



## **What to expect when coming into DSPD services**

Welcome to the Division of Services for People with Disabilities (DSPD). We look forward to working with you and hope to make your transition into services as streamlined as possible. Below is a quick overview of how DSPD will process your case once it has been assigned to the Transitions Team.

Please visit [dspd.utah.gov](https://dspd.utah.gov) to see descriptions of services available on the “For Individual and Families” section.

### **Step 1: You will receive a packet via email with information about:**

- Completing Medicaid enrollment through Department of Workforce Services (DWS)
- Assuring informed choice of services through Home and Community-Based Services, Intermediate Care Facility/Intellectual Disabilities, or the Utah State Developmental Center (USDC).
- Health Insurance Portability and Accountability Act (HIPAA) compliance
- Your person-centered profile

Contact [dspdwtransition@utah.gov](mailto:dspdwtransition@utah.gov) with questions. Our team can help you through this process.

### **Step 2: Your case will transition from your waiting list worker to a state support coordinator. Your state support coordinator will:**

- Administer required assessments including:
  - Utah Comprehensive Assessment of Needs and Strengths (UCANS)
  - Charting the Lifecourse tools (Person-centered planning)
  - Employment pathway tool
- Develop an initial Person-Centered Support Plan (PCSP)
- Develop your DSPD services budget based upon assessed need

### **Step 3: You will find a provider and an External Support Coordinator (SCE) to manage your case long-term. Your state support coordinator will:**

- Inform you of the Invitation to Submit Offer (ISO) process and help you choose a contracted provider, or help you set up Self Administered Services (SAS).

- Add provider services and budget to your plan.
- Hold PCSP team meeting to develop goals contained in your plan.
- Help with the ISO process to find a contracted External Support Coordinator (SCE) to manage your case long-term.
- Transfer your case to an External Support Coordinator for ongoing advocacy.