



## Choosing or Changing Your Support Coordinator

The Division of Services for People with Disabilities (DSPD) manages Home and Community-Based waiver services for Utah. DSPD promotes opportunities and provides support for people with disabilities to lead self-determined lives by overseeing home and community-based services for more than 5,000 people who have disabilities.

Support Coordinators assist individuals with disabilities and their families to develop plans to find the most appropriate services and select the most appropriate service delivery model, based on the individual's needs and wishes. Support includes community living, day services, supported employment services, and much more. Support Coordination is a service provided most often by privately owned agencies under contract with the Division. In limited situations, these services may be offered by Division employees as well.

The support coordinator will also share information with an individual with disabilities and their family with the whole person in mind. DSPD works closely with Support Coordinators to monitor the quality of the services they provide. DSPD will help when it comes time to choose a support coordinator.

**You get to choose who works for you as your support coordinator.**

### Choosing a Support Coordinator

Your waitlist worker will reach out to you via email, phone call, or letter to give you the news that you are off the waiting list. The intake worker will talk with you to set up interviews for a Support Coordinator. This is the first step for all services with the DSPD. An Invitation of Service Offer, or ISO, will be submitted on your behalf by the waitlist worker. This is received by all Support Coordinators who can respond to the interview request, if available. Your waitlist worker will set up interviews for you and your loved one with the available Support Coordinator.

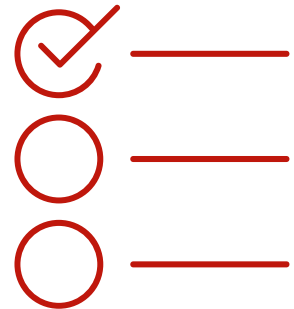
Usually, these interviews can take from 20 to 30 minutes. They may be held in person or virtually. It is recommended that you interview at least three to four Support Coordinators to get a feel for what is right for your family.

If you would prefer to do your own research, you can access [a list of all of the Support Coordinator](#) companies on DSPD's website. The DSPD list includes contact information so you will have to do some searching to find out more about them such as where they are located, if they speak additional languages, have a specialty, or have experience in a particular area. You can see those that are just one-person companies, and those companies that have more than one Support Coordinator. Once you have a list of possibilities, you can set up interviews or have DSPD help you set up interviews to find the best fit for you and your loved one.

You can also find one by asking other parents for recommendations. This is a frequent request in social media groups for people with disabilities, recommendations for a Support Coordination company or Support Coordinator that others use and like. You can then make contact and set up an interview to make sure that you are comfortable with them.

Regardless of the method you used to set up interviews with potential Support Coordinators, you will want to ask questions to determine if they will meet you and your loved one's needs. These are some possible questions you could ask but there may be other questions you have that are important to you/your family.

- What do you see as your role in the individual's life?
- What can we expect from you?
- How do you prefer to communicate with families?
- What is your availability, such as the days/times you are working?
- Who covers for you when you are unavailable?
- What is your experience with medical conditions/disabilities?
- What is your experience with providers?
- Would you please share a success story you've been involved in?
- What do you like about your job? What do you dislike?



You want to find someone who is willing to advocate for your family member's needs. This will build a strong foundation so that, as you experience change, you can work together to better support the individual.

You can always ask for a resume, educational background, information, and interests in advocacy for those with disabilities in addition to the above questions. You could also ask for references of families on the Support Coordinator caseload so you can contact them and ask questions.

You can specifically ask to interview the Support Coordinator that will be working with your loved one, not just someone from the Support Coordination company. It may be helpful to have both the owner of the company and the Support Coordinator that will be working with you at the interview if they are available.

**Please be aware that no Support Coordinator can make promises for extra funding. All Support Coordinators have access to the same funds.**

### After You Make a Decision

If the individual is coming off the waiting list, contact their waitlist worker and let them know you have chosen a Support Coordinator for the individual in your family. This can be done by email or phone call. The waitlist worker will help you through the paperwork of getting the Support Coordinator assigned to the individual. The waitlist worker will also contact the Support Coordinator to let them know they have been chosen.

If you are changing Support Coordinators, contact DSPD at 1-844-275-3773 or by email, [info@dspd.utah.gov](mailto:info@dspd.utah.gov), and let them know you are making the change.

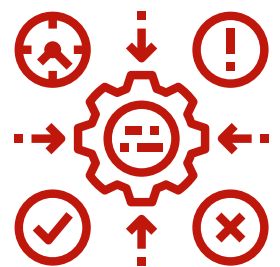
[DSPD contract guidelines and regulations](#) state that the Support Coordinator is to meet with that family in person or virtually within 30 calendar days of being selected. If a family does not hear back within a week or two, however, they might want to consider choosing a new Support Coordinator. If an individual has been on the waiting list for a long time, it is important to get supports started for them in a timely manner and a slow response from a Support Coordinator will only delay things further.

When you meet with your Support Coordinator for the first time, the following will likely happen.

- You will review the budget DSPD and Waitlist Worker have created for the individual and what services are in place. You will also discuss whether or not to use a contracted DSPD provider for those services, or administer them yourself. Self-Administered Services, or SAS, allows people with disabilities and their families to hire, train, and supervise the employees providing the support to the person. This gives a person or a person's family more control over who provides supports and services to them, but also requires a greater degree of dedication from the family. All families who use the SAS model must hire a Fiscal Agent who is responsible to provide financial services for the person and assist with things such as payroll. You can learn more about the service delivery models [here](#) and [here](#).



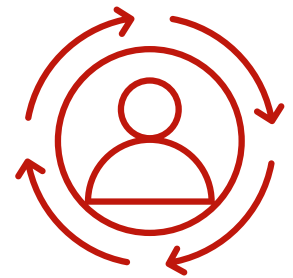
- The Support Coordinator will conduct the Utah Comprehensive Assessment of Needs and Strengths (UCANS). (This [video](#) gives an overview of what to expect with this assessment.) This assessment will take about 45 minutes to complete and seems more like a conversation than an assessment. It is strength-based and allows the individual and their family time to talk about goals and interests to help with creating Person-Centered Support Plan (PCSP) goals.



- The Support Coordinator will also create a Social History, which includes information about hospitalizations, medications, skills, and more. This information is needed to create a strong Person-Centered Support Plan. It will also include such details as height, weight, presenting issues and needs, medical conditions and needs, likes and dislikes, and the person's schedule.



- The Support Coordinator will help you fill out these forms:
  - Medicaid Release Form. The individual receiving DSPD services is eligible to receive Medicaid. That is how your services get paid, by Medicaid. Medicaid requires that there is an annual review. They also want to make sure that your medical services are up to date for appointments.
  - The Grievance Process will be reviewed and an acknowledgement form will be provided. If you have a grievance against your Support Coordinator, there is a process to follow to get it resolved.
- The Support Coordinator will also provide an explanation about:
  - Charting the LifeCourse and Family Planning Tools. Technically not forms, these person-centered tools can guide and direct a family to look at the strengths of the individual and then to what is important to them which can become goals for the Person-Centered Support Plan (PCSP).
  - Person-Centered Support Plan (PCSP). This is the document that outlines the supports being provided and the goals the individual has. There are many parts to the PCSP. More details on PCSPs are shared in the document, [Expectations and Responsibilities of Support Coordinators and Families](#)



With a Support Coordinator in place and the Person-Centered Support Plan in process, your loved one is in a position to begin receiving the supports and services they have been approved for and start working on their goals.

### **Additional Resources**

[Expectations and Responsibilities of Support Coordinators and Families](#)

[Problem Solving with your Support Coordinator](#)

[Guide to Eligibility and Services](#)

### **Questions?**

Do you have questions about DSPD? Call us at 801.272.1051 or email [info@utahparentcenter.org](mailto:info@utahparentcenter.org) to receive your **FREE** one on one consultation with one of our Parent consultants.