

Department of Human Services responses to 2016 General Session Unanswered Questions

1) Representative Tanner-

- a. (2/3/16) What is your timeline to find a resolution to legal concerns for sharing more client information in the coordination efforts between agencies (Health, Human Services, and Workforce Services)?**

The Department of Human Services is committed to increasing our effectiveness and strengthening coordination with the Department of Workforce Services and Department of Health. We are currently finalizing a data sharing agreement with the Department of Workforce Services that will also include Medicaid information for individuals that access services across agencies. Through our System of Care network of local, state and executive advisory boards, we will identify opportunities for more coordinated care, including the sharing of appropriate data for those that cross agency systems. We recognize the need to protect individuals' personal information and want to ensure that there is always a clear business need for sharing data.

- b. (1/26/16) What can we do to keep costs down for high cost clients?**

The Department of Human Services is implementing a System of Care approach to address youth with complex behavioral or mental health needs that are currently or are likely to be involved with more than one agency within DHS. Using the System of Care approach, our goal is to serve clients in the least restrictive setting that is clinically indicated. Clients will be staffed regularly to ensure this is the case. We will work with the family and the participating agencies to develop safety plans and provide services and supports to serve the youth in their home or in a community setting as quickly as possible.

When youth are placed into settings other than the home, staff will work with those agencies supporting the out of home placement to ensure it is for the shortest and most effective duration that is clinically indicated.

1) Representative Redd-

- a. (2/1/16) Who, besides UTA, provides contracted transportation services to people with disabilities in Utah?**

Many Residential Services, Day Supports, or Supported Employment Services include routine, non-medical transportation as part of their rates. For other services under the Community Supports and Acquired Brain Injury waiver, Motor Transportation Payment (MTP) provides transportation from a person's home or living facility to community habilitation programs or facilities that provide day supports. The provider is responsible for the health and safety of the person while transporting, and is responsible to ensure the person arrives safely at the scheduled time and arranged destination. MTP may also be contracted as a single service for the exclusive use in supporting access to Day Supports.

Below is a list of the Providers from FY15, and the number of individuals served by each.

Utah Department of Human Services Division of Services for People with Disabilities Motor Transportation Program (MTP) Providers FY15	
Provider Company	People Served
Ability and Choice Services, I	128
Activity Living LLC	3

Affinity Services, Inc.	98
Cache Employment and Training	121
Carbon County School District	27
Cerebral Palsy of Utah	7
Chrysalis Enterprises, Inc.	73
Chrysalis Utah, Inc.	170
Cloverdale LLC	2
Columbus Foundation, Inc	17
Community Careers & Support Se	2
Community Treatment Alternativ	158
Danville Services of Utah, LLC	211
Dixie Workshops, Inc.	31
Dungarvin Utah, LLC	4
Eaton Alliance, Inc.	89
EnableUtah	22
Front Line Services, Inc.	11
Futures Through Choices, Inc.	28
Jensen, Byron K.	27
JST Community Services, LLC	29
Key Residential Services L.C.	2
KT&T Ventures LLC	9
Life Included	1
Life Skills Vocational Center,	10
Life-Skills and Individual Nee	26
Neighborhood House Association	1
North Eastern Services, Inc.	245
North Eastern Services-Lakesid	49
Northstar Advocates & Services	9
Phoenix Services Corporation	3
Provo City School District	12
Pryme Corp	22
R.I.T.E.S., Inc.	78
RISE, Inc.	231
S. P. Foundation Corp	8
S.T.E.P.S., Inc.	8
SAI, Inc.	1
Salt Lake School District	17
Sanpete Community Training Cen	3
Schubert, Paul	12
Solace Residential Care LLC	4

South Valley Training Company,	46
TKJ, LLC	2
Training in Life Choices, L.L.	9
Transitions, Inc.	13
Turn Community Services, Inc.	220
Uintah School District	3
Utah Autism Academy	7
Utah State University	25
Valley Personnel Service, Inc.	30
Work Activity Center, Inc.	98

2) Representative Chavez-Houck

a. (1/26/16) What is the General Fund cost associated with the high cost individuals report?

Of the 760 individuals identified in the report as “high cost individuals” receiving services through DHS, the approximate General Fund cost for this group in FY15 was \$53,964,800. For the report, the General Fund cost per individual was not identified separately so the amount was based on services received and the applied funding mix.

b. (1/26/16) If what you do makes a difference, show us the outcomes for the Marriage Commission and tie it to your trainings.

The primary goal of the Utah Marriage Commission is to help people form and sustain healthy and enduring marriages and relationships for the safety and well-being of adults and children. The Utah Marriage Commission works with one-year TANF money appropriations. This source of funding, though extremely helpful and appreciated, makes tracking long-term outcomes very difficult. The Marriage Commission does measure outcomes on a year-by-year basis. The Commission contracts with 3 universities: Utah Valley University, Weber State University, and Utah State University (Cooperative Extension). These 3 contractors are required to collect pre- and post-test data on all participants in classes taught throughout the state. The following data was collected by the Commission’s contractors and submitted in the FY 2016 mid-year report.

Utah State Extension - Washington County:

A voluntary survey was administered to participants at the beginning of each 90-minute “Marriage Survival” course and also at the end of each course. The following results are from October 2015 – December 2015 with 28 participants

My Knowledge or Understanding of... <i>(average scores; 1 = strongly disagree, 5 = strongly agree)</i>	Before	After
• The impact of my and/or my partner’s personality traits on our relationship.	2.4	3.4
• How gender differences impact interactions with my partner.	1.9	3.4
• How to express myself using “I” statements.	1.8	3.2
• How to effectively listen to my partner using reflective listening skills.	1.9	3.2

• How to settle disagreements in a healthy way.	2.4	3.1
• How to solve problems and reach compromise.	2.8	3.1
• What my and/or my partner's money personality is.	2.8	3.6
• What my and my partner's financial goals are.	3.1	3.5
• How to budget together.	2.3	3.4
• Potential signs of unhealthy and controlling behaviors	2.1	3.3
• The importance of spending time together.	3.1	3.6
• Ways to deepen a loving relationship.	2.4	3.5

Weber State University:

- Four research-based, healthy relationship curricula were offered. PICK for singles, Within My Reach for singles, Fearless Marriage for couples, and Within Our Reach for couples.
- Courses were offered in several different agencies serving lower income and at-risk populations. These included the Ogden-Weber Community Action Partnership (Head Start), Your Community Connection (domestic violence shelter), Catholic Community Services, Weber State University Community Education Center (offering GED and ESL services), Safe Harbor in Davis County (domestic violence shelter), and Give me a Chance (agency serving lower income families in Ogden).
- In this initial period (September 2014 to January 2015), 157 people participated in courses.

Matched Pairs *t* tests of participants in couples courses (LINKS, WOR) *n* = 88

<i>Item</i>	Mean (post-test in parentheses)	sd (post-test in parentheses)	t-value
Marital satisfaction	15.02 (16.64)	5.04 (4.28)	2.32*
Withdrawal from relationship	8.63 (7.33)	2.53 (2.33)	3.84**
Understanding and hope for healthy marriage	27.17 (29.95)	5.28 (5.78)	2.37*
Use of healthy communication	23.53 (25.87)	4.85 (5.42)	2.82**
Commitment and stability of relationship (lower score indicates higher commitment and stability)	8.06 (7.08)	5.28 (5.78)	2.40*

* *p* < .05

** *p* < .01

Matched Pairs *t* tests of participants in singles courses *n* = 44

<i>Item</i>	Mean (post-test in parentheses)	sd (post-test in parentheses)	t-value
Understanding of healthy marriage or relationship	21.2 (28.4)	7.35 (4.40)	3.06**

Importance of pacing relationship development	7.33 (9.80)	2.46 (2.67)	2.82*
Interpersonal and partner knowledge	6.33 (8.40)	2.38 (2.35)	2.47*
Understanding of family of origin influences	2.93 (4.53)	.79 (1.59)	3.23**
Understanding of sexual involvement on bonding and relationship.	4.86 (5.53)	2.16 (2.47)	.775

* p < .05

** p < .01

Quantitative analyses using a matched pre-post design data indicated statistically significant improvement in all key course concepts and relationship quality except in the area of understanding sexual involvement on bonding and relationships. This will be an area to address in future training sessions.

Qualitative Responses:

Couples Courses

- I really like this program. Me and my partner had broke it off before I started the class and taking these classes made us reconsider working things out. Even though I came alone to every single class I went to his house and we'd practice the techniques... This has helped us communicate so we understand each other.
- I enjoyed the class. Thank you for providing this service to the community.
- Good class. Should be required in Utah prior to marriage.
- Thank you so much for this course. I wish we would've taken this course a year ago.
- This was a wonderful class. Thank you so much.
- Love this class!! :)
- I loved learning the listening techniques.
- Gracias. Un curso extraordinario personal muy preparado, muy claro. Nos ha ayudado mucho a mi y mi pareja. Muy recomendable :) (Thank you. An extraordinary class, people, very prepared, and very clear. It has helped me and my spouse a great deal. Highly recommended).
- Estos clases fueron de mucha alluda para mi gracias y que dios les vendig... Sigam Adelante. (These classes were of a great deal of help for me, thank you and God bless you. Keep moving forward).
- Las clases fueron muy buenas e interesantes. Los instructores astoin muy bien capacitados y tienen mucha experiencia en el tema. Me gustaria una clase relacionada con los hijos, como educarlos, como motivarbs y formardo. (The classes were very good and interesting. The instructors were great teachers and had a lot of experience with the topic. I would like a class on relationships with children, how to discipline them, motivate them, and develop them.)
- Excelente curso! Muy educativo! La Comida muy riera! Los Maestros Sor muy Sabios y nos dieron heramientas muy buenas para el matrimonio. (Excellent course. Very educational. The food was great. The teachers were very knowledgeable and gave us tools for a great marriage).

Singles Courses

- Thank you for teaching us. You have lots of patience and good understanding of things.
- Great class! Very helpful! This would have been great to learn back in high school.
- Everything was great.
- Love the class. Thank you for the life changing information.

Utah Valley University:

- Two research-based, healthy relationship curricula were offered. Strengthening Families/Strongest Link and Within Our Reach/Within My Reach curricula (PREP).
- With the Strengthening Families program, 70 individuals (35 couples) complete at least 6 hours and 62 individuals (31 couples) complete the entire 8-hours of relationship education from trained leaders in the Strongest Link at five different schools in Utah County.
- Working with community partners (Habitat for Humanity, Kids on the Move, Mountainland Head Start, and one community site), UVU students educated 28 individuals in Within Our/ Within My Reach – 26 completed all 8 hours.
- Additionally UVU worked with other community partners, businesses, and coalitions to carry out additional events that have resulted in 86 individuals receiving 8 hours of relationship education and an additional 34 receiving 2-4 hours of education at other events. The total number of individuals receiving 8 hours of education was 170, with 220 others receiving 2 or more hours of education.

Early Evaluation Results of Utah County Healthy Marriages Initiative (N=100)
(Comparison of before-program and after-program responses.)

Evaluation Item	Statistically Significant Improvement?
Love: "My partner showed love and affection toward me."	Yes
Time: "I try to make time for my partner to be together as a couple."	Yes (large effect)
Communication: "I am satisfied with the way my partner and I handle problems and disagreements."	Yes (large effect)
Communication: "When discussing issues, I allow my partner to finish talking before I respond."	Yes (large effect)
Communication: "I try to respect the ways my partner communicates that are different than my own."	Yes
Communication: "When discussions get heated, my partner and I stop them and take a time out."	Yes
Relationship Hope: "I believe my partner and I can handle whatever conflict will arise in the future."	Yes
Relationship Hope: "I am hopeful that my partner and I can make our relationship work."	Yes
Happiness: "Taking all things together, how happy would you say your relationship with your partner was just before you began this program?" "Taking all things together, how happy would you say your relationship with your partner is now?"	Yes (large effect)

Qualitative Responses

Here are some of the responses we have had from our groups:

- A good date night. Fun activity, food, and a good message.
- It has helped me improve in areas that I was struggling.
- It's an awesome program and I highly recommend taking time for your relationship sake and do this program.
- I thought I knew how to fix problems in my marriage until I took this class!
- I tell them it is a great program and it helps to communication in a better, respectful way.

3) Representative Brown-

a. (2/8/16) What would the funds for the Utah Foster Care Foundation be used for?

Response submitted by Kelly Peterson, CEO of Utah Foster Care:

The Utah Foster Care Foundation (UFC) has significantly depleted its reserve monies and unrestricted donations in order to subsidize its DCFS State Contract to recruit, train and support foster, adoptive and kinship families - known as resource families. At the conclusion of FY16, the estimated total used from UFC reserves to fund organizational costs will exceed \$800,000.

The additional funding for FY17 will make it possible for the Utah Foster Care Foundation to remain open as a viable organization after June 30, 2016 – the end of FY16. Below is a more detailed document with the estimated organizational budget identifying the current year's revenue, the additional funding, and the total amount to provide required contractual services for FY17.

Proposed Organizational Budget	
Software/Technology	20,401
Accounting	23,000
Corporate Insurance	17,665
Equipment Maintenance	15,500
Equipment Leases	29,000
Legal Fees	3,000
Occupancy	209,194
Personnel	2,363,976
Telephone/Internet	36,453
Membership/Subscription	5,618
Postage	9,100
Printing/Publication	52,530
Professional Development	8,500
Office Supplies	27,000
Mileage	115,000
Travel-Other	45,000
Direct Services	330,915
Community Outreach	80,905
Bank Fees	6,000
CC Processing Fees	2,600
Capital Purchases	25,000

Budgeted Organizational Expenses:	3,426,357
Less value-added services made possible by donor-restricted funding	\$ (244,166)
Estimated organizational costs-FY17:	3,182,191
Revenue from FY16 DCFS Contract	\$ 2,733,977
Funding Appropriated by Legislature	\$ 400,000
Revenue from FY17 DCFS Contract	\$ 3,133,977
<i>Difference</i>	<i>\$ 48,214</i>

Thank you for your interest in the mission and work of the Department of Human Services. We are grateful for your leadership and look forward to continuing to work together in the best interest of Utah's children, families and adults.

More information and annual reports from all our Divisions can be found at: hs.utah.gov
