



**UTAH DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF SERVICES FOR PEOPLE WITH DISABILITIES
POLICY AND PROCEDURES**

Policy: 1.4

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WAITING LIST

RATIONALE:

The intent of this policy is to establish a standard for the determination of the relative waiting list priority of a Person eligible for services.

Authorizing Code: 26B-6-403

Rule: R539-2 "Service Coordination"

Forms: Needs Assessment Questionnaire (NAQ)

Original Effective:
NA

Revision:
3/3/2026

Next Review Due:
3/1/2029

I. DESCRIPTION

This policy establishes a standard for the determination of a Person's waiting list critical need ranking and their relative priority placement on the waiting list.

II. DEFINITIONS

The following terms are defined for this policy as:

- A. **Caseworker:** means an employee of the division who provides assistance with intake, eligibility, waiting list updates, and waiting list services; and is certified by the division as a Qualified Intellectual Disability Professional (QIDP), or is supervised by a QIDP.
- B. **Division:** means the Division of Services for People with Disabilities, as defined in Section 26B-6-401.
- C. **Needs Assessment Questionnaire (NAQ):** means a standardized set of questions used to determine level of need for services.
- D. **Waiting list:** means a managed record of Persons who have been assessed and determined eligible for division services but who are waiting for funding to become available.

III. POLICY

- A. The division shall determine a Person's priority for services relative to others who are also eligible.
- B. The division shall use the Needs Assessment Questionnaire (NAQ) to score and prioritize the Person's level of need. The NAQ determines the score of each Person, as described in Section R539-2-3.

- C. Priority for funding and entry into service shall follow the criteria established in Subsection 26B-6-402(4):
 - 1. severity of the disability;
 - 2. urgency of the need for services;
 - 3. ability of a parent or guardian to provide the individual with appropriate care and supervision; and
 - 4. length of time the eligible Person has been on the waiting list for services from the division.
- D. As described in Subsection 26B-6-402(4)(c), the priority for funding criteria listed above in (C) does not apply to any new appropriations designated to provide services to people under the Limited Supports Waiver.
- E. The caseworker shall assess the Person and work with them to identify the array of supports that they may need.

IV. PROCEDURE

- A. An NAQ shall be completed for all Persons who are determined eligible for division services before entry to the waiting list.
- B. Caseworkers shall ensure that the Person's waiting list ranking remains current and accurate by updating the NAQ score at least annually as described in Division Policy 1.5 "Updating and Reporting Waiting List Information."
- C. A Person's ranking may change over time. New and updated NAQ scores regularly change the ranking.
- D. A Person or their legal guardian may update their NAQ at any time by contacting their caseworker.