

Interim Committee

June 20, 2017

Division of Services for People with Disabilities:

Service Provider Selection

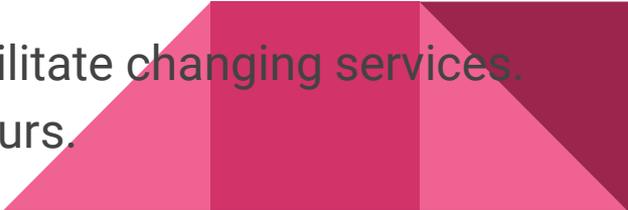
To what extent are DHS (DSPD) clients able to choose their providers?

Annual review of Person Centered Support Plan (PCSP) includes choice of all service providers contracted with DSPD

Each change to a PCSP during a plan year includes a reminder and opportunity to change selected service provider

In addition to choosing their provider annually and as needed, consumers have the opportunity to select the services most appropriate for their needs.

The toll free 844askDSPD phone line is available to facilitate changing services. The service is available to all parents all business hours.

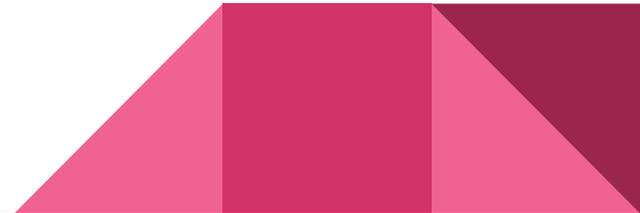


How do consumers make their service decisions?

DSPD engages their consumers in an ISO process

Interested providers offer their services

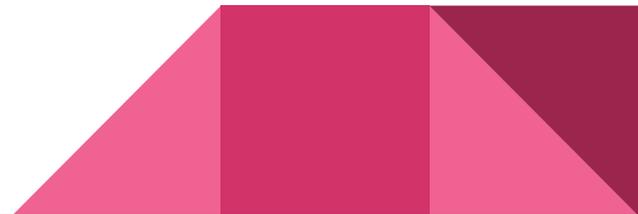
The ISO process includes the opportunity for the Person and/or their representative to engage in a face to face interview



What resources are available to help People choose

Currently, feedback can be found on Google search concerning provider performance

Personal networking



What DSPD is doing for input

Engage in feedback from stakeholders

Parents

Utah Parent Center

People in Services

Providers

Utilize Quality Management reviews for feedback

