

utah department of
human
services
SERVICES FOR PEOPLE
WITH DISABILITIES

2020

Annual
Report

The mission of the Division of Services for People with Disabilities is to promote opportunities and provide supports for persons with disabilities to lead self-determined lives.

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DIRECTOR’S MESSAGE

Fiscal Year 2020 will always be known for the emergence of COVID-19 as a public health emergency. I am proud of how skillfully DSPD, contractors, and families adapted practices and guidance in order to implement evolving public health guidelines. And, I am proud of the creative initiatives that DSPD quickly undertook to protect and support individuals with disabilities, families, and service providers. COVID-19 showed us how resilient the service system, and the people within it, can be.

The Utah Department of Health and DSPD made significant progress on drafting the Limited Supports Waiver application. When approved by the Centers for Medicare and Medicaid Services, this new home and community-based services waiver will offer a capped annual budget and a limited array of services focused on supporting a self-determined life in the individual’s own home or their family home. Through the Limited Supports Waiver, DSPD can better serve individuals who need a relatively small amount of support.

Thank you to all of our partners, stakeholders, and constituents. With careful and collaborative spirits, we successfully navigated the challenges of 2020. My gratitude cannot be expressed enough, because DSPD’s efforts to improve the waiver service system would not be possible without you.



Angie Pinna

DIVISION ORGANIZATION

DSPD



FINANCE & CONTRACTS

BUSINESS SYSTEMS & INTEGRATION

RESEARCH & SUPPORTS

SERVICES

INTAKE & WAITLIST SUPPORTS

Five teams at the Division of Services for People with Disabilities (DSPD) operate home and community-based services (HCBS) through state funding and Medicaid waivers.

DSPD supports and manages services for some of the most vulnerable people in Utah. Specialized teams orchestrate access to short-term and ongoing services. To do this, DSPD continuously engages with individuals, their families, national experts, service providers, and state leadership.

Services and supports should help an individual reach their vision of a good life, which includes their expressed goals, needs, and desires. Through partnership and research, DSPD continues to enhance the service system. Significant effort is made to improve person-centered planning and increase the role of employment. An individualized approach to planning services and supports help the individual get both what is important to them and important for them. Employment has a positive impact on personal well-being as well as adding to the workforce that contributes to the Utah economy.

DSPD also oversees operations at the Utah State Developmental Center.

Highlights



6,286 people served

40 ICF residents
moved into HCBS

957 people in-service
used Supported Employment

490 people waiting for
services used Supported
Work Independence

6,000 kits of
PPE purchased by DSPD

396 people in-service
used Caregiver Compensation

LEGISLATIVE APPROPRIATIONS

General Session 2019

MANDATED ADDITIONAL NEEDS

\$3,800,000 Ongoing General Fund

As part of the 1915(c) waiver approved by the Center for Medicare and Medicaid Services, DSPD must support changes in the health and safety needs of those already enrolled in waiver services. Each request for services (RFS) undergoes a comprehensive review of need by the RFS Committee before approval. This amount includes youth transitioning from DCFS/DJJS transfer funding.

WAITING LIST

\$1,000,000 One-time General Fund

DSPD enrolled 143 people from the waiting list into the three available waivers and non-waiver services.

DIRECT CARE SALARY INCREASE

\$850,000 Ongoing General Fund

Beginning in 2015, the Legislature funded an initiative to improve recruitment and retention of direct care staff through increased wages. Utah recognizes that adequate and stable staffing is crucial to successful service delivery.

RATE ADJUSTMENTS

\$250,000 Ongoing General Fund

The Legislature approved a payment rate increase for Motor Transportation Payment (MTP). Rate adjustments improve access to the valuable waiver services that help people live self-determined lives.

ICF TRANSITION PROGRAM

\$8,649,000 Ongoing General Fund

Funding helps people move from an Intermediate Care Facility (ICF) into HCBS. The ICF Transition Program resulted from the *Christensen v. Miner* settlement agreement.



General Session 2020

Budget Shortfall

\$3,200,000 One-time General Fund

Funding addressed an anticipated shortfall in the DSPD operating budget.

Public Health Emergency Enhanced FMAP

\$7,843,200 One-time General Fund

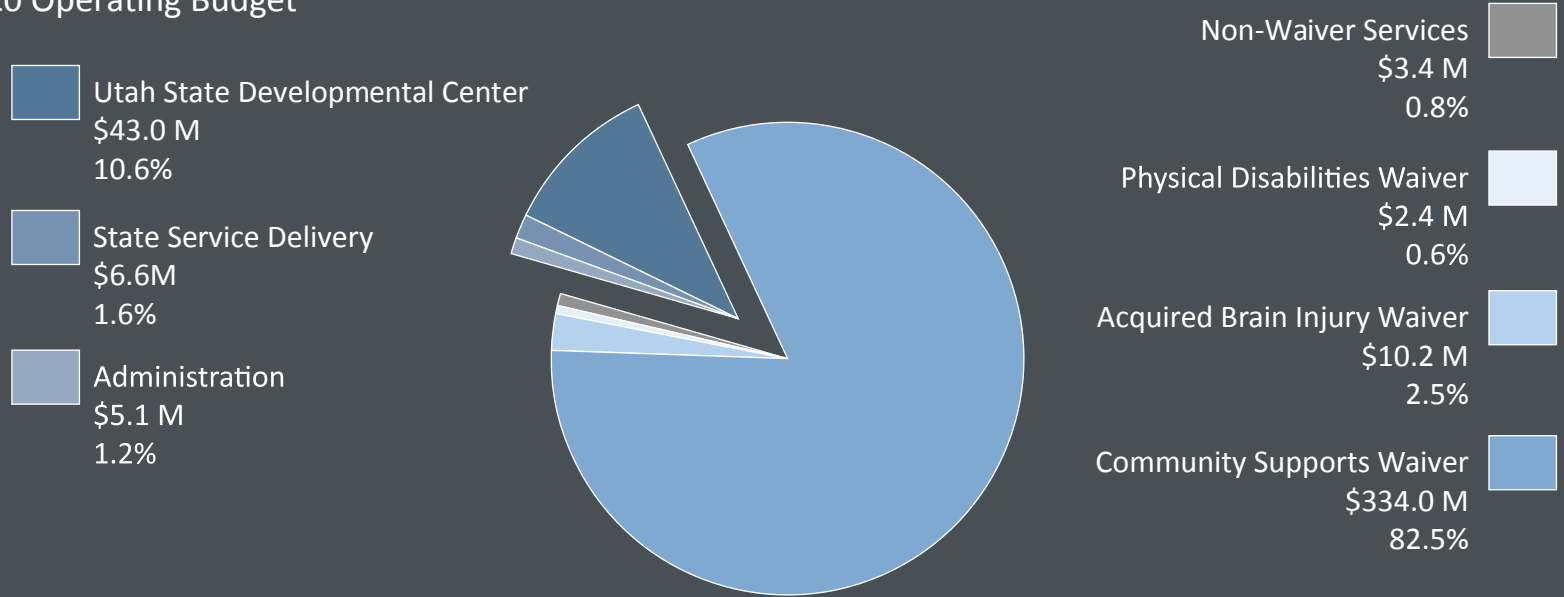
The Legislature accepted the Families First Coronavirus Response Act temporary enhancement of federal matching funds for Medicaid services.

BUDGET OVERVIEW

Each year DSPD uses the Federal Medical Assistance Percentage (FMAP) to calculate the percentage of federal matching funds received for every state dollar spent. All reported Fiscal Year 2020 dollar amounts use the Fiscal Year 2020 FMAP of 31.43%. The Fiscal Year 2020 FMAP does not include the enhanced FMAP.

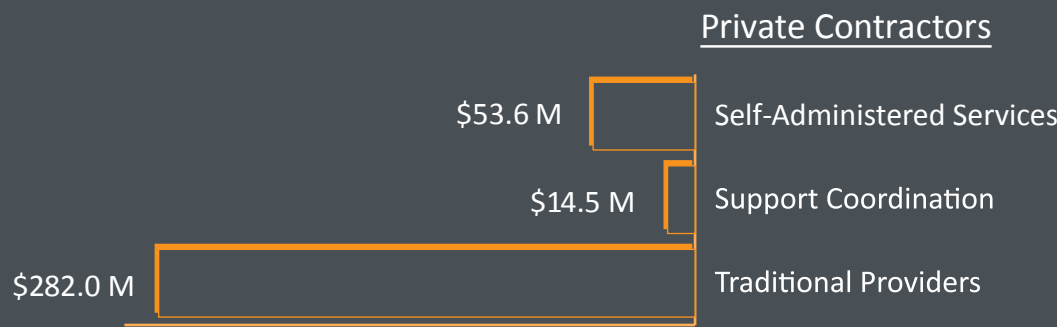
\$404,713,300

FY 2020 Operating Budget



HISTORICAL BUDGETS

FY 2019: \$364,837,716
FY 2018: \$327,725,128
FY 2017: \$297,969,073
FY 2016: \$270,878,269
FY 2015: \$243,774,872



Private contractors provide non-waiver and waiver services offered through DSPD.

PUBLIC HEALTH EMERGENCY

Utah sought more flexibility from the Federal government than other states.

The Department of Human Services (DHS) and the Utah Department of Health (UDOH) partnered to ensure support to individuals in our services during the COVID-19 pandemic through an Appendix K. Appendix K amends all of Utah’s HCBS waiver programs in the event of an emergency. The Centers for Medicaid and Medicare Services (CMS) approved our Appendix K for full implementation on Friday, April 17, 2020. Amendments went into effect January 27, 2020, and terminate six months after the declared public health emergency ends.

DSPD quickly adjusted to protect individuals in-service and the service infrastructure through multiple initiatives: retainer payments; process and deadline extensions; telehealth expansion; caregiver compensation; a rate increase; and equipment purchases. The appropriated enhanced FMAP funded Appendix K initiatives.

6,000
kits of personal protective
equipment purchased by DSPD

13.3%
Rate increase for
in-person services
between April and June

396
People enrolled in
Caregiver Compensation

128
People received assistive
technology devices through DSPD

26
Private Contractors
received retainer payments



HCBS is an alternative to institutional care that provides habilitation services to people with disabilities.

HOME & COMMUNITY BASED SERVICES

HCBS

Services support the person’s choice to remain in their community.

COMMUNITY SUPPORTS WAIVER
5,849 people

A comprehensive, lifespan waiver serving people with an intellectual disability or a related condition, who meet Intermediate Care Facility level of care.

ACQUIRED BRAIN INJURY WAIVER
168 people

Serves people 18 years or older with a brain injury, who meet Skilled Nursing Facility level of care.

PHYSICAL DISABILITIES WAIVER
102 people

Serves people 18 years or older with a physical disability that results in the functional loss of two or more limbs, who meet Skilled Nursing Facility level of care.

AUTISM WAIVER
2 people

Provides respite to children up to age seven, who have an Autism Spectrum Disorder (ASD) diagnosis. In 2015, the Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) program under State Plan Medicaid added Applied Behavior Analysis (ABA) as a covered service, which removed ABA from the waiver. The waiver closed after all individuals left waiver services.

NON-MEDICAID WAIVER SERVICES
92 people

Lifespan assistance for people who meet DSPD eligibility requirements, but are not eligible for Medicaid funding.

Note: 73 people were transitioning into services and not included in waiver counts.

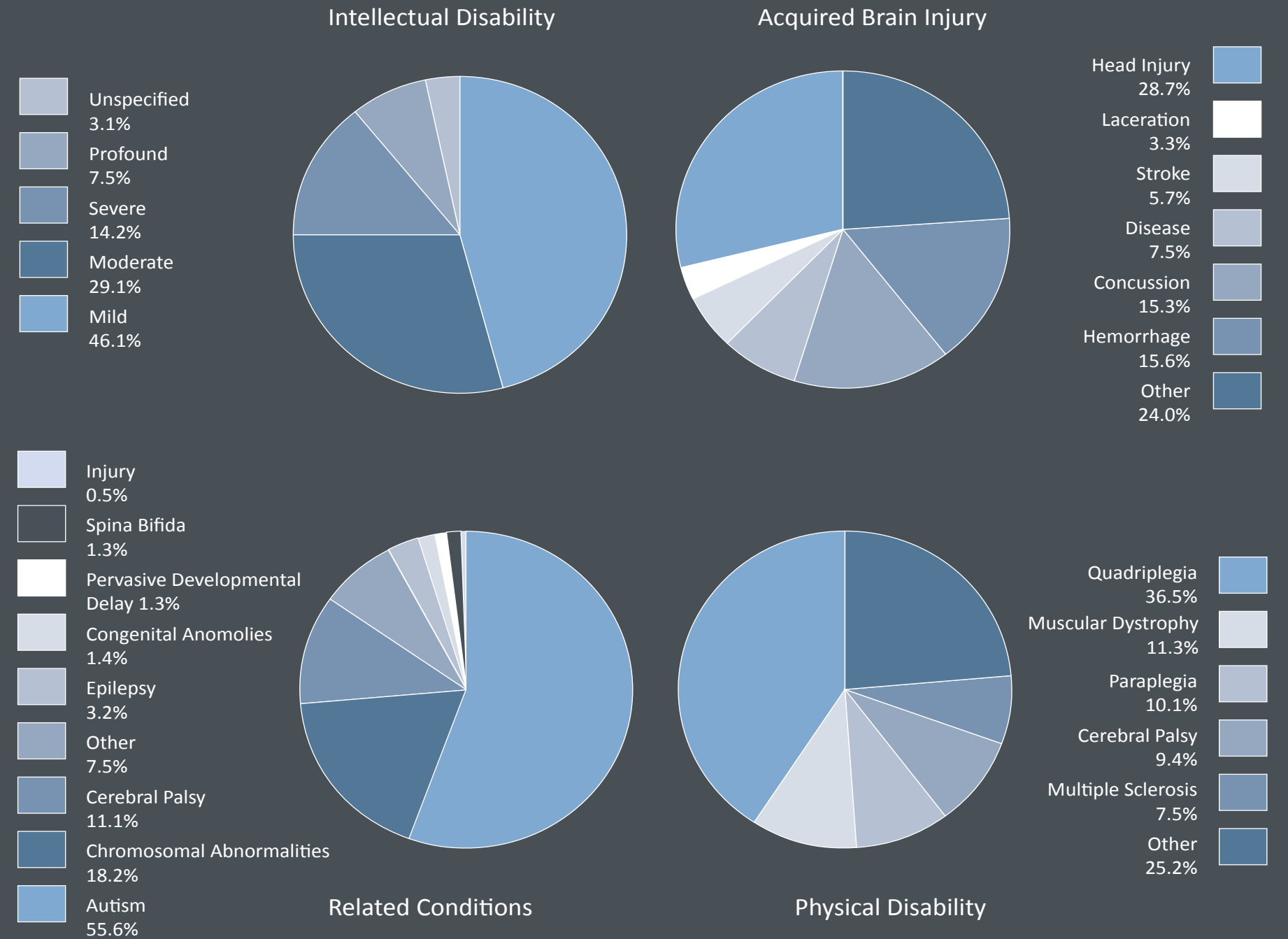
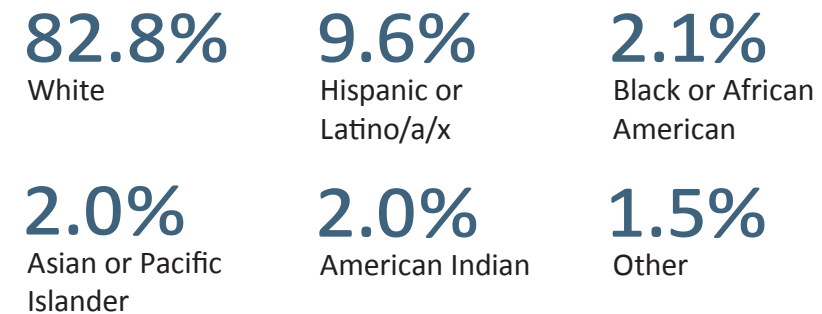
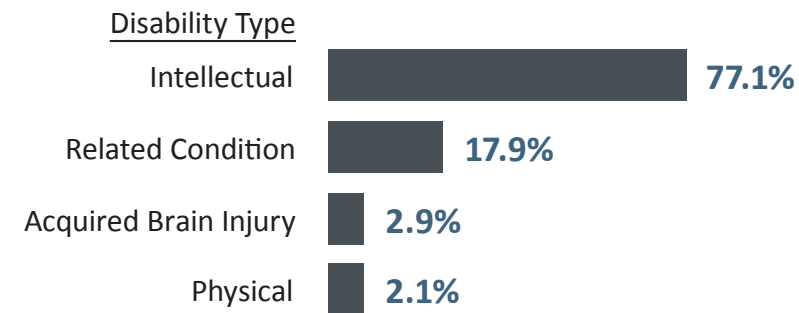
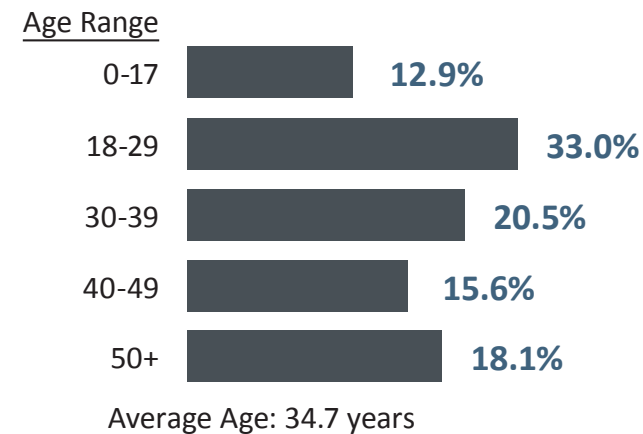
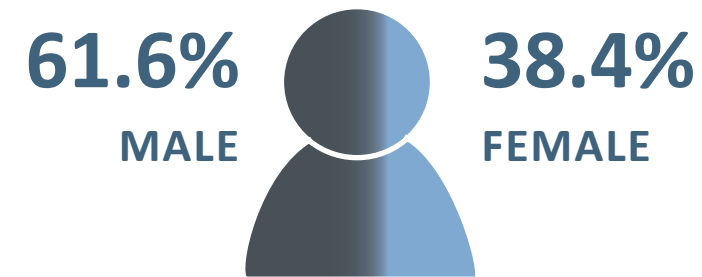
DEMOGRAPHICS & DIAGNOSES

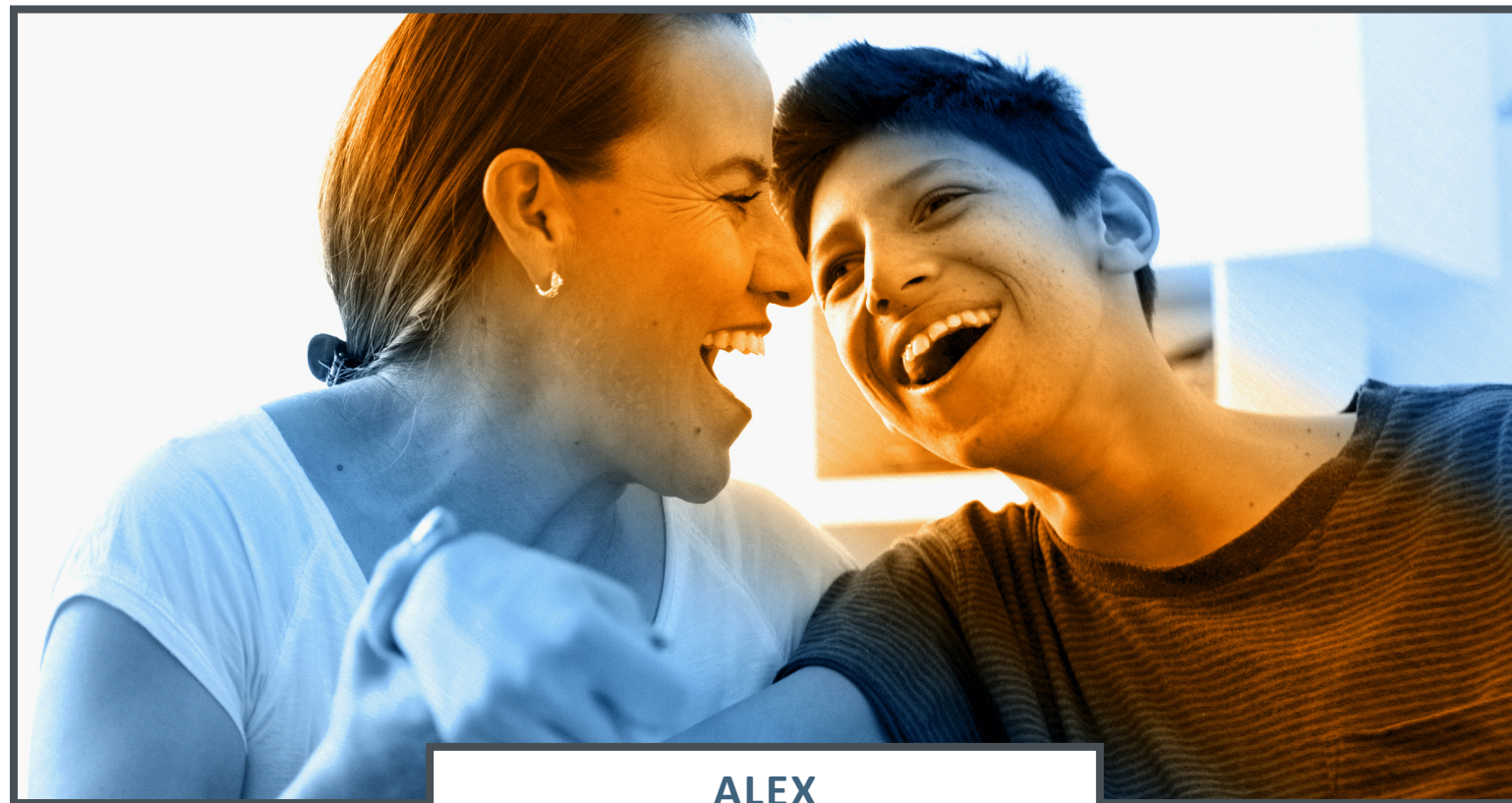
H C B S

6,286
People Served

Eligibility for Division services requires that a person have a minimum of one qualifying diagnosis.

A qualifying diagnosis must give rise to mental or physical impairments that cause, at least, three substantial functional limitations in a major life activity, such as: self-care, language, mobility, capacity for independent living, and economic self-sufficiency.





ALEX

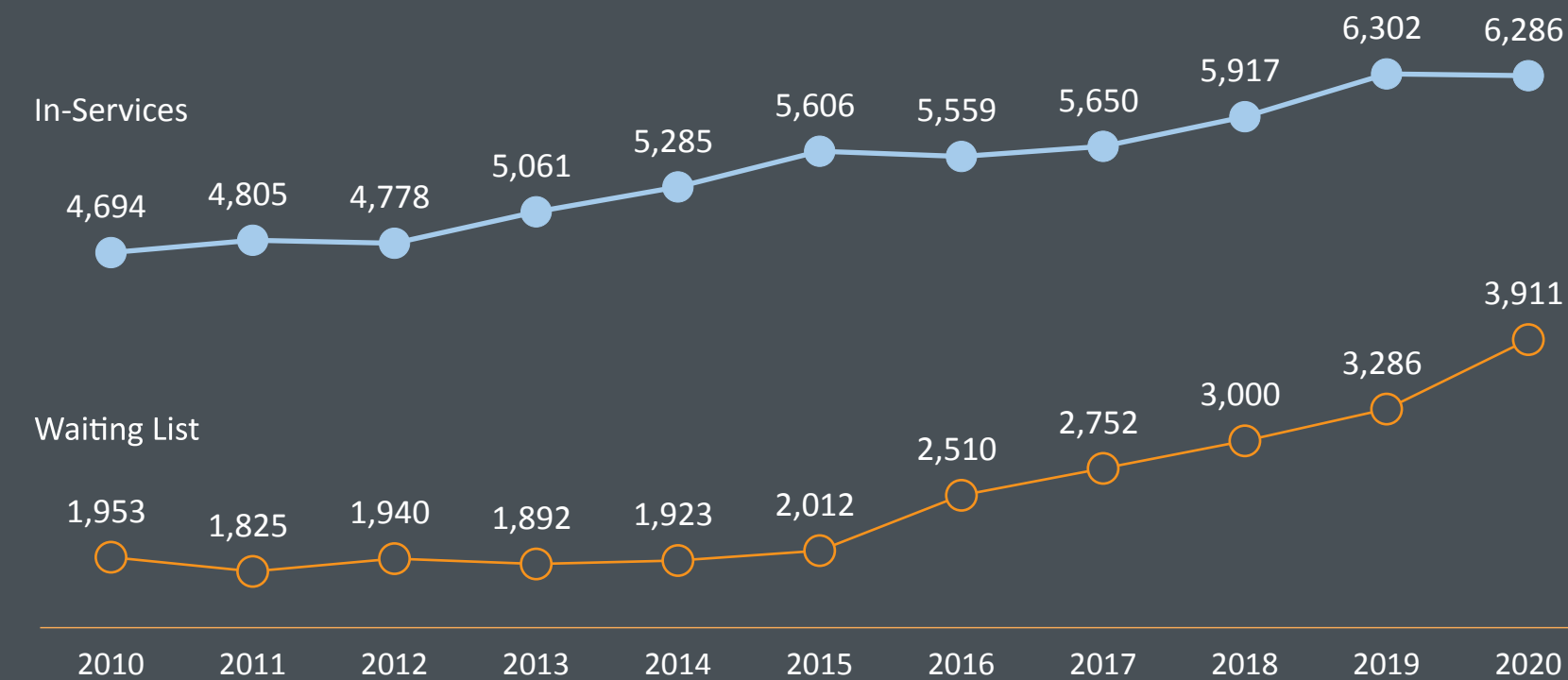
Everyone who meets Alex loves him. He has an infectious positive attitude, loves life, and cares deeply for others. He hopes to move into a DSPD residential program so he can live on his own and be close to his family.

Around age twelve, Alex enrolled in waiver services. Waiver services provided support as he transitioned into employment, and now helps him excel in the workplace through job coaching. Alex benefited from the support and connections available from Wasatch County Unified School District, Vocational Rehabilitation, and Innovation Harbor. After graduating from the Wasatch Transition College, he worked at the Wasatch Aquatic Center, his mother’s small business, and Smith’s. Increasing hours at Smith’s allowed Alex to scale back to one job and pursue his goals.

HISTORICAL TRENDS

H C B S

Annual counts of the number of individuals in-services and waiting for services.



WAITING FOR SERVICES

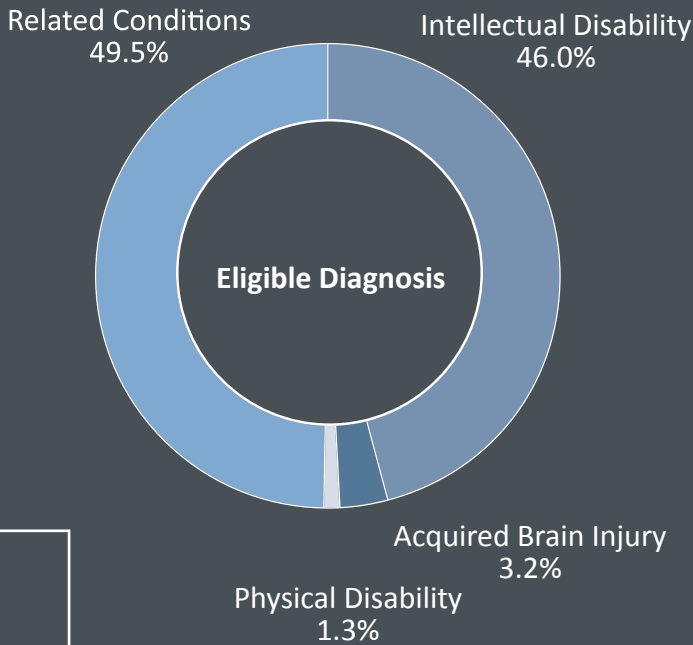
3,911 People Waiting

DSPD uses all available funds to provide services to as many eligible people as possible. As funds become available, DSPD enrolls people with the most critical needs into services. People waiting have an average age of 22.6 years, and wait an average of 5.5 years.

Requested Services

Service	Percentage
Personal Assistance and Supported Living	38.5%
In-Home Supports and Respite	53.7%
Residential Supports	6.0%
Host Home and Professional Parent	1.7%
Day Supports	20.9%
Supported Employment	18.5%

Numbers do not add to 100%, because people can be waiting for more than one service.



NEW SERVICE
RECIPIENTS

278 People Enrolled

A person’s state budget is the amount of General Funds allocated for their services. The total budget includes the amount of federal matching funds received for waiver services.

APPROPRIATION FUNDING

The Legislature allocates funding to DSPD from the General Fund every year. Appropriated funds are divided, with 85% for most critical needs and 15% for respite only.

With the most critical needs funds, DSPD enrolled 97 people with an average state budget of \$16,249 and an average total budget of \$51,700.

With the respite only funds, DSPD enrolled 46 people with an average state budget of \$6,210 and an average total budget of \$19,758.

ATTRITION FUNDING

Every year some people leave DSPD services, and DSPD reinvests the money used for their services into the waiting list. Attrition funding allows DSPD to enroll people who qualify for emergency services and people court ordered into services.

DSPD enrolled 47 people in crisis who have an average state budget of \$18,766 and an average total budget of \$59,706.

TRANSFER FUNDING

DSPD collaborates with other divisions in the Department of Human Services (DHS) and private ICFs to enroll people in HCBS.

Through DHS transfer funding, DSPD enrolled 82 people with an average state budget of \$26,899, and an average total budget of \$85,583.

Six people used ICF transition funds to enroll in HCBS with an average state budget of \$19,964, and an average total budget of \$63,520.

SHORT-TERM SERVICES

People may be eligible to receive one or more of the limited short-term services available while waiting ongoing DSPD supports. Funding comes from a combination of ongoing and one-time appropriated general fund dollars allocated each fiscal year.



Supported Work Independence

490 people served

SWI is designed to assist eligible persons, who are waiting for ongoing services, obtain and maintain competitive employment in an integrated setting, earning at least minimum wage.



Respite

272 people served

In an effort to address caregiver burnout, DSPD can offer a person's caregiver relief through limited, one-time respite services.



Community Service Brokering

3 people served

CSB connects eligible persons waiting for ongoing services to a skilled advisor who expertly links the person to available community resources.

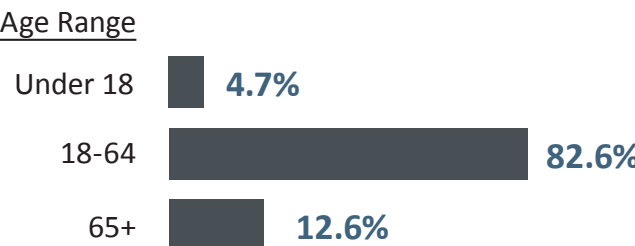
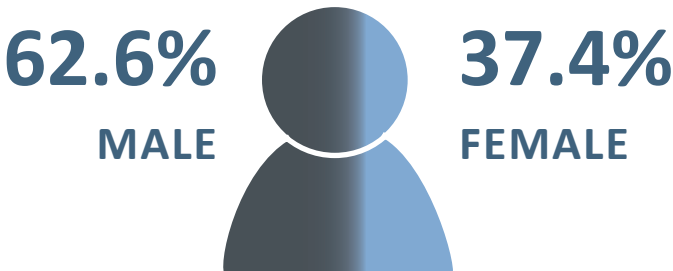
UTAH STATE DEVELOPMENTAL CENTER

USDC

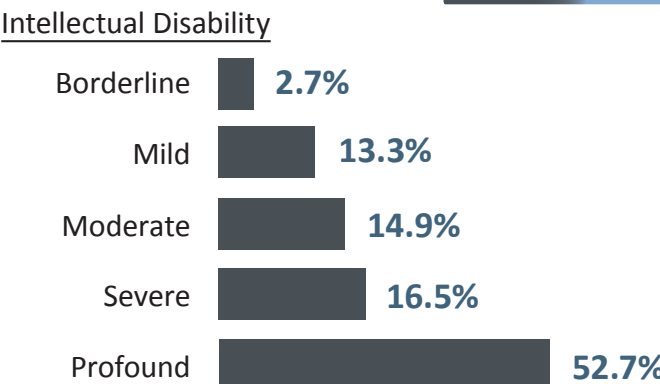
190 People Served

The Utah State Developmental Center is dedicated to providing evidence-based resources.

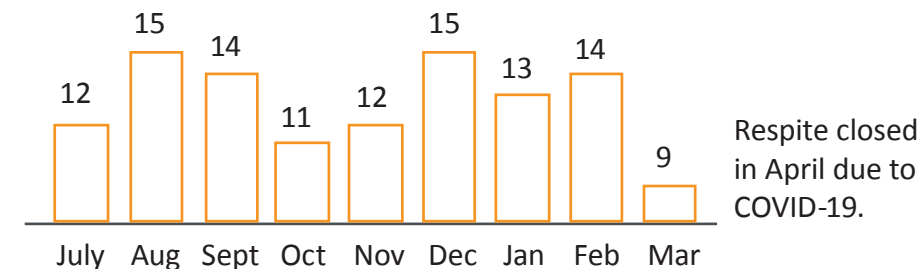
USDC serves all ages in a comprehensive residential setting. On-site services include: habilitation, medical, dental, employment and recreation. Dormitory style living matches four to six people as roommates who share common areas. Staff assist with grocery shopping, cooking, and cleaning. During fiscal year 2020, USDC admitted 12 people and discharged 3 people. USDC also offers respite support for people enrolled in DSPD services. Families report that this valuable service supports continued caregiving at home.



Average Age: 47.4 years



Respite Service Monthly Counts



SETTINGS RULE UPDATE

In light of the impact of COVID-19, CMS extended the HCBS final Settings Rule compliance deadline to March 17, 2023.

Fiscal Year 2020 system change efforts included:

- Completed all in-person visits to day support settings and sites identified for remediation.
- Development of guidance by the Settings stakeholder workgroup on factors that are isolating or institutional in nature, and how to identify a setting that needs a heightened scrutiny review.
- Development of a training required for all new providers of HCBS in Utah to help them understand the expectations of the Settings Rule.
- Aligned and streamlined processes between the Office of Quality and Design (OQD), Office of Licensing (OL), and DSPD to ensure Settings Rule compliance for new service sites.
- Technical assistance calls with providers to discuss implementation of remediation plans, concerns, and barriers to Settings Rule compliance.
- Published new guidance documents for providers on topics such as Provider Owned or Controlled Settings, Separation of Housing from the Provider of HCBS, and Heightened Scrutiny.

The Utah State University Center for Employment and Inclusion (CEI) finished technical assistance for eight providers as they transformed their services for Settings Rule compliance.

DSPD continued working with the National Center on Advancing Person-Centered Practices and Systems (NCAPPS) to reinvigorate our person-centered planning process. Regular meetings with different stakeholder groups maintained communication and feedback about system improvement efforts towards person-centered community inclusion for the individuals we serve.



ICF TRANSITION PROGRAM

The ICF Transition Program provides an opportunity for individuals who live in an intermediate care facility to move into a home and community-based setting.

As part of the *Christensen v. Miner* settlement, the program will move 250 individuals who want to live in the community from an ICF into HCBS between Fiscal Years 2020 and 2024. Program Specialists educate ICF residents and individuals requesting admission to an ICF about HCBS. Interested ICF residents can visit HCBS providers and service sites to gain a better understanding of available services.

40
residents moved
into HCBS

73
potential residents
received HCBS education

124
residents received
HCBS education

CONTRACTED PROVIDERS

H C B S

Providers operate statewide to serve individuals who live in rural and urban settings.



TRADITIONAL PROVIDER

177 Companies

Provide direct support staff and structured programming designed to maintain health and safety in integrated, educational, and self-determined settings.



SUPPORT COORDINATION

57 Companies

A network of Qualified Intellectual Disability Professionals who assist people and their families coordinate care through Medicaid waiver services and other community resources.



FISCAL AGENT

4 Companies

As part of the self-administered service model, fiscal agents assist people and their support team with fulfilling employer requirements, including: hiring, payroll, and taxes.



AMY

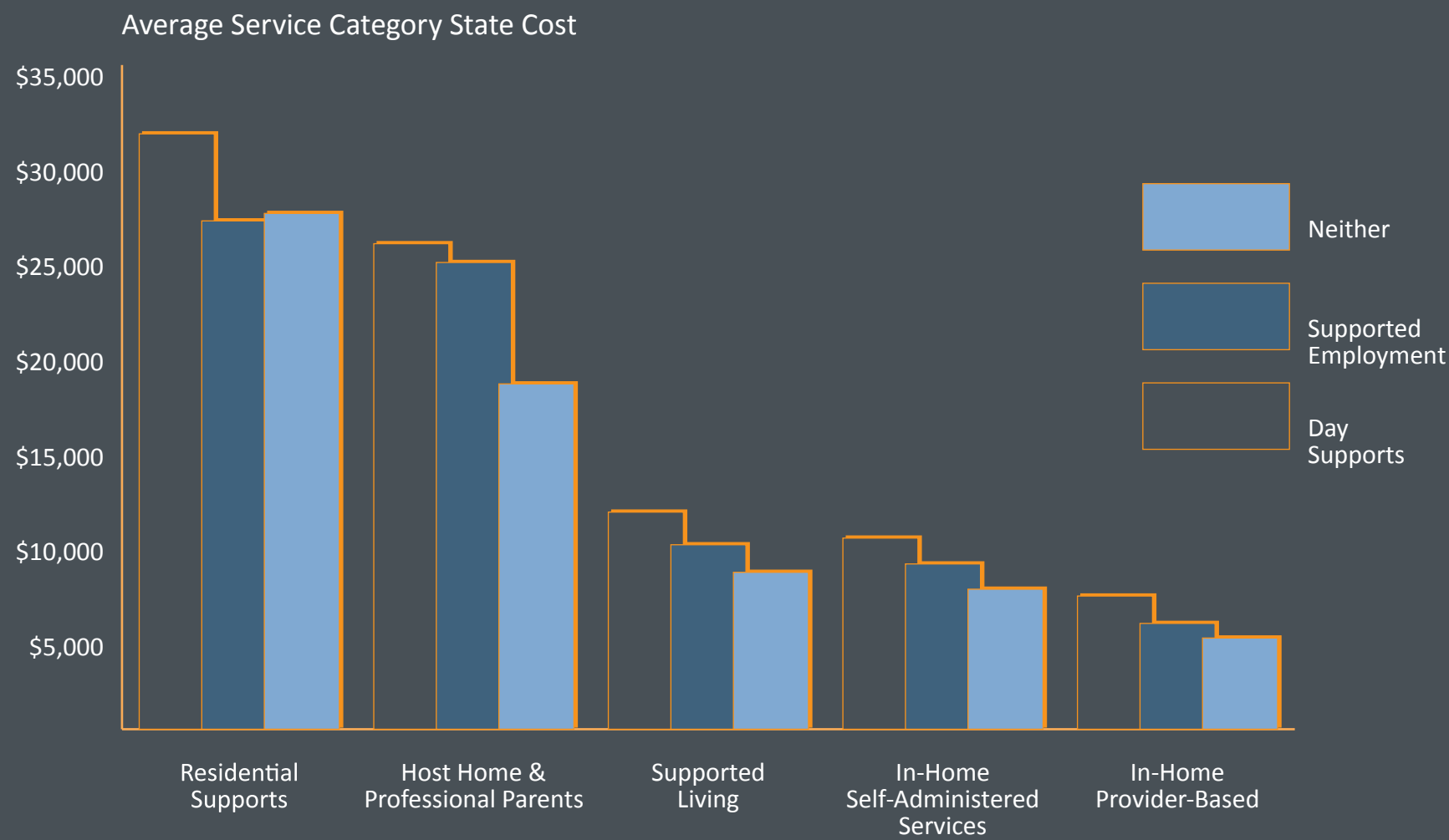
Amy is 31 years old, and recently moved from an Intermediate Care Facility into an apartment with residential support services. Since moving into the new apartment, Amy's self-confidence has grown tremendously. Her courage to try new things quickly led to a job at Denny's, and independent use of public transportation. Amy loves her new life, and is grateful for everyone that helped and supported her along the way.

With help from the employment staff at North Eastern Services, a Vocational Rehabilitation Counselor, and her DSPD Support Coordinator, Amy works two full days a week at Denny's. Work duties include dish washing, busing tables, and cleaning the lobby area. Amy says that she "just loves this job", which shows through her big smile. Her favorite part is greeting kids as they come into the restaurant.

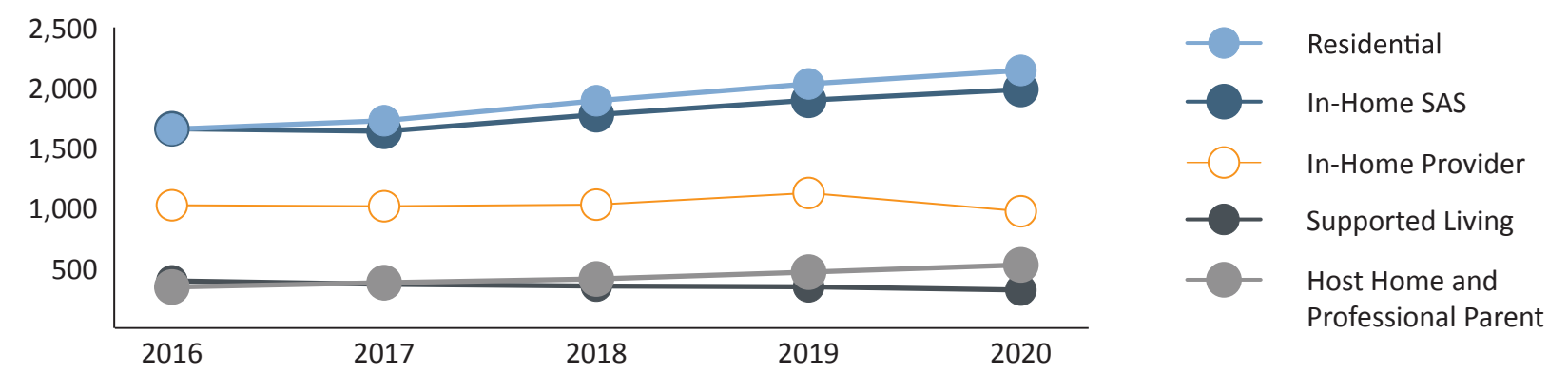
Everyone is so proud of Amy for her hard work, dedication, and courage to try something new.

SERVICE CATEGORIES

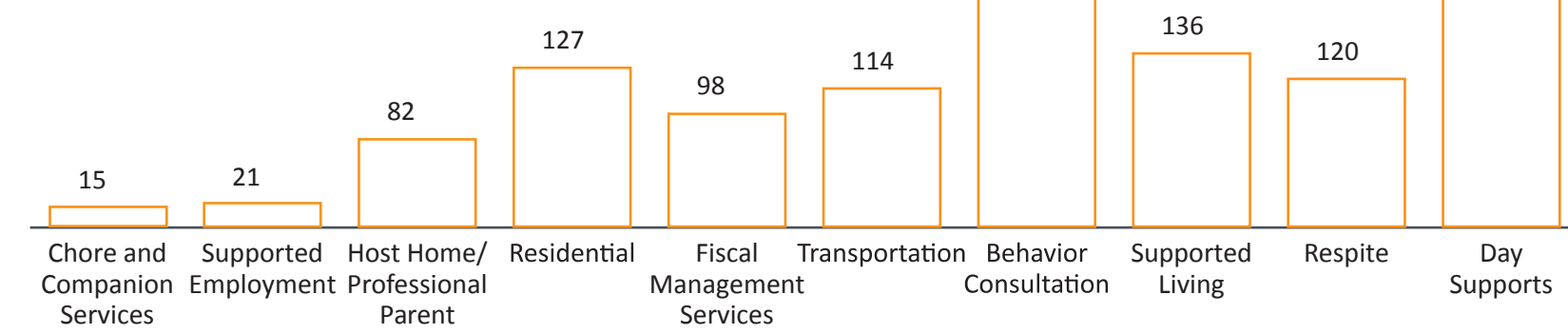
DSPD uses validated assessments, self-report, and provider experience to tailor a person-centered service plan (PCSP). Person-centered planning offers the person and their planning team choice from an array of community integrated programs in order to promote and foster self-determination. The resulting PCSP organizes available services to meet the person’s needs, preferences, and goals by annually identifying the person’s changing strengths and priorities. Individual budgets within each service category vary based on need.



Service Utilization: All Participant Counts by Fiscal Year



Service Utilization: New Service Recipient Counts



2,175 People

Residential Support

Average age: 40.6 years

Residential habilitation offers 24-hour support in supervised apartments and group homes as an alternative to institutional settings. Individualized assistance helps the person obtain and maintain independent living skills in their chosen community. Services that often accompany residential support, include: medication monitoring, behavior consultation, employment, and day support.

1,004 People

In-Home Provider-Based

Average age: 34.0 years

An enrolled person and their family can access respite, companion, homemaker, chore, and personal assistance through a contracted provider agency. The person and provider agency collaborate to design a service plan that maintains health and safety, and avoids isolation.

558 People

Host Home & Professional Parent

Average age: 30.8 years

Host family residential services offer a shared living experience for youth and adults, with exceptional care needs, who want a family environment, but cannot live with immediate family members. The host family provides assistance with independent living skills and supervision that helps the person engage in their community and avoid isolation.



349 People

Supported Living

Average age: 48.6 years

Multiple supported living options offer hourly, intermittent care for people who live in their own home. Services designed to maintain health and safety, and avoid isolation include: transportation, personal care, homemaking, chores, medication monitoring, advocacy, communication assistance, and other activities of daily living.

2,017 People

In-Home Self-Administered

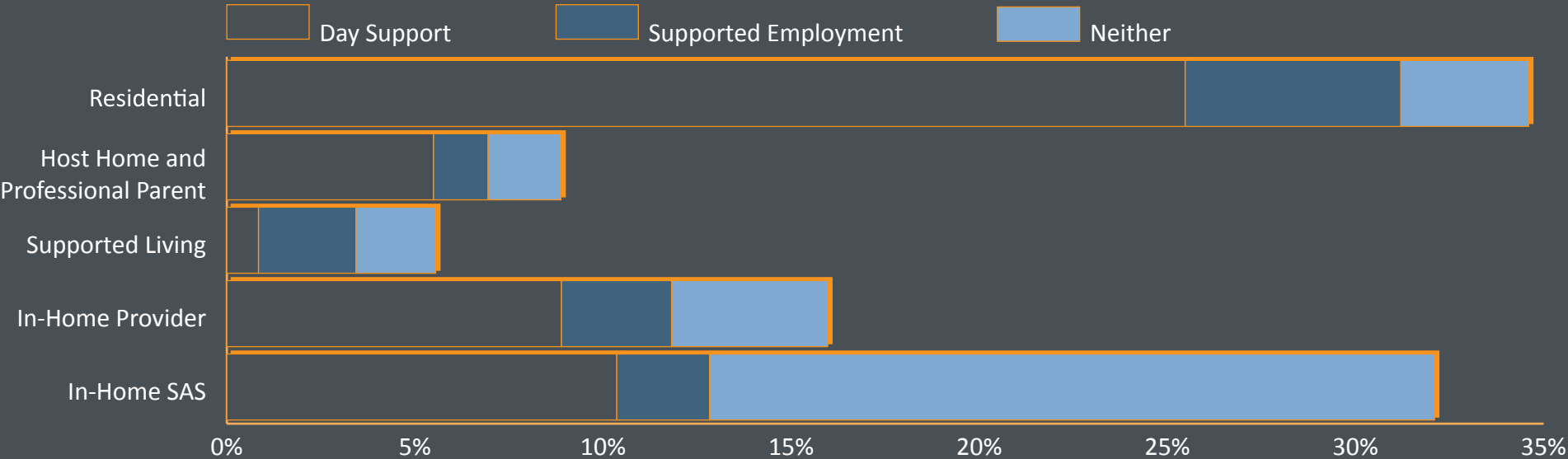
Average age: 27.3 years

Self-Administered Services (SAS) allows a person and their family to employ their own direct service staff. SAS includes access to a fiscal management agent that provides payroll and budget management services. Waiver services offered under SAS include: respite, companion, homemaker, chore, and personal assistance.

Service Category Spending

Cost	Residential	Host Home and Professional Parent	Supported Living	In-Home Provider	In-Home SAS
Average Annual Total	\$96,090	\$75,751	\$30,000	\$19,659	\$26,570
Average Annual State	\$30,201	\$23,809	\$9,429	\$6,179	\$8,351
Total	\$209.0 M	\$42.3 M	\$10.5 M	\$19.7 M	\$53.6 M
Total State	\$65.7 M	\$13.3 M	\$3.3 M	\$6.2 M	\$16.8 M

Service Category Utilization



Note: Category counts do not include individuals that did not bill a service during Fiscal Year 2020.

DAY ACTIVITIES

H C B S

Committed to the Employment First initiative, DSPD recognizes the benefits of prioritizing meaningful, competitive employment opportunities for people enrolled in services.

Day Support

Daytime supervision and support, in either an individual or group setting, designed to help develop and maintain habilitation skills, including: self-help, community living, and communication skills. Structured programs provide socialization, skill building, and leisure activities. During Fiscal Year 2020, 3,209 people with an average age of 36.4 years used day support.

Supported Employment

Supported employment provides assistance for adults who want to obtain, maintain, and advance in competitive integrated employment and entrepreneurship paying at least minimum wage, or in self-contained business locations. A job coach or co-worker supports either an individual or group. Employment support offers the flexibility to customize work hours and setting in order to follow the person’s interests and achieve the person’s goals. During Fiscal Year 2020, 957 people with an average age of 39.8 years used supported employment.

SUPPORTED WORK INDEPENDENCE

SWI provides skill development and job coaching to adults waiting for ongoing services.

58%
Employed

\$8.33
Average Hourly Wage

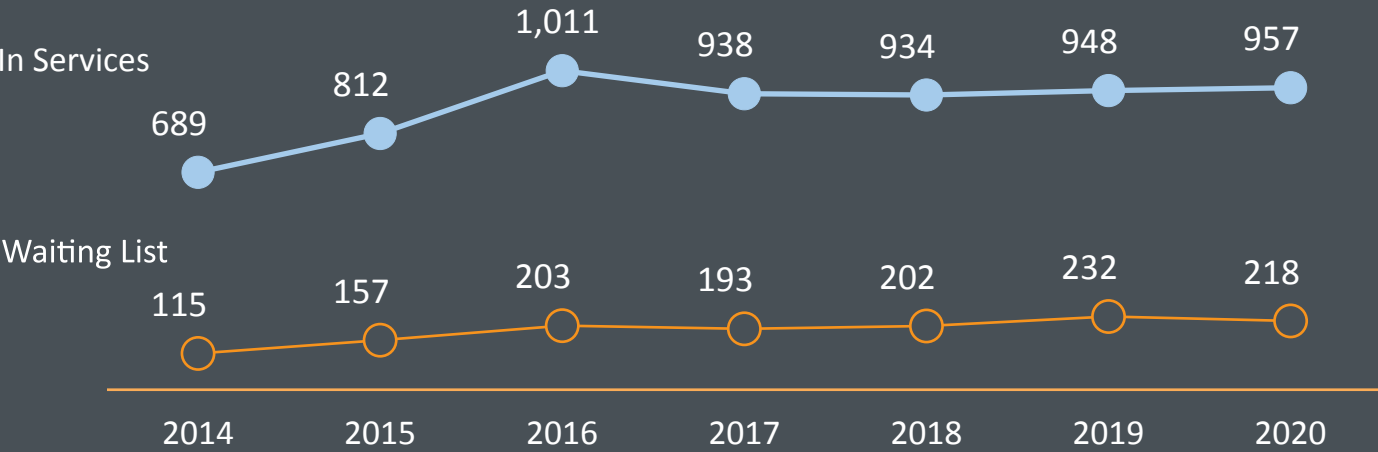
13.9
Average Hours Worked Per Week



Supported Employment Spending Five Year Trend

Fiscal Year	State Dollars	Total Dollars
2020	\$2,555,800	\$7,102,900
2019	\$2,804,000	\$7,991,400
2018	\$2,689,900	\$7,762,200
2017	\$2,563,800	\$7,372,000
2016	\$2,469,300	\$6,883,600

Supported Employment Historic Counts





ADDITIONAL INFORMATION

Visit the [DSPD website](#) for more information about any of the topics in the 2020 Annual Report.

Visit the [USDC website](#) for more information about admission and services.