

Support coordinator quarterly meeting

October 15, 2025

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

October 15, 2025

Announcements

Partner updates

DSPD updates

Q/A



Announcements

- The NOA email address has now been updated to NAA@utah.gov. Please send all NOA requests to this address.
- RFS timeframes
- Medicaid 101 requirements
- Changes in the appeal process

Partner updates

DSPD updates

DSPD updates

The USDC 15-year strategic plan has been published.

This will guide decisions about:

- Meeting the changing needs of people with Intellectual and Developmental Disabilities.
- Using the USDC land in a way that serves people with IDD
- Provide expertise and resources to people with disabilities around the state

DSPD updates

HMA held a webinar on Sept. 3 to summarize rate recommendations. You can view it on their website.

We appreciate all of the feedback shared with HMA. We know people are interested in next steps and will keep you updated.

DSPD updates

RBA updates:

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Legislative updates:

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Legal reminders

- Please review the email you received October 9.

DSPD updates

SCE contract

Visits

Licensing requirements

DSPD updates

Changes in budget utilization appeals process for automatic reductions:

- In event of an appeal, the appeals team will inform the person or their guardian that justification is still required to complete the budget review and work with their SCE to complete the RFS process for additional funding.
- The person can still proceed with the appeal hearing if they checked that option on the hearing request form.
- We recommend that you discuss these with the individual or guardian during the process to avoid confusion when they receive the notice of agency action.
- Questions or concerns about this process: dspdhearings@utah.gov.

DSPD updates

DSPD is preparing to roll out a major redesign of MySTEPS that will allow access to the person, their guardian, and/or their advocate.

The rollout will happen in November. Watch your email for more information.

Community Transition Waiver (CTW)

A support coordinator's guide to the differences between other
waivers and the Community Transition Waiver (CTW)

Agenda

- ❑ The differences between CTW and Community Supports Waiver (CSW)
- ❑ Proactive supports to maintain HCBS services
- ❑ Monthly field visits and the log note
- ❑ Professional Nursing Services (PN2-D, PN2-S, PN1)
- ❑ Community-Based Housing Allowance Program (HAP)

The differences between CTW and CSW

- Intermediate Care Facility resident (at least 1 year)
- CTW was monitored by the Disability Law Center (DLC)
- Nursing Services (PN2-D, PN2-S, & PN1)
- Internal support coordination (1 year)
- Community Transition Waiver Manager:
Lynel Miller
lomiller@utah.gov
waivermanager@utah.gov

Proactive supports to maintain HCBS services

- CTW originated from a Class Action Lawsuit through the DLC Settlement Agreement
- Continued supports to ensure success in a person's HCBS services
 - Communication with family/guardians/PCSP team is critical
 - Send ISOs
 - Think outside the box
 - Use the former DSPD internal support coordinator/case manager as a resource
 - Use the DSPD CTW nurses as a resource
 - Contact the Community Transition Waiver Manager for support

Monthly field visits and the log note

- Human rights restrictions
 - Settings compliance
 - Health, safety, medical needs are monitored and communication between residential provider and PN nurses is facilitated
 - Discussion with the person and their team - Is there freedom to make choices? Is the person satisfied with provider and services? Any changes to make? Concerns to address?
 - SCE assessment of the paid supports
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Professional Nursing Services

- Description of codes
 - Scope of Work Link
 - PM2 overview
 - PN2 overview (Session/Day will be next slide)
 - PN1 overview
 - PN services are available to anyone on the Community Transition Waiver who needs hands-on nursing services
 - A Health Needs Assessment (HNA) or HNA Addendum is required to request a change in PN2 funding
 - Please contact the DSPD nurse for a change in PN provider.
 - RFS request must include a dated and signed HNA from a DSPD CTW nurse (ctwnurse@utah.gov)
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Process for requesting Professional Nursing services (PN1, PN2-D, PN2-S)

1. PN services are only available to those on the Community Transition Waiver (CTW).
2. PN services can be added as a service even if it wasn't originally in the person's plan. PN can also be adjusted or "one time" units approved according to a person's needs.
3. Send an email to **ctwnurse@utah.gov** with the person's initials and "HNA request" in the subject line. Detail the reason PN adjustments are needed in the email. Work with the DSPD CTW nurse through the HNA assessment process.
4. Once the HNA has been completed and uploaded to USTEPS, the support coordinator will present the PN request to the RFS committee. RFS requires a general log note from the SCE noting the reason for the request and a dated/signed HNA with recommended PN changes from the DSPD CTW nurse.

Maintain health and safety

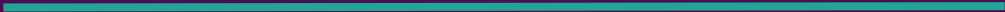
- Maintaining PN2
 - units
 - provider
 - Monthly PN summary and Annual Medical Care Plan reviewed by SCE
 - Ensure Home Health Care is fully used
 - Contact the DSPD CTW nurses if needed or questions arise - ctwnurse@utah.gov
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HAP

Housing Allowance Program

- Process is completed each calendar year (not plan year)
 - Request updated information from the provider
 - Fill out HAP application for the new year with all incomes updated (SSA, SSI, earned, etc)
- If HAP process is not completed each year, they will lose their HAP.
- Ongoing follow-ups are needed
 - Ensure the provider applies for and maintains the application for Section 8 when the waiting list is open
 - Update HAP with earned income changes
 - Camille Bowen
cbowen@utah.gov is the DSPD HAP point of contact

Q/A



Next support coordinator quarterly:

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

Wednesday, January 14, 2025

Next family and self advocate quarterly:

Wednesday, November 5, 2025

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

Evening: 6:30 to 8 p.m.