

# **Social Services Appropriations Subcommittee**

**Unanswered Questions and Responses from**  
**2014 General Session**

**Department of Human Services**

**Representative Redd:**

*(1/29/14 AM) Would like DSPD to provide an explanation of its different employment-related programs, with relevant funding amounts and numbers served, and explain the differences between each program in order to clarify and summarize the DSPD programs having to do with supported employment.*

**-AND-**

**Representative Chavez-Houck:**

*(1/29/14 AM) Would like DSPD to elaborate more on its collaborative efforts with the Utah State Office of Rehabilitation with regard to supported employment and also more information about the new DSPD pilot program with small business owners.*

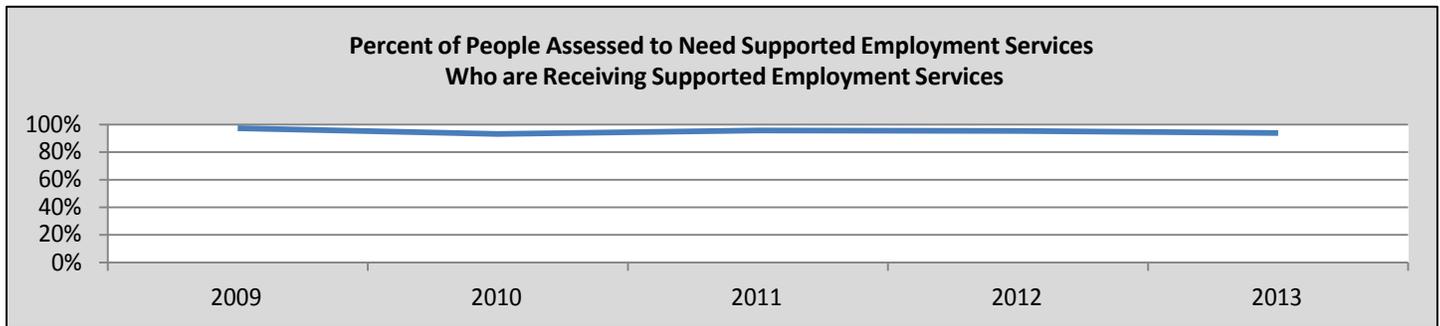
**UTAH DEPARTMENT OF HUMAN SERVICES DIVISION OF SERVICES FOR PEOPLE WITH DISABILITIES**

*Report on Division Supported Employment*

**Supported Employment (SE) Supports for People in Services**

**Utah Code Annotated 62A-5-103.3 Employment first emphasis on the provision of services.**

*(1) When providing services to a person with a disability under this chapter, the Division shall, within funds appropriated by the Legislature and in accordance with the requirements of Federal and State law, give priority to providing services that assist the person in obtaining and retaining meaningful and gainful employment...*



The Division spent a total of \$4,747,458 on Supported Employment services for individuals in services during FY2013. This amount equates to \$3,273,372 in Federal Funds (68.95%) and \$1,474,086 in State Funds (31.05%). The State Costs detailed in the tables below is based on the State portion of the FMAP for each respective year.

| SEI         | Supported Employment - Community based, competitive wage and individualized support |              |              |             |               |                  |
|-------------|---|--------------|--------------|-------------|---------------|------------------|
|             | Total Cost  | State Cost   | Average Cost | Total Hours | Average Hours | Number of People |
| <b>2009</b> | \$ 3,970,537  | \$ 1,153,838 | \$ 6,753     | 155253      | 252           | 588              |
| <b>2010</b> | \$ 3,524,450  | \$ 1,006,671 | \$ 6,752     | 139829      | 231           | 522              |
| <b>2011</b> | \$ 3,067,977  | \$ 881,506   | \$ 6,352     | 119804      | 225           | 483              |
| <b>2012</b> | \$ 2,900,513  | \$ 840,424   | \$ 6,417     | 113279      | 219           | 452              |
| <b>2013</b> | \$ 2,883,577  | \$ 866,371   | \$ 6,815     | 108449      | 209           | 446              |

| SED         | Supported Employment - Community based, supervised small work groups |            |              |            |              |                  |
|-------------|--|------------|--------------|------------|--------------|------------------|
|             | Total Cost   | State Cost | Average Cost | Total Days | Average Days | Number of People |
| <b>2009</b> | \$ 1,981,728   | \$ 575,890 | \$ 6,764     | 57013      | 195          | 293              |
| <b>2010</b> | \$ 1,848,830   | \$ 528,072 | \$ 6,556     | 55126      | 195          | 282              |
| <b>2011</b> | \$ 1,797,484   | \$ 516,462 | \$ 6,420     | 53637      | 192          | 280              |
| <b>2012</b> | \$ 1,763,802   | \$ 511,062 | \$ 6,557     | 52617      | 196          | 269              |
| <b>2013</b> | \$ 1,860,528   | \$ 558,996 | \$ 6,815     | 53641      | 196          | 273              |

**SEC Supported Employment - Community Based, competitive wage w/co-worker assistance**

|             | <i>Total Cost</i> | <i>State Cost</i> | <i>Average Cost</i> | <i>Total Hours</i> | <i>Average Hours</i> | <i>Number of People</i> |
|-------------|-------------------|-------------------|---------------------|--------------------|----------------------|-------------------------|
| <b>2009</b> | \$ 92             | \$ 27             | \$ 92               | 20                 | 20                   | 1                       |
| <b>2010</b> | \$ 2,875          | \$ 821            | \$ 719              | 647                | 162                  | 4                       |
| <b>2011</b> | \$ 3,719          | \$ 1,068          | \$ 744              | 837                | 168                  | 5                       |
| <b>2012</b> | \$ 3,699          | \$ 1,072          | \$ 740              | 833                | 167                  | 5                       |
| <b>2013</b> | \$ 3,353          | \$ 1,008          | \$ 671              | 729                | 146                  | 5                       |

**Supported Employment Supports for People on the Wait List**

**Utah Code Annotated 62A-5-103.1 Program for provision of supported employment services.**

*(3)... within funds appropriated by the Legislature for the program described in this section, the division shall provide supported employment services to a person with a disability who: [is on the division's wait list].*

**Supported Work Independence(SWI) Program (Open Agreements Only)**

|             | <i>Open Agreements</i> | <i>Employed</i> | <i>Average Hours per Week</i> | <i>Average Hourly Wage</i> |
|-------------|------------------------|-----------------|-------------------------------|----------------------------|
| <b>2011</b> | 41                     | 26              | 13.17                         | \$7.55                     |
| <b>2012</b> | 105                    | 75              | 15.51                         | \$7.61                     |
| <b>2013</b> | 162                    | 112             | 15.74                         | \$7.60                     |

In the three years the program has been in place, 204 individuals have had agreements to participate in the Supported Work Independence Program. Additional wait list individuals have received preliminary services (i.e. community service brokering), but have not fully entered the program. These wait list services are fully funded by State dollars, and the program has an annual budget of \$250,000 (\$150,000 in FY2011).

**All SWI Service Codes Combined, including preliminary (SEI, SEC, CSB, DTP and UTP)**

|             | <i>Total Cost</i> | <i>Average Cost</i> | <i>Number of People</i> |
|-------------|-------------------|---------------------|-------------------------|
| <b>2011</b> | \$26,118          | \$202.47            | 129                     |
| <b>2012</b> | \$102,959         | \$562.62            | 183                     |
| <b>2013</b> | \$312,583         | \$1,184.03          | 264                     |

CSB – Community Service Brokering – Professional advocate aids to navigate community services offerings.

DTP – Daily Provider Transportation – Transportation mileage to and from employment (and other) activity.

UTP – UTA Para-transit Transportation – Daily UTA Para-transit to and from employment/day activity.

**Innovation and Best Practices**

In FY2013, the Division began a two-year *Customized Employment Project* aimed at working with DSPD Contracted Providers, individuals who receive DSPD services, and employers with a more individualized approach to find meaningful and gainful employment that meets the needs of both parties. Griffin-Hammis Associates has provided technical assistance to three DSPD providers, teachers from Alpine School District, and staff at the Utah State Developmental Center. To date, approximately 30 individuals with disabilities are involved in the Customized Employment Project and are at various stages of the process. Ten are working or have an offer of employment. Griffin-Hammis also trained 60 job coaches who now have a National Certificate from ACRE (Association of Community Rehabilitation Educators) in Customized Employment.

Sustainability to the Customized Employment process is the development and establishment of Community Action Teams (CAT). A CAT is comprised of members from the business community. A DSPD Contracted Provider dedicates time towards the development and management of the CAT. The team meets monthly and meets at least one person and views their digital portfolio/resume and the team shares contacts from their supply chain which creates opportunities specifically related to this person's skills, abilities, ideal conditions of employment vocational interests. To date, two teams have been formed and meet regularly. Both teams are still developing their team and recruiting the right mix from the business community.

## Real Stories from Individuals Receiving Division Supported Employment Services



Anthony grew up loving sports in California. Last May he was hired as a scorekeeper with Provo City. This employment fits his interests, skills and expands his social capital. Anthony also works part time at Taco Bell. SWI funding provides him the support he needs to be successful!

Chelsea was involved in the Customized Employment project and through the process; we learned that she was a natural with children, and skilled in technology and leadership. A plan was developed for Chelsea to teach children who do not have access to technology. An investment was made in four iPads, pre-K applications for the iPad. A part time position was created for her at an elementary school. Chelsea is also in negotiation with a private entity to teach more children and continue to increase her employment. Fox News interviewed Chelsea and featured a story about her teaching children in March 2014.

*Report Revised May 2014*



**Representative Redd:**

*(1/29/14 AM) Would like the DAAS to provide data on those who were not diverted from nursing home placements.*

### Medicaid Aging Waiver Eligibility and Applicant List Outcomes

#### Aging Waiver Applicant List Outcomes FY08 - FY14

| <i>Fiscal Year</i> | <i>Total Applicants</i> | <i>Accepted onto Waiver</i> | <i>%</i> | <i>Entered Nursing Home</i> | <i>%</i> | <i>Passed away</i> | <i>%</i> | <i>Withdraw Application</i> | <i>%</i> | <i>Found Ineligible</i> | <i>%</i> | <i>Remained on Applicant List</i> | <i>%</i> |
|--------------------|-------------------------|-----------------------------|----------|-----------------------------|----------|--------------------|----------|-----------------------------|----------|-------------------------|----------|-----------------------------------|----------|
| FY14               | 406                     | 68                          | 17%      | 23                          | 6%       | 38                 | 9%       | 31                          | 8%       | 13                      | 3%       | 162                               | 40%      |
| FY13               | 356                     | 38                          | 11%      | 20                          | 6%       | 13                 | 4%       | 25                          | 7%       | 8                       | 2%       | 241                               | 68%      |
| FY12               | 515                     | 246                         | 48%      | 19                          | 4%       | 14                 | 3%       | 48                          | 9%       | 45                      | 9%       | 109                               | 21%      |
| FY08-FY11          | 710                     | 303                         | 43%      | 56                          | 8%       | 48                 | 7%       | 217                         | 31%      | 4                       | 1%       | 3                                 | 0%       |

The data illustrates the pattern that in recent years, the Waiver has served fewer clients with more costly care plans. With flat funding and more expensive clients served, the number of clients on the Waiver has decreased and time spent on the applicant list has increased.

**Representative Chavez-Houck:**

***(1/30/14 AM Committee Meeting) Would like the Division of Child and Family Services (DCFS) to survey its outcome measures and compile all those measures that it believes best get at the broad concept measuring children (and, by extension, the family) being healthy or improving in their well-being as a family.***

## DCFS Outcome Measures

DCFS utilizes a variety of reviews, assessments, and tools to identify needed interventions, assess and monitor child and family well-being over time, and measure outcomes. Together, these reviews and assessments allow DCFS to measure children's health and well-being.

### **Physical and mental health indicators:**

Each child in foster care has an initial physical health exam, dental exam, and mental health assessment, and at least one of each exam annually thereafter, to assess the child's status, provide necessary treatment, and monitor progress for the duration of the youth's stay in foster care.

The Ages and Stages Questionnaire (ASQ) and Stages Social Emotional Questionnaire (ASQ:SE) are screening tools used to assess the development of children in foster care who are between the ages of four months and five years to determine whether the child is on-track developmentally for their age. Children are referred for Early Intervention Screenings when indicated by the tool.

### **Assessments related to safety and family needs:**

Structured Decision Making (SDM) tools are used to objectively assess both the safety and the ongoing risk at the household level. The Safety Assessment provides information regarding the safety of the child(ren) to determine the level of services in the home, or whether an out-of-home placement is necessary. The Risk Assessment provides information as to the risk of subsequent maltreatment and the level of services necessary to mitigate the risk.

The Casey Life Skills Assessment (CLS) and National Youth in Transition Data (NYTD) are tools used to assess the needs of older youth in foster care and provide services to prepare youth for adulthood and gain life skills to help them succeed in life. DCFS also monitors the education status, progress, and special education needs of youth in foster care.

The Utah Family and Children Engagement Tool (UFACET) is used to measure the needs and strengths of each family member and the family as a whole, and monitor changes in well-being over time. The tool is currently being used in the Northern area of the state, but will be implemented in other areas statewide as part of a staged five-year plan that is central to the IV E Waiver Demonstration Project.

**Senator Robles:**

*(1/30/14 AM Committee Meeting) Would like the Division of Child and Family Services to provide a comparison of Utah with other states showing the percentage of state funding provided for domestic violence (DV) shelters.*

### State and Federal Funding Comparison for DV Victim Services, FFY13:

Below you will find funding data from States who receive a Federal Family Violence Prevention and Services Act (FVPSA) award similar to the award granted to Utah in FFY13. It is difficult to show the percentage of state funding comparatively, as the funding mix varies considerably in each state. Given this difficulty, here is the most comparative data. Please note that domestic violence shelters and supportive services go hand in hand in terms of practice as well as funding.

**Utah-** Approximately \$2.5 million in State general revenue dollars and approximately \$1.1 million in FVPSA (Federal) dollars go toward domestic violence shelters and domestic violence victim services.

**Ohio-** No State general revenue funding for domestic violence; approximately \$2 million in county funding sourced from marriage license fees and approximately \$2.7 million in FVPSA (Federal) dollars. Ohio receives no TANF funding for DV victim services, but has approximately \$3.5 million of Victims of Crime Acts (VOCA) Federal funding dedicated annually domestic violence victim services.

**Wisconsin-** Approximately \$8 million in State general revenue dollars and approximately \$1.5 million in FVPSA (Federal) dollars go toward domestic violence victim services.

**Illinois-** Approximately \$18.6 million in State general revenue dollars and approximately \$2 million in FVPSA (Federal) dollars go toward domestic violence victim services. Using State general funds to leverage TANF funds dedicated to domestic violence victim services.

**Missouri-** Approximately \$6.2 million in State general revenue dollars and approximately \$2.1 million in FVPSA (Federal) dollars go toward domestic violence services. Using State general funds to leverage TANF funds dedicated to domestic violence victim services.

The majority of states do not currently allocate state funds to domestic violence victim services, as there is not a state match required for the federal Family Violence Prevention and Services Act (FVPSA) or Violence Against Women Act (VAWA) funding. The National Network to End Domestic Violence currently reports 69% of all states have experienced overall funding decreases in domestic violence victim service programs since Fiscal Year 2011; this funding decrease has resulted from federal, state, county, city and private donor funding reductions.

**Representative Tanner:**

***(1/30/14 AM Committee Meeting) Would like the Division of Child and Family Services to summarize how parents are involved in its case review process given that there is a concern that the parents don't have a say in the DCFS review process and are not involved.***

## Parental Involvement in DCFS Case Review

Child and family status, child welfare system performance, and policy compliance are measured each year during the Qualitative Case Review (QCR) and the Case Process Review (CPR). The reviews are conducted by the Office of Services Review (OSR) within the Department of Human Services annually and statewide with randomly selected cases and the findings are published in an annual report.

The Case Process Review (CPR) is a review of documentation, looking for compliance with DCFS policy. It is conducted statewide with randomly selected cases.

During the CPR review, parent involvement in cases is measured. The CPR data shows mothers' and fathers' involvement in planning has increased from 58% in 2012 to 70.3% as of March 2014. In addition, caseworker contact with parents has increased from 59.6% in 2012 to 79.8% in March 2014.

The Qualitative Case Review (QCR) is a review that looks at the quality of the outcomes for children and families rather than at compliance with policy.

Those interviewed for the review include biological parents, foster parents, and adoptive parents; the child(ren), attorneys such as the Guardian ad Litem and Assistant Attorney General; any therapists working with the parents or the child; the health nurse on foster care cases; the caseworker; other informal supports such as clergy and extended family; and school teachers or counselors.

The interviews with the parents are generally scheduled for an hour or more. The reviewers ask the parents to tell how they became involved with DCFS and what their experience has been. Parents are given the opportunity to speak openly about their experience with any aspect of DCFS including their caseworker, resources, visitation, challenges, successes, etc. The reviewers are objective and allow the parents to tell their story. No one from the case is present to deter them from talking candidly about their experience. The reviewers generally meet with them in their homes or wherever the parent(s) feel most comfortable. The parents are asked if they have felt supported by the team. The reviewers also administer a short satisfaction survey to each parent and to the child. The last question on the satisfaction survey asks the parent what they have been the most satisfied with and what they have been most dissatisfied with in their interaction with DCFS. The parents' input is a crucial piece of the qualitative review process for each case.

Additionally, on a monthly basis, caseworkers are required to make contact with both parents, mother and father. If the whereabouts or identity of a parent is unknown, a caseworker must make concerted efforts on a monthly basis to actively look for the parent(s). Administrators have been instructed to review all cases to determine whether caseworkers and teams have sufficient information regarding the absentee parent to make critical case decisions.

**Representative Tanner:**

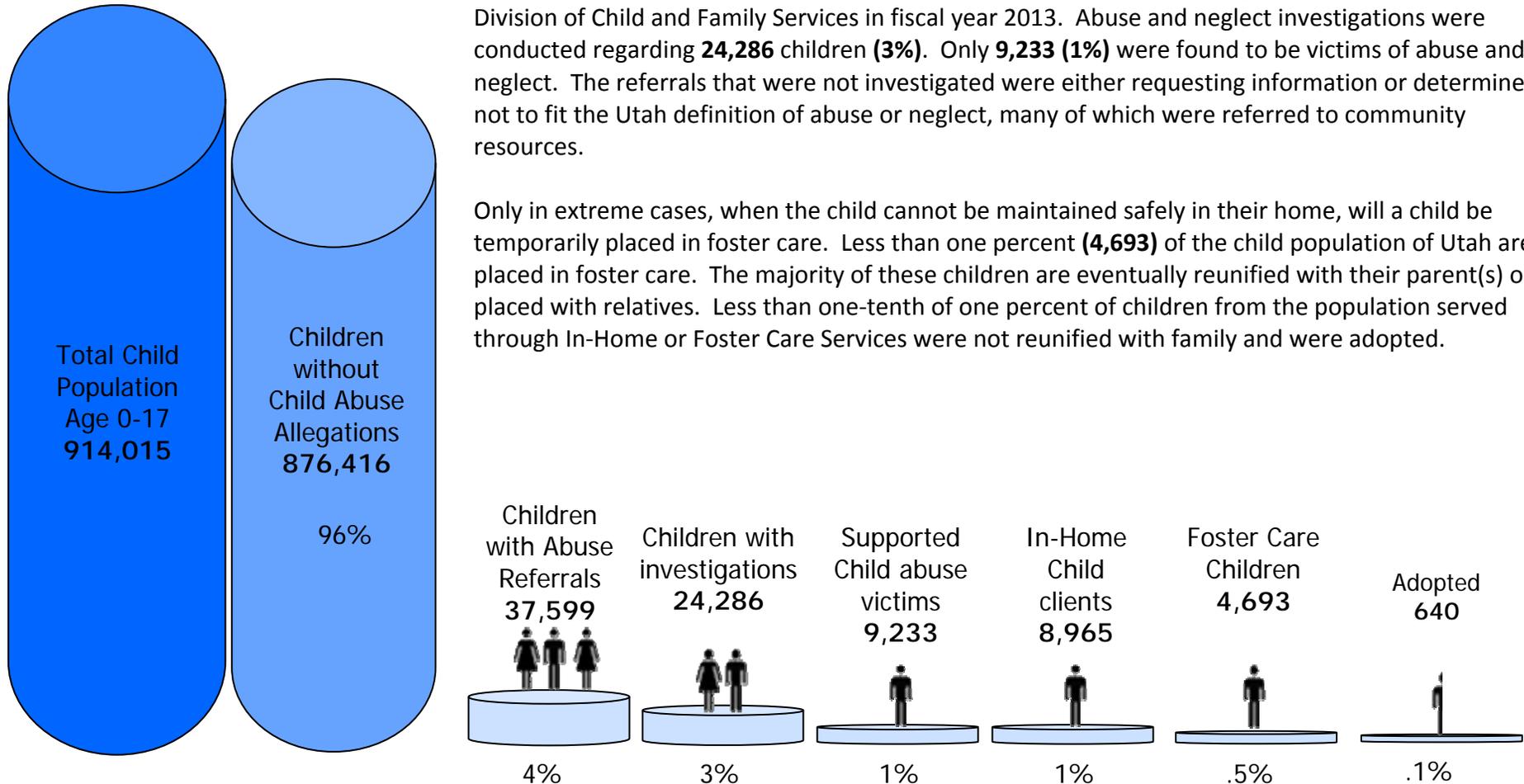
*(1/30/14 AM Committee Meeting) Would like the Division of Child and Family Services to suggest three or four of its measures that DCFS believes are indicative of telling the real story to the outside in a succinct but overall way.*

**Utah's Children....The Facts of Child Welfare**

Most Utahns rely on their family, community, and church when they need help and assistance. For some people the services they need are beyond the scope and capacity of these resources. Therefore, Utah's Division of Child and Family Services delivers care in these ways:

The vast majority (**96%**) of Utah's **914,015** children live in a safe and nurturing family. Utah's children make up 31% of the total Utah population. Only **37,599 (4%)** were brought to the attention of the Division of Child and Family Services in fiscal year 2013. Abuse and neglect investigations were conducted regarding **24,286 (3%)**. Only **9,233 (1%)** were found to be victims of abuse and neglect. The referrals that were not investigated were either requesting information or determined not to fit the Utah definition of abuse or neglect, many of which were referred to community resources.

Only in extreme cases, when the child cannot be maintained safely in their home, will a child be temporarily placed in foster care. Less than one percent (**4,693**) of the child population of Utah are placed in foster care. The majority of these children are eventually reunified with their parent(s) or placed with relatives. Less than one-tenth of one percent of children from the population served through In-Home or Foster Care Services were not reunified with family and were adopted.

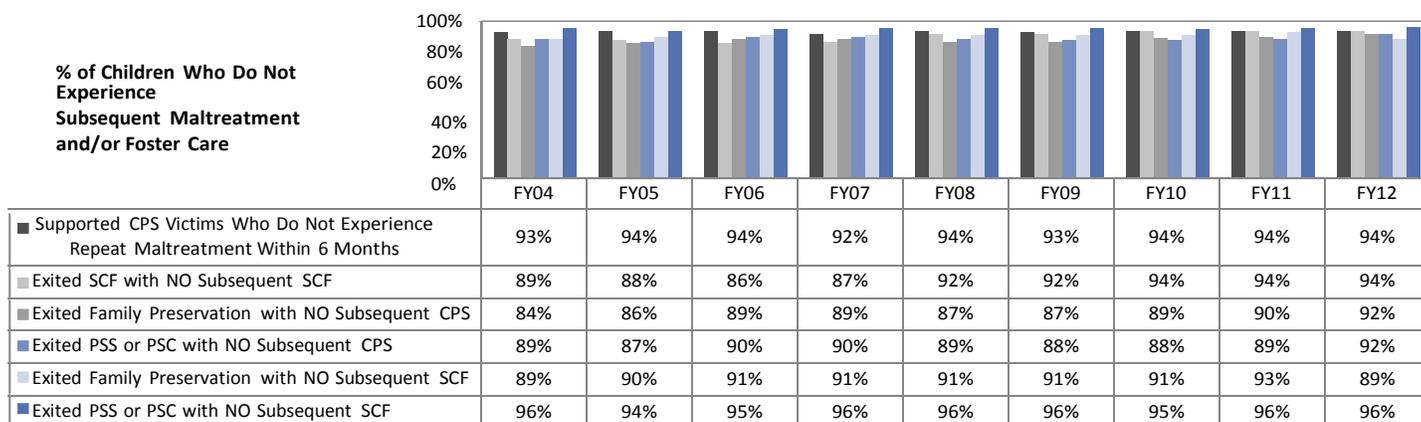


Percentages exceed 100% because some children received more than one service.  
FY 2013

Additional measures that provide a succinct picture of DCFS performance are:

- The percentage of children who do not experience subsequent maltreatment in the six months after they were the supported victim in a Child Protective Services (CPS) investigation.
- The percentage of children who received in-home services and were not the subsequent victim in a CPS case or placed in foster care in the 12 months following case closure.
- The percentage of children who exited foster care to return home that did not have a subsequent foster care case in the 12 months following case closure.

The following chart shows the percentage of children who did not experience subsequent maltreatment in the six months after they were the supported victims in a Child Protective Services (CPS) case, and the percentage of children who either exited foster care (SCF) or In-Home Services (PSS, PSC, or Family Preservation) during the timeframe indicated and did not have a subsequent SCF and/or CPS case in the 12 months following case closure.



Sources: DHS OSR FY2013 Annual Report  
DCFS SAFE Management Information System

Two Additional Follow-up Questions Asked by Rep. Tanner:

1. How many abuse referrals and subcategories arise in the context of divorce?

The Division of Child and Family Services does not collect information on the number of abuse referrals and subcategories that arise in the context of divorce.

2. In parental rights termination cases, are parents given comparable, free legal counsel (by comparable, he means attorneys with the same experience, resources, and pay as the attorneys representing the state)?

In parent rights termination cases, DCFS does not provide attorneys for parents. Parents whose rights are being terminated either hire their own attorney or the juvenile court judge assigns a public defender to represent them. It is up to the counties (or groups of counties) to determine their process to pay for public defenders.

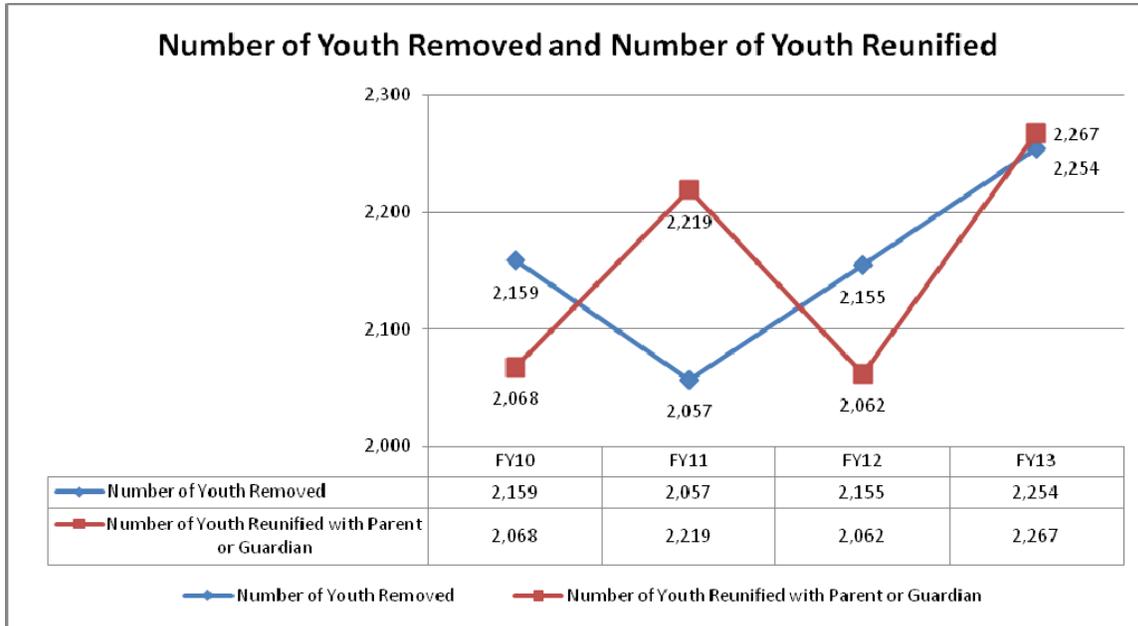
**Senator Henderson:**

**(1/30/14) AM Committee Hearing) Would like the Division of Child and Family Services to survey its outcome measures and compile all those measures that have to do with the following two areas so that they can be seen summarized side by side:**

- 1) measures dealing with removal of children from parents and**
- 2) measures dealing with reunification of children with parents after removal**

**DCFS Removal and Reunification Rates**

The national median number of children entering custody per 1,000 children in the population was 3.7 children in Federal Fiscal Year (FFY) 2011. In Utah, the median number of children was 2.3 children—38% less than the national median. This data reflect DCFS’ emphasis on keeping families together by working with families, providing services in the home, bringing fewer children into custody, and reuniting families when possible.



The numbers above include youth removed during the course of a protective investigation (CPS), youth removed during existing cases, and youth removed via court proceedings. During the same time frame, youth were returned home. In some cases the youth were returned to their parents or guardian shortly after removal, in other cases the youth had been in the care of the State for an extended period of months or years.

It is important to note that this table is showing “point in time” aggregate data. The top line contains youth who were removed from their homes. The bottom line represents only youth who were reunified with Parents or Guardians. Youth who exited state custody after a removal for other reasons are not represented in this graph.

*Follow up on Information Provided in Committee: Doug Thomas with Human Services stated that there is not currently a suicide fatality review process in the State but it is being worked on with the Department of Health's Violence and Injury Prevention Program.*

## Suicide Fatality Review Committee

The Division of Substance Abuse and Mental Health (DSAMH), Department of Human Services (DHS) in collaboration with the Violence and Injury Prevention Program (VIIPP), Department of Health (DOH) have been meeting over the past year to establish the foundation and infrastructure necessary to implement a Statewide Suicide Fatality Review Committee. Staffs from both agencies have attended key workshops and conferences to receive the education, training, and technical assistance needed to address this issue. Staff have attended meetings and consulted with both the Child Fatality Review Committee and the Domestic Violence Fatality Review Committee to match the standards and practices of those well-established committees. Current State Code along with Federal law protecting the privacy of various health care records (HIPAA, 42 CFR) are currently being analyzed by the Assistant Attorney General's in both agencies. Additional meetings are scheduled throughout the summer with the plan to have the first Suicide Fatality Review Committee meeting prior to the end of the calendar year.

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*Thank you for your interest in the mission 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.*

*For more information:*

*Please contact:*

*Jessica Irwin- DHS Research Analyst and Legislative Liaison*

*(801) 538-3949*

[jmirwin@utah.gov](mailto:jmirwin@utah.gov)

[www.hs.utah.gov](http://www.hs.utah.gov)

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