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

Support coordinator core training resource guide and FAQ

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Training overview

Welcome to the support coordinator core training resource guide! This guide will help you **access and navigate e-learning modules available through the Utah Learning Portal (ULP)**, as well as one additional training module offered through the Supported Employment Leadership Network (SELN). These modules replace the support coordinator training videos that were previously available on the DSPD website.

Inside this guide you'll find a list of **required support coordinator core training modules** and how often each must be completed. You will also find a list of optional training modules available through the ULP. While optional, we strongly encourage completing them as they'll expand your understanding of disabilities and related topics, and provide an opportunity to enhance the skills you use in performing your job. Support coordinators may also be assigned required trainings beyond the core modules listed in this guide. For example, the Medicaid 101 training must be completed annually and will be automatically assigned through the ULP with a 30-day completion deadline.

All required and optional trainings you complete count toward your **30 hours of annual continuing education.** Support coordinators will have **60 days to complete** each required training. **Training assignments are automatically sent through the ULP.** When a new module is assigned, you'll receive an **email notification** with instructions on how to access it. If you're new to the portal, that email will also include steps for creating your ULP account.

One required training is offered through SELN and is **NOT** automatically assigned in the ULP. You'll need to register for this training manually by clicking here. Please use the same email address you use for ULP and USTEPS. If you've already completed the SELN training, there's no need to retake it.

The remainder of this guide includes step-by-step instructions on how to access the ULP, change your password, and track your training progress. It also includes answers to frequently asked questions. If you have any questions not covered in this guide or need additional help, **please contact us at dspdlearninginfo@utah.gov.**

Required support coordinator trainings

Below is a list of the required core trainings for support coordinators, along with how often each must be completed. Support coordinators are welcome to review these trainings as often as they wish. These trainings are available through the Utah Learning Portal. Remember that time spent completing your required core training counts towards your 30 hours of required annual continuing education training.

Total training hours: FY26: 24 hrs 10 mins

FY27: 3 hrs 55 mins

Required course assignments (due February, 2026)

Course name	Course length	Completion timeline
DSPD SCE: Acquiring and maintaining integrated community-based housing This course introduces the benefits of integrated, home and community-based housing and provides practical guidance on supporting clients in acquiring and maintaining safe, stable housing within the community.	25 mins	Every year
DSPD SCE: Profound and complex disabilities (Open Future Learning) This course helps participants better understand and support people with profound and complex disabilities. It emphasizes seeing the whole person, recognizing that communication happens in every part of life, and supporting people to have power and control in their daily choices. Participants will also learn about sensory experiences, postural care, and common medical needs to provide thoughtful, person-centered support.	2 hrs 35 mins	Once
DSPD SCE: Ethics training for support coordinators This course reviews the ethical standards essential to support coordination. It also equips support coordinators with the knowledge and skills to apply ethical principles in decision-making processes.	25 mins	Every year
DSPD SCE: Finance This course provides support coordinators with an overview of their role as contracted Medicaid Providers in the payment process, along with guidance on meeting requirements for contracts, licensing, and Medicaid policy and billing. Participants will also learn about the procurement process, including training related to HB125.	40 mins	Every year
DSPD SCE: Records management This course guides participants through the proper use of the 6 DSPD HIPAA forms, emphasizing respect for client confidentiality and the appropriate timing for destroying confidential records. Additionally, learners will learn how to navigate the imaging module in USTEPS.	20 mins	Every year
DSPD SCE: Health monitoring: The fatal five (Open Future Learning) This course covers the “Fatal Five” preventable conditions–aspiration, dehydration, constipation, seizures, and sepsis–that pose health risks to the people you support. Learners will explore the key causes, signs, and symptoms of each condition.	2 hours	Once

Required course assignment

Course name	Course length	Completion timeline
Supporting a vision for employment Developed by the State Employment Leadership Network (SELN), this training highlights the vital role case managers play in supporting people to pursue and maintain competitive, integrated employment. This course focuses on essential components of effective employment support, presents real-world scenarios, and includes interactive exercises that help learners apply what they've learned. It equips support coordinators with the knowledge and confidence needed to perform their duties effectively. Access this training by clicking here. **Be sure to use the same email address that you use to login to USTEPS and ULP.** The course is offered at set times. Registration opens one week before the course start date and closes one week before the course ends. The remaining course offerings before June 5, 2026 are: **FALL SECTION: SEPTEMBER 7 — OCTOBER 16, 2026** **HOLIDAY SECTION: NOVEMBER 2 — DECEMBER 11, 2026** **WINTER SECTION: JANUARY 4 — FEBRUARY 12, 2027** **SPRING SECTION: MARCH 1 - APRIL 9, 2027** **SUMMER SECTION: APRIL 26 - JUNE 4, 2027**	5 hrs 30 mins	Once

Required course assignment (due May, 2026)

Course name	Course length	Completion timeline
DSPD SCE: Level of care and Medicaid eligibility This course provides an overview of the two-step waiver Medicaid determination process, covering both level of care and waiver Medicaid eligibility. Participants will learn how to navigate the waiver review process and identify and report changes that may affect eligibility.	45 mins	Once
DSPD SCE: State match program This course provides an overview of the state match program, including its purpose, structure, and target population. Participants will learn the support coordinator's key roles and responsibilities, how to navigate funding, billing, and WHX/WRX code requirements, and how to manage case transitions and closures effectively. This includes information on working with the Division of Child & Family Services and the Division of Juvenile Justice & Youth Services.	25 mins	Once
DSPD SCE: Challenging behaviors (Open Future Learning) This course explores the meaning and causes of challenging behavior and how to respond in ways that promote understanding and support. Participants will learn how individual and environmental factors influence behavior, and how communication difficulties can play a role. The course emphasizes person-centered tools and strategies to prevent or reduce challenging behavior. Learners will also consider how loneliness, relationships, and valued roles affect well-being and behavior.	3 hrs 45 mins	Once
DSPD SCE: Incidents, fatalities, and protective services This course provides an overview of reporting requirements, including what must be reported, to whom, and within what timeframes. Participants will learn how to complete required reporting, become familiar with the state and federal codes and division policies that authorize these requirements, and discover resources to turn to when questions arise.	30 mins	Every year
DSPD SCE: OSR support coordination contract This course provides an overview of the Office of Service Review's responsibilities within the support coordination contract. Participants will learn about types of contract monitoring and when it is appropriate to contact the Office of Services Review.	15 mins	Every year

Required course assignments (Due July, 2026)

Course name	Course length	Completion timeline
Disability conditions (Open Future Learning) - choose one These courses are designed to broaden your knowledge of disability and disability conditions. Support coordinators are required to complete one of the following courses: **DSPD SCE: Autism** **DSPD SCE: Dementia strategies** **DSPD SCE: Down syndrome** **DSPD SCE: Epilepsy** **DSPD SCE: Fetal Alcohol Spectrum Disorder- Supporting Success** **DSPD SCE: Mental health** **DSPD SCE: Prader-Willi Syndrome**	~2 hrs	Once
DSPD SCE: Person-centered approaches, thinking, and planning (Open Future Learning) This course covers the foundations of person-centered thinking and planning, focusing on practical tools for effective practice. Participants will learn to facilitate successful meetings and implement strategies that empower individuals to lead and direct their own support process.	3 hrs	Every other year (on even fiscal years)
DSPD SCE: Self-administered (SAS) training This course introduces the SAS service delivery model, outlining the roles and responsibilities of those involved. Participants will also learn how to integrate SAS services into person-centered planning and support coordination activities.	30 mins	Once
DSPD SCE: Settings Rule This course will explain the purpose of the Settings Rule and define your vital role as a support coordinator in upholding these standards. You will gain the practical knowledge needed to advocate for your clients' rights and ensure their services truly reflect person-centered, community-based care.	10 mins	Every year
DSPD SCE: Rights modifications This course will give you an understanding of rights modifications. You will learn what your responsibility is as a support coordinator in the modification process, including how to appropriately document these decisions.	20 mins	Every year

Required course assignments (coming later in 2026-2027)

Course name	Course length	Completion timeline
DSPD SCE: Disability 101 This course explores the concept of disability, covering various types and how perceptions have evolved. Participants will master effective communication strategies and disability-related language.	30 mins	Once
DSPD SCE: Person-centered planning (Utah specific) This course will give learners an understanding of the key principles and best practices that underpin person-centered planning.	45 mins	Every other year (odd fiscal years)

Optional support coordinator trainings

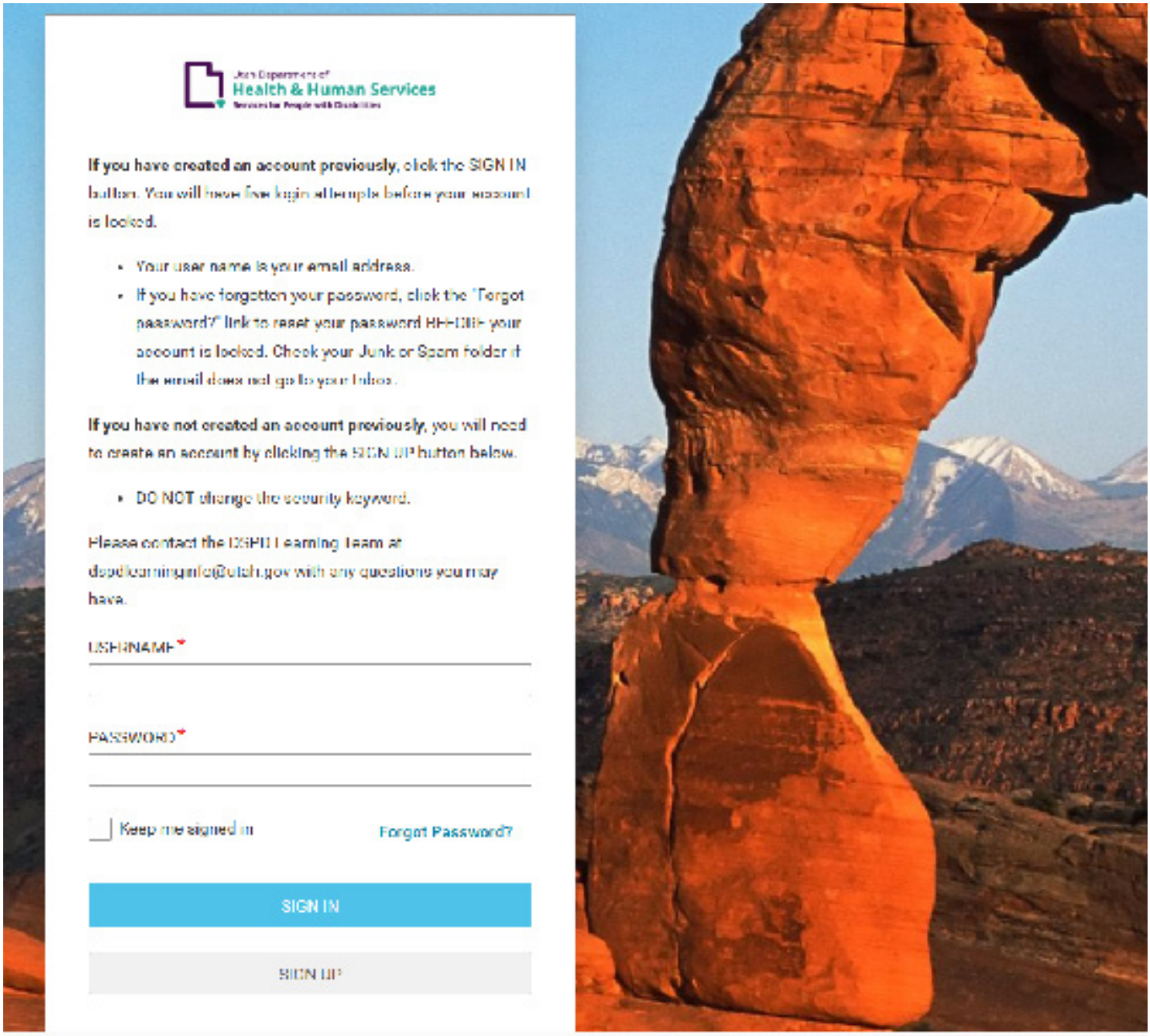
The trainings listed below are optional, but we encourage support coordinators to take them. They're a great way to build knowledge about disability related subjects and strengthen skills in supporting people with disabilities. Plus, these trainings also count toward the 30 hours of continuing education a support coordinator is required to complete each year. All trainings can be found in the ULP. To locate them, simply log in to your ULP account, and type the name of any of the trainings below into the search bar on the ULP homepage, or use the hyperlinks below. Be sure that you see the Open Future Learning logo on the training to ensure you have found the correct course.

Optional support coordinator trainings	Course length
DSPD SCE: Advocacy explained	35 mins
DSPD SCE: All behavior is meaningful	30 mins
DSPD SCE: Autism and sensory processing	1 hr 30 mins
DSPD SCE: Autism-social communication	25 mins
DSPD SCE: Autism-social relationships	25 mins
DSPD SCE: Boundaries	2 hrs
DSPD SCE: Communication without words	25 mins
DSPD SCE: Communication - the barriers	20 mins
DSPD SCE: Damage and intrusion of self	30 mins
DSPD SCE: End of life care	2 hrs 20 mins
DSPD SCE: Fetal alcohol syndrome disorder - daily routines	30 mins
DSPD SCE: Fetal alcohol syndrome disorder - explained	30 mins
DSPD SCE: Fetal alcohol syndrome disorder - lessons learned	35 mins
DSPD SCE: Finding and building community	40 mins
DSPD SCE: Friendship challenges	30 mins
DSPD SCE: Growing older-adapting	50 mins

DSPD SCE: Growing older - emotional support	40 mins
DSPD SCE: Intensive interactions	2 hrs 10 mins
DSPD SCE: Looking after my mental health - part 1	30 mins
DSPD SCE: Looking after my mental health - part 2	25 mins
DSPD SCE: Looking after my mental health - part 3	30 mins
DSPD SCE: Looking after my mental health - part 4	30 mins
DSPD SCE: Mental health diagnoses	50 mins
DSPD SCE: Mental health explained	30 mins
DSPD SCE: Mental health promotion	30 mins
DSPD SCE: Mental health treatment options and hospital visits	45 mins
DSPD SCE: Moving beyond difficult behavior	45 mins
DSPD SCE: Relationships, dating, and intimacy - part 1	35 mins
DSPD SCE: Relationships, dating, and intimacy - part 2	30 mins
DSPD SCE: Relationships, dating, and intimacy - part 3	35 mins
DSPD SCE: Request for services - Best practices	10 mins
DSPD SCE: Request for services - Budget worksheets	10 mins
DSPD SCE: Request for services - Ongoing budget needs	10 mins
DSPD SCE: Request for services - Overview training	10 mins
DSPD SCE: Request for services - Self-adminstered services	10 mins
DSPD SCE: Sexuality and relationships	2 hrs 30 mins
DSPD SCE: Staying connected on social media	25 mins
DSPD SCE: Staying safe on social media	30 mins
DSPD SCE: The impact of disability	40 mins
DSPD SCE: The importance of being present	30 mins
DSPD SCE: The importance of control	30 mins

Accessing the Utah Learning Portal (ULP)

You can access the ULP through this link. To log in, you'll need a username and password. Your username is your email address on file with the division, and ULP will send a default password for your first login. We encourage you to change your password after logging in.

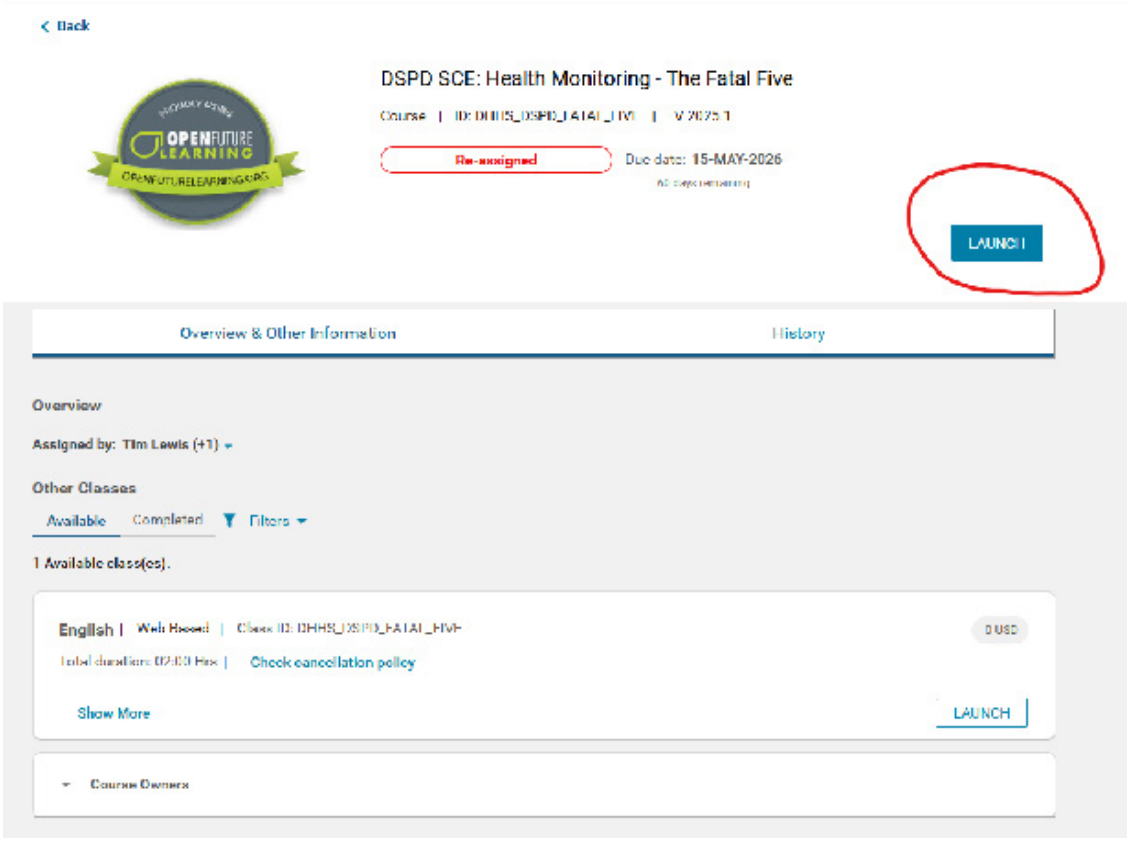


Accessing trainings in the ULP

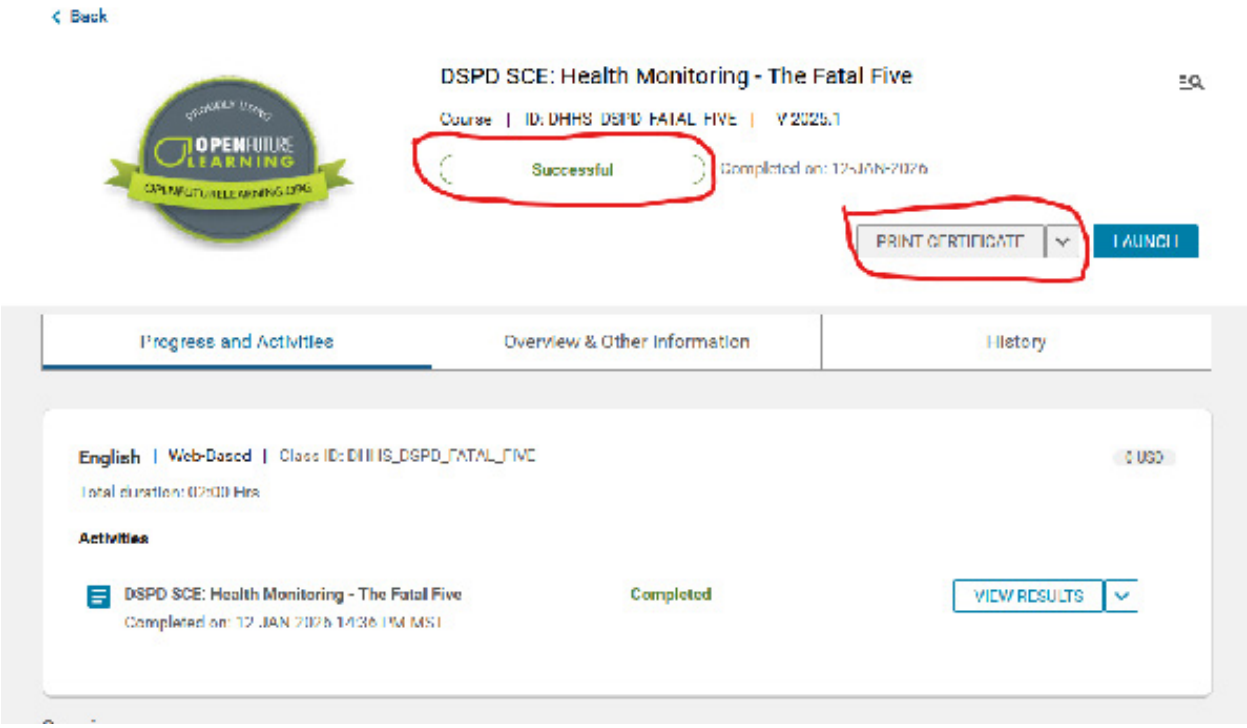
The Utah Learning Portal will automatically notify support coordinators by email when a training has been assigned to them. The email will include the name of the training along with a link to access it.

1. Click on the link in the email you received to access the training, or log in to your Utah Learning Portal account if you have already created one.

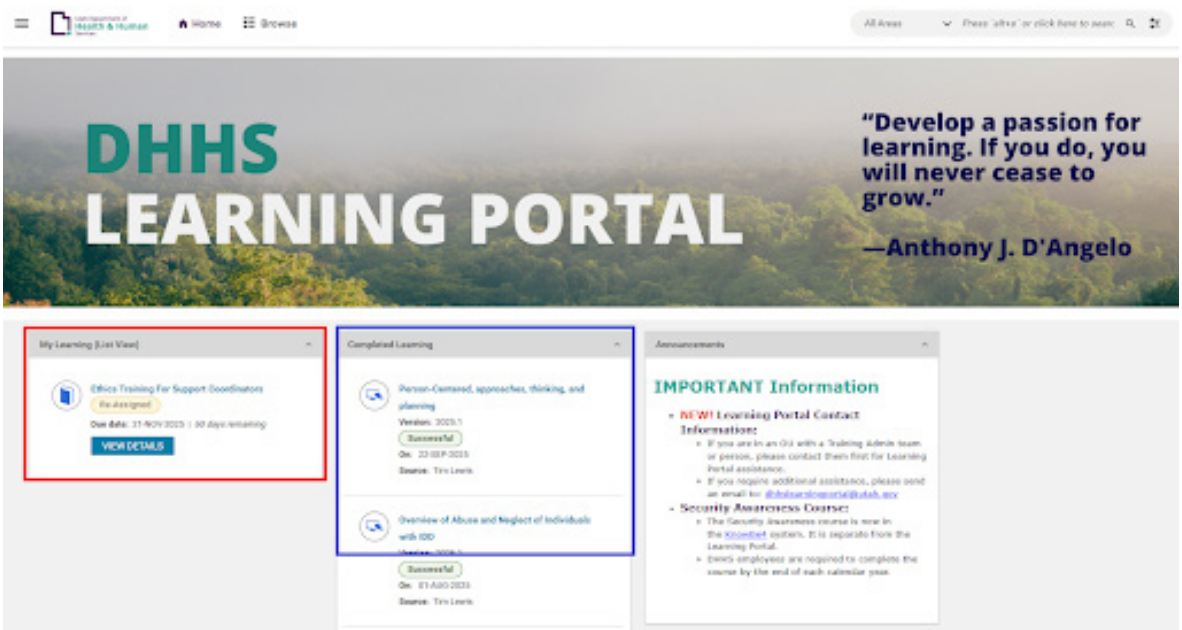
2. Clicking on the training link in the email will take you to the training in the ULP. Click on the “Enroll” or “launch” option in the portal to access and complete the training.



3. Once you have completed the training, you will receive an email notification confirming the training has been completed. The ULP will also confirm the training has been completed and give you the option to print a certificate of completion.

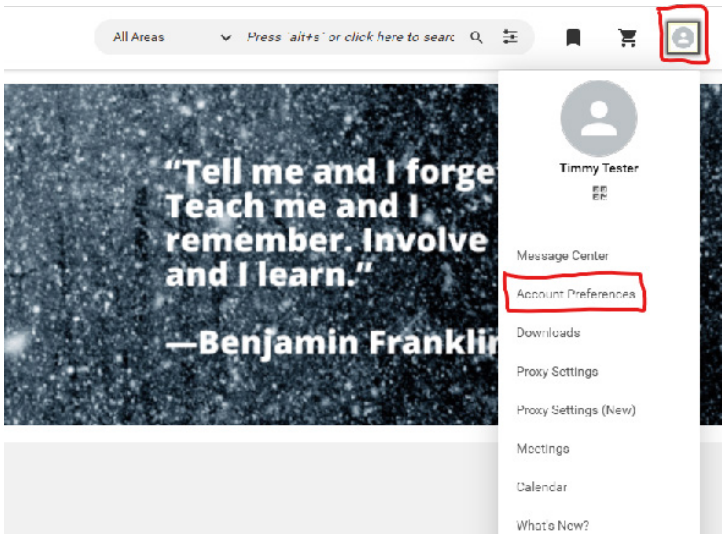


4. Your ULP homepage will show you a list of trainings that are assigned to you along with a list of trainings that you have completed. From this page you can access any trainings that are currently assigned to you **(highlighted in red below)**. You can also go back and revisit any trainings that you have previously completed by clicking on the name of the training **(highlighted in blue below)**.

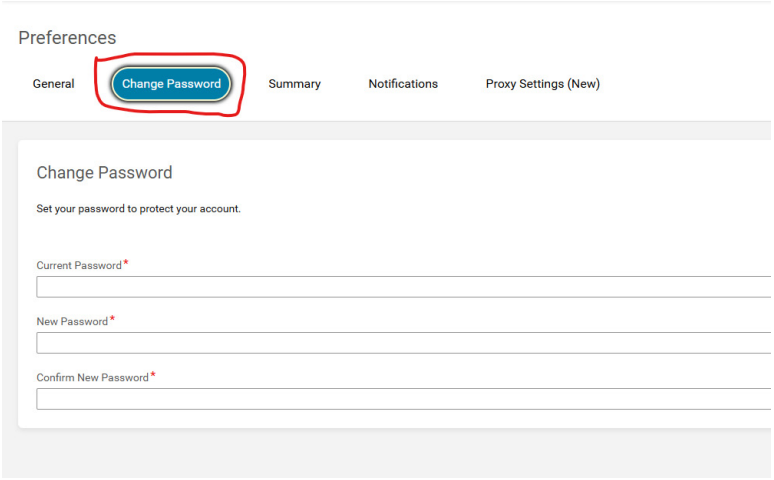


Changing your password in the ULP

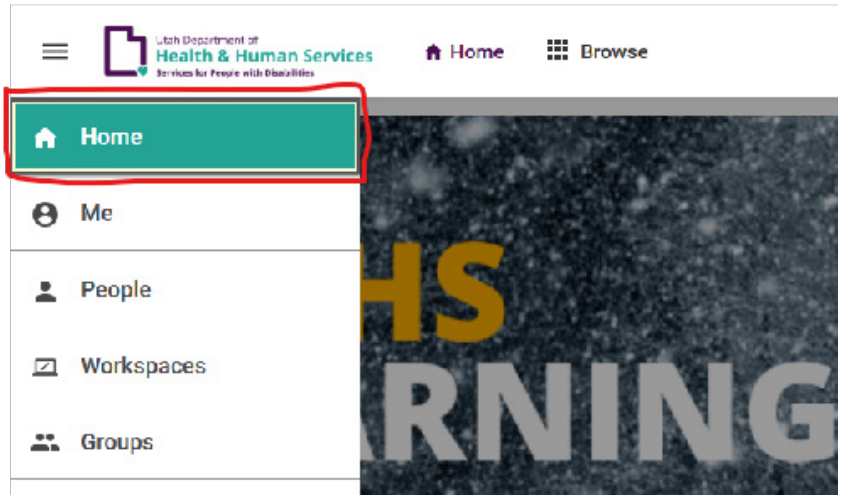
1. On your Learning Portal Home page, click the person icon on the right side, then click “Account Preferences” in the drop-down menu:



2. Enter your current (pre-assigned) password, then enter a new password twice, and click SAVE:



3. To return back to your home screen, click on the three lines (menu) in the top left corner. Then click “Home”.



Frequently asked questions

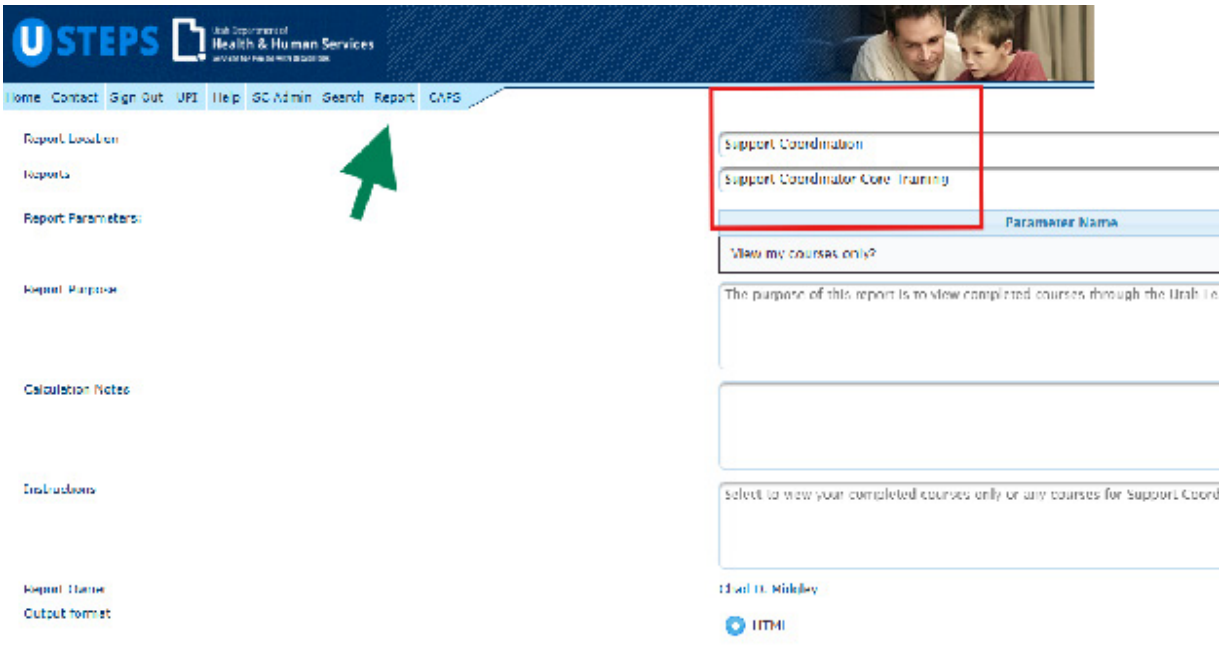
1. **Who can I contact if I have problems accessing or navigating trainings in the Utah Learning Portal?**
   You can contact us at dspdlearninginfo@utah.gov for assistance with any training issues or questions you may experience.

2. **How will I know when a training is assigned or due?**
   The ULP will send you email notifications when a training has been assigned. With the exception of Medicaid 101 which has a 30 day completion requirement, support coordinators will have 60 days to complete each assigned training. You can also log in to your ULP account to see a list of trainings that have been assigned to you along with a list of trainings you have completed. Please note the division does not assign optional trainings.

3. **Why do some trainings in the ULP look different from others?**
   Most of the required support coordinator core trainings were created in-house by the division. Some trainings were created by third-party vendors with whom we have contracted with to supplement our training offerings. While all of these trainings are hosted in the ULP, the look and navigation of these trainings may vary slightly.

4. **Are there other trainings I need to complete that are not part of the required support coordinator core training?**
   Yes. While not part of the required support coordinator core training, the Medicaid-101 training is a required annual training for all Medicaid providers contracted with the Division of Services for People with Disabilities (DSPD). This includes all support coordinators. This will automatically be assigned to you every year through the ULP.

5. **How can I tell if my support coordinator employees have finished their required core training?**
   You can find a list of completed courses in the USTEPS report portal. The report can be found under Report > Support Coordination > Support Coordinator Core Training.



The report will display your most recent course completion date.

Required Courses

Course	Completion Date	Estimated Course Duration (hh:mm)
DSPD SCE: Acquiring and Maintaining Integrated Community-Based Housing	12/26/2025	00:25
DSPD SCE: Challenging Behaviors	03/07/2026	03:45
DSPD SCE: Finance	01/23/2026	00:40
DSPD SCE: Person-Centered, approaches, thinking, and planning		03:00
DSPD SCE: Profound and complex disabilities	02/11/2026	02:35
DSPD SCE: Records Management	01/26/2026	00:20
DSPD SCE: Incidents, Fatalities, & Protective Services	03/07/2026	00:30
DSPD SCE: Level of Care and Medicaid Eligibility	03/07/2026	00:45
DSPD SCE: State Match Program	03/06/2026	00:25
DSPD SCE: OSR Support Coordination Contract Training	03/06/2026	00:15
SELN UT: Supporting a Vision for Employment		

6. **What if I miss the required deadline?**
   The report in the USTEPS report portal will show the assignment deadline and the actual completion date. These records may be used by the Office of Services Review to monitor contract compliance.

7. **How can I find the optional trainings?**
   All optional trainings are hosted in the ULP. They can be found by logging into your ULP account and typing the name of the training into the search bar at the top right-hand corner of the home page. These trainings were created by Open Future Learning and will display the Open Future Learning logo. Click here to watch a two minute video on how to navigate through Open Future Learning trainings.