



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

Policy: 1.54

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CHOOSING AN EXTERNAL SUPPORT COORDINATOR

RATIONALE:

This policy is intended to safeguard informed consent for individuals choosing an external support coordinator upon entering into services with the division, or for those seeking to change their external support coordinator during their service period.

Authorizing Code: 26B-6-403

Rule: R539-2 "Service Coordination"

Forms: 1-6 Invitation to Submit Offer To Provide Services

Original Effective:
NA

Revision:
12/10/2025

Next Review Due:
12/10/2030

I. DESCRIPTION

This policy establishes guidelines to safeguard a Person's informed consent when selecting an external support coordinator (SCE) upon entry into services with the division, or when changing their SCE when already in services. It outlines the roles and responsibilities of constituent services representatives (CSRs) and internal support coordinators to ensure that a neutral party may assist the Person in giving their informed consent when other interests exist with contracted or other parties.

II. DEFINITIONS

The following terms are defined for this policy as:

- A. **Constituent services representative (CSR):** means division staff who assists a Person in choosing an external support coordinator and who ensures the Person has given informed consent in their choice of external support coordinator.
- B. **Division:** means the Division of Services for People with Disabilities as defined in Section 26B-6-401.
- C. **Informed consent:** means an agreement by a Person who has the legal capacity to make the decision, or that Person's guardian when applicable, when the Person, or guardian:
 - 1. has received and understood relevant information, including any potential risk, benefit, or alternative, before making the agreement; and;
 - 2. voluntarily makes the agreement without undue influence or coercion.
 - 3. If a Person who has legal capacity to make the decision gives informed consent, the Person may communicate consent verbally or through another method that accommodates the Person's disability, provided

that the communication is witnessed by a neutral third party who documents the Person's consent.

- D. **Person:** means an eligible individual receiving a division service or on the waiting list.
- E. **Provider:** means an agency or business contracted with the division to provide services.
- F. **Support coordinator external (SCE):** means an individual contracted by the division, who:
 - 1. assists with assessing the needs of a Person receiving division funding;
 - 2. completes written documentation of support;
 - 3. develops a service and support plan for a Person receiving division funding;
 - 4. monitors the appropriate spending of a Person's annual budget;
 - 5. monitors the health and welfare of the Person; and
 - 6. monitors the quality of each service used by a Person receiving division funding.
- G. **Support coordination provider:** means a company contracted by the division that employs external support coordinators.

III. POLICY

- A. Except as described in Section R539-2-7, the division shall ensure that a Person who is entering or moving within the service system has given informed consent of their SCE and support coordination provider.
- B. SCE change requests may occur under the following circumstances:
 - 1. a Person, or their guardian, if applicable, requests a change of SCE;
 - 2. an SCE leaves the support coordination provider with whom they are currently contracted;
 - 3. a support coordination provider requests to transfer a Person to another SCE within their company; or
 - 4. a support coordination provider gives 30 days notice to transfer a Person to another support coordination provider.
- C. A CSR or division internal support coordinator shall use Form 1-6 Invitation to Submit Offer to Provide Services, to notify support coordination providers that a Person is seeking an SCE.

IV. PROCEDURE

- A. Except for a Person who enters services through ESMC, or who is on the CTW or LSW waivers, the division shall assist any Person entering into services in providing informed consent of their choice of SCE. A division internal support coordinator shall act on behalf of the division to assist the Person in giving informed consent when they first enter services.
- B. When the division is notified of a request to change SCEs, the CSR shall determine if the Person intends to stay with their current support coordination provider or change to another support coordination provider.
- C. If the CSR determines the Person intends to choose a new SCE from the same

support coordination provider, the CSR shall inform the Person (or notifying party) that the support coordination provider is responsible for facilitating and documenting the Person's informed consent as stated in the support coordination provider's contract.

- D. A CSR shall assist a Person in giving informed consent when choosing a new SCE from the same support coordination provider only if requested to do so by the Person, or their guardian, if applicable.
- E. If a CSR determines that the Person intends to choose a new SCE from a different support coordination provider, the CSR shall assist the Person in giving their informed consent.
- F. A CSR shall advise the Person of the process for submitting Form 1.6 Invitation to Submit Offers To Provide Services to find a new SCE, unless the Person or their legal guardian, if applicable, has already identified a willing SCE.
- G. The CSR shall use Form 1-6 Invitation to Submit Offer To Provide Services to notify support coordination providers that a Person is seeking a new SCE.
- H. A CSR shall act on behalf of the division to help the Person choose a new SCE when the Person's current SCE is ending, or planning to end, employment with their current support coordination provider.
- I. A CSR shall act on behalf of the division to assist the Person in choosing an SCE at any time requested by the Person, or their guardian, if applicable.