

DSPD Out of Home Services Report

Social Services Appropriations Interim Subcommittee Request

Overview

DSPD provides varying levels of out of home supports to people as part of the array of services delivered outside of the family's home. Each residential setting provides the person with daily supports to maintain the person's health and safety. Such supports include: assistance with activities of daily living (ADL); supervision; skills building and assistance to acquire, retain, and improve skills related to living as independently as possible.

The following types of out of home supports are available to individuals receiving services:

Residential Habilitative Supports (RHS): RHS provides skilled residential assistance that aide the person to live as independently as possible in their community. RHS may be provided to people who live alone or with roommates. The home is certified annually by DHS/DSPD when three or fewer people are in a home. The home is licensed through DHS/ Office of Licensing with a Residential Care license if four or more people are in a home.

Host Home Supports (HHS): HHS provides a community integrated, home-like residential setting with a family providing supports and services to people with disabilities that are 18 or older. HHS can be provided for up to two people in a home. With a variance, a maximum of three people can be in a home. The variance must be approved by the DSPD director or designee, and is most often used for siblings. The home is certified by DHS/DSPD annually.

Professional Parent Supports (PPS): PPS provides a community integrated, home-like residential setting with a family providing supports and services to people with disabilities below the age of 22. In addition to the supports provided to all people receiving residential supports, PPS includes the family collaborating with applicable schools, public and private child welfare agencies, authorities and other agencies and individuals involved in the care of the person. PPS can be provided for up to two people in a home. With a variance a maximum of three people can be in a home. The variance must be approved by the DSPD director or designee, and is most often used for siblings. The contractor is licensed through DHS/ Office of licensing with a Child-placement license.

Supported Living (SLH): SLH provides supervision, skills building and assistance to the person when the contractor is primarily responsible to maintain the health and safety of the person. The person may live in the community alone in their own home, with a roommate, with a spouse, or the person is an adult who lives with their parents or other related caregiver. In addition to the supports provided to all people

receiving residential supports, SLH includes homemaker and chore tasks, communication, socialization, assistance with personal finances, advocacy, self-help, and other related direct and indirect supports on behalf of the person.

Reimbursement

Residential Habilitative Supports: A worksheet is used to determine the number of staff support hours needed when the person is home. The RHS rate is not based on 24-hour care. Typically people are not at their residential setting for six hours each day Monday through Friday. During this time, the person is at their day program, work, or other day activity. The worksheet includes an hourly staff rate based on the person's need. This formula accounts for whether staff at night must be awake or asleep, hours of weekend staff needed, and staffing ratios. Additionally, the worksheet includes 16 days that the person will most likely be at the residential setting and not at their normal day activities due to holidays, sickness, or other reasons.

Enhanced staffing requests must be submitted to DSPD for review and approval. Enhanced staffing includes four or more hours per day of a staff ratio of one staff providing direct care to one person. Each request is reviewed and approved on a person-by-person needs basis.

Professional Parent/Host Home Supports: A worksheet is used to determine the rate including only the days the person is with the HHS/PPS family. A person may spend weekends or holidays with their relatives or friends, in which the contractor does not receive payments for those days. Payments include an hourly rate paid to the contractor's staff, which is not the family, for advisory hours provided to the family. Advisory hours include ongoing supervision, training, technical assistance and support to the family by the contractor. On average a family needs about 12 advisory hours a month. Additionally, the worksheet includes the rate the contractor pays to the family, and administrative costs associated with the contract. The administrative cost is 20% of the total rate paid to the contractor.

Supported Living Habilitative Supports: SLH is reimbursed at a flat quarter hour rate of \$7.09 (FY18). This rate is reimbursed in 15 minute increments for time spent providing direct care to the person.

Additional Needs Requests

The needs of individuals change over time, and may require the approval of an additional funding request. Each request for services is submitted by the support coordinator to the Division Request for Services (RFS) committee. Before the request is reviewed, the support coordinator must document the need for each service being requested. The support coordinator must attest that service-specific criteria is met and support this claim with documentation. Each request is reviewed by the RFS committee to determine whether the documentation is sufficient. Once it has been established that the service is truly needed, the committee makes a determination as to how much service is required. The committee assesses the

appropriate number of units (typically quarter hours or days) that are needed. For those services with a variable reimbursement rate, the committee also makes this determination. The committee is operated by the agency in order to ensure the interests of the state budget are being considered.

Service Utilization

Out of home supports are part of the continuum of services provided by DSPD. Appendix A shows the distribution of total costs for individuals in various settings.

Table 1 shows the number of contractors currently providing various services, total number of people supported, and the average cost per person.

Table 1: Residential Services Data

Service Code	Number of Providers	Avg People per Provider	Total People Supported	Average Cost per Person
RHS	41	45.6	1,870	\$89,200
HHS	37	9.3	345	\$71,500
PPS	14	9.3	130	\$72,800
SLH	50	8.4	420	\$27,700

Table 2 shows estimated adults served in Utah based on a study consisting of adults over the age of 18 (N = 416) conducted by National Core Indicators.

Table 2: NCI Setting Type Data

Setting Type (Adults 18+)	Estimated Number of Adults 18+ by Setting Type	Percentage of Number of Adults 18+ by Setting Type (Percentages not including USDC)
Group Home (2-3 People with Disabilities)	852	18%
Group Home (4-6 People with Disabilities)	501	11%
Group Home (7-15 People with Disabilities)	100	2%
Own Home or Apartment	852	18%

Parent or Relative’s Home	2,104	44%
Host Home/Foster Care (1 Person with Disability)	200	4%
Host Home/Foster Care (2 + People with Disabilities)	150	3%

Source: National Core Indicators, Adult Consumer Survey, 2016-2017

DSPD Quality Management

DSPD does an annual review of each provider offering residential services to assess and ensure compliance with service requirements per the contract. The person’s support coordinator is required, per contract, to have a face to face visit with the person at least once every 30 days, with at least one face to face visit with the person every 60 days at their residential setting site. Such visits are documented by the support coordinator. Any concerns about the services the person is receiving are communicated to DSPD by the support coordinator.

Residential programs providing services to four or more people are required to have a Residential Supports License through DHS/ Office of Licensing (DHS/OL). DHS/OL does an initial and annual inspection of each licensed site to ensure compliance with the licensing rule. Residential programs providing services to three or fewer people are certified initially by DSPD. DSPD conducts an annual inspection of the home to ensure it meets the health and safety needs of individuals being served.

The provider is required to create and submit a monthly summary of the services provided to the person’s support coordinator. The summary includes how the person is progressing in their goals, and if services need to change. The support coordinator reviews the monthly summary and coordinates with DSPD to request any necessary changes to services and to monitor the quality of services being provided.

DSPD also utilizes national satisfaction survey data to monitor the quality of residential services statewide. Table 3 shows residential satisfaction data from the National Core Indicators (NCI) Adult Consumer Survey for adults in services over time. There are between 33 (FY2013) and 46 (FY2017) NCI participating states, depending on the survey cycle year. Indicators of statistical significance are based on the results of a one sample T-test

Table 3: NCI Residential Satisfaction Data

	Above National Average			Below National Average	
NCI Measure	FY2013	FY2014	FY2015	FY2016	FY2017
Person likes their home					
<i>Utah</i>	86%	87%	88%	91%	89%
<i>NCI Participating States</i>	90%	90%	90%	89%	90%
Person wants to live somewhere else					
<i>Utah</i>	35%	30%	31%	28%	35%
<i>NCI Participating States</i>	26%	26%	26%	27%	26%
Person chose or had some input in choosing where they live (if not in the family home)					
<i>Utah</i>	59%	59%	55%	62%	59%
<i>NCI Participating States</i>	50%	49%	54%	57%	53%
Person chose or had some input in choosing their roommates (if not in the family home)					
<i>Utah</i>	57%	57%	52%	56%	54%
<i>NCI Participating States</i>	43%	43%	45%	47%	40%

Source: National Core Indicators, Adult Consumer Survey, 2013-2017

DSPD maintains a constituent services program to respond to concerns, complaints, service issues, and referrals to other programs or resources. Reached by email (dspd@utah.gov) or by phone 1.844.ASK.DSPD or 1.844.275.3773. The Division constituent representative acts as a point of first contact for any entity wishing to learn more about Division services, seek answers to service questions, seek assistance with resource provision, seek remedies to concerns, and/or provide notice of concerns within the Division service system. The Division constituent representative serves a significant role in the Division’s service system.

In addition to providing the services listed previously, the constituent representative also works within the Division’s quality management team, frequently being the first point of contact when stakeholders wish to notify the Division of concerns regarding participant health and safety, and contractual non-compliance concerns. Within the quality management team, the constituent representative works closely with contract reviewers to assist in the investigative processes, follow-up with constituent representatives of other Divisions within the Department, such as Adult Protective Services and Child Protective Services, for dually-served participants .

When the constituent representative receives concerns from Division stakeholders, the first step in the process is typically to evaluate the current status of the health and safety of Division participants. Subsequent to that, the constituent representative works closely with the Division's quality management administrator to staff cases and evaluate if reported concerns are currently under review by other members of the quality management team. This ensures notification is provided to the proper authority and that systemic issues are being addressed collectively and efficiently.

Appendix A

Range of FY17 DSPD Costs by Service Groupings
(Among only those receiving 12 months of services)

