEPS

USTEPS

- Based on feedback from you, we have incorporated the Employment Pathway Tool into the RFS documentation.
- Please make sure the pathway tool is completed/finalized before you create a new RFS.
  - You can do this by reviewing the pathway tool when preparing for the PCSP planning meeting.
- The "Plan Checklist" screen inside the "Pre-Planning" tab shows you the current status of the tool.

Person-centered planning

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

Partnership, teamwork, communication, facilitation

Facilitators should:
➔ Respect the language and identity preferences of the person
➔ Ask for and respect the person's input regarding planning meetings
➔ Facilitate meetings in a respectful manner, following the person's preferences
➔ Make space for positive, respectful contributions of team members
➔ Understand and know how to help identify and work through differences and conflicts
➔ Focus the conversation on the person's desired goals and outcomes
➔ Use technology as needed during the person-centered planning process

Respect language, identity, and input

➔ Communicate in the style the person prefers
- ◆ Yes/no questions
- ◆ Symbols, pictures, icons
- ◆ Written statements
- ◆ Etc.

➔ Use person-first or identity-first language - whichever the person prefers

➔ Get the person's input when planning meetings
- ◆ Who to involve
- ◆ Where and when to hold it
- ◆ What to discuss
- ◆ How much the person wants to lead

Hold respectful, professional meetings

The person's preferences shape the meeting process
➔ Start the meeting on time
➔ Keep disruptions down
➔ Give the person the team's full attention
➔ Direct the conversations and questions to the person
➔ Check with the person to be sure they understand,
➔ Ask the person if they have questions

Make space and manage conflict

➜ Listen to all team members during the meeting
  ◆ The person's voice is the priority
➜ Help the team work through differences and conflicts
➜ Make sure the team gets a copy of the plan and can make changes before the plan is implemented
  ◆ Help them make changes if needed
➜ Focus on the person's desired goals and outcomes

Integrated Supports Star

Everyone accesses a variety of supports to meet their day-to-day needs, support the achievement of long-term or short-term goals, solve problems, or enhance their quality of life.

Categories include: personal strengths and assets, relationships, eligibility-specific, community-based, and technology

Sample Integrated Supports Star - Alvin

- **Personal strengths & assets** - swims, plays sports, likes the outdoors, cheers for the Utes
- **Relationships** - parents, brother, grandma and grandpa, Aunt Beatrice, friends
- **Eligibility-specific -** DSPD, Social Security (SSI)
- **Community-based** - church activity center, neighborhood park, library, rec center, U of U
- **Technology** - video game system, tablet, cell phone, smart TV, personal assistant device
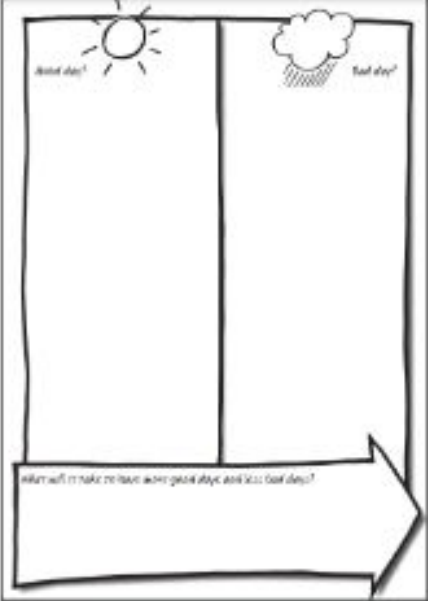
Support Team Quick Guide

A person-centered planning tool to explain person-centered planning tools!

- For a person's support team members - vocational rehabilitation counselor, educators, support coordinators, providers, etc.
- Provides information about person-centered planning and person-centered planning tools

Support Team Quick Guide sample

Person-centered planning tool	Purpose of the tool	Suggested tool use
Good Day/Bad Day	The **Good Day/Bad Day** tool helps you to have conversations about what a good day looks like, from the time a person wakes up until they go to bed.	➢ Educators... ➢ Vocational Rehabilitation Counselors... ➢ DSPD Support Coordinators...

Q/A
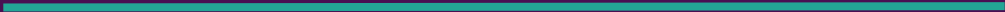
Next Support Coordinator Quarterly:

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

Wednesday, April 17

Next Family and Self Advocate Quarterly:

Wednesday, February 7

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

Evening: 6:30 to 8 p.m.

Upcoming meetings