

Explanation of Services and Supports

Intellectual and Developmental

Disabilities



TEXAS
**Health and Human
Services**

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Overview

This is a brief description of intellectual and developmental disability (IDD) services and supports provided by Texas Health and Human Services Commission (HHSC). Some services and supports have interest lists because they do not have immediate openings available. Persons who want particular services or supports should add their names to the appropriate interest list as soon as possible. Persons who are now receiving particular services or supports may add their names to the interest list for other services and supports.

For more information about services and supports, including a list of providers in your area, please contact your local IDD authority (LIDDA). You can find your LIDDA's contact information at <https://apps.hhs.texas.gov/contact/search.cfm>.

Services and supports provided through HHSC

Following are descriptions of services and supports organized by funding source (state or federal) and by program type. They range from community-based services and supports allowing persons to remain in their own or their family's homes, to residential services in which persons live in a structured setting with 24-hour supervision.

General Revenue (GR) funded services (state funded)

GR funded services are primarily intended to help persons remain in their own or their family's home. Not all GR funded services described in this section are available in all areas of the state. These services are provided by or through a LIDDA. Except for crisis services and a "determination of eligibility for IDD services and supports," to receive state-funded services, a person who lives in a LIDDA's service area must meet one of the following:

1. Have a diagnosis of an intellectual disability, which is based on:
 - measure of the person's IQ;
 - a determination of the person's adaptive behavior level (ABL); and
 - evidence of the disability that originated before the person's 18th birthday.

2. Have a diagnosis of autism spectrum disorder.
3. Be a nursing facility resident who is eligible for specialized services for intellectual disability or a related condition.
4. Be eligible for early childhood intervention services.

Determination of eligibility for IDD services and supports

A determination of eligibility is an assessment (or endorsement of an assessment) to determine if a person has an intellectual disability or is a member of the HHSC priority population for IDD. The assessment uses standardized tests to determine a person's IQ and ABL and is conducted by a qualified professional. An assessment (or endorsement) typically includes an interview with the person, the person's legally authorized representative (LAR), or, if the person doesn't have an LAR, others who are actively involved with the person. This service also may be requested as part of a formal petition for guardianship.

Crisis services

A crisis is a situation where a person's mental or physical health is at immediate and serious risk. During a crisis, a person can be a danger to himself, herself or others.

Crisis intervention specialist (CIS)

Crisis intervention specialists train groups and providers to work with persons with IDD who are at risk of needing crisis services. The CIS helps persons access crisis respite and develop crisis prevention plans. The CIS also works with the local Mobile Crisis Outreach Team (MCOT) during crisis events.

Crisis respite

Crisis respite provides 24-hour supervision and support to a person in crisis. A person with IDD may receive up to 14 days of crisis respite. Depending on your area, crisis respite may be provided:

- in the home; or
- in a facility.

Service coordination

Service coordination helps persons access medical, social, educational and other services and supports that will help them achieve an acceptable quality of life and community participation. Service coordination is provided by LIDDA staff who are referred to as service coordinators.

Community support

Community supports are individualized activities that are provided in the person's home and at community locations, such as libraries and stores. Supports may include:

- habilitation and support activities that foster improvement of, or facilitate, the person's ability to perform daily living activities;
- activities for the person's family that help preserve the family unit and prevent or limit out-of-home placement of the person;
- transportation for the person between home and his or her community employment site or day habilitation site; and
- transportation to facilitate the person's employment opportunities and participation in community activities.

Respite

Respite is either planned or emergency short-term relief provided by trained staff to the person's unpaid caregiver when the caregiver is temporarily unavailable. If enrolled in other services, the person continues to receive those services as needed during the respite period.

Employment assistance

Employment assistance helps persons locate paid jobs, and includes helping them:

- identify employment preferences, job skills, work requirements and work conditions; and
- identify prospective employers who offer appropriate employment.

Supported employment

Supported employment is provided to a person who has paid employment to help him or her sustain that employment. It includes individualized support services, supervision and training.

Nursing

Nursing is provided to persons who require treatment and monitoring of health care procedures that are:

- prescribed by a physician or medical practitioner; or
- required by standards of professional practice or state law to be performed by licensed nursing personnel.

Behavioral supports

Behavioral supports are specialized interventions to help persons increase adaptive behaviors and to replace or modify maladaptive behaviors that prevent or interfere with their inclusion in home and family life or community life. Supports include:

- assessing and analyzing assessment findings so that an appropriate behavior support plan can be designed;
- developing an individualized behavior support plan consistent with the outcomes identified in the person-directed plan;
- training and consulting with family members or other providers and, as appropriate, to the person; and
- monitoring and evaluating the success of the behavioral support plan and modifying it as necessary.

Specialized therapies

Specialized therapies are:

- assessment and treatment by licensed or certified professionals for social work services, counseling services, occupational therapy, physical therapy, speech and language therapy,

audiology services, dietary services and behavioral health services other than those provided by a local mental health authority; and

- training and consulting with family members or other providers.

Vocational training

Vocational training is a service provided to persons in industrial enclaves, work crews, sheltered workshops or affirmative industry settings to help them get a job.

Day habilitation

Day habilitation is assistance with getting, keeping or improving self-help, socialization and adaptive skills necessary to live successfully in the community and to participate in home and community life. Day habilitation is normally provided on a regular schedule in a group setting (not in the person's residence) and includes personal assistance for those who cannot manage their personal care needs during day habilitation, and assistance with medications and performing tasks delegated by a registered nurse.

Medicaid Community First Choice (CFC) Services

CFC services are basic attendant and habilitation services for persons with disabilities and are available to Medicaid recipients with an institutional level of care. CFC services are:

CFC personal assistance services

Services to help persons perform activities of daily living (such as eating, toileting, grooming, dressing and bathing), activities related to living independently in the community (such as meal planning and preparation, managing finances, shopping for food, clothing and other essential items), and health-related tasks based on the person-directed plan.

CFC habilitation

Acquisition, maintenance and enhancement of skills necessary for persons to accomplish activities of daily living, activities related to living independently in the community and health-related tasks.

CFC support management

Training on how to select, manage and dismiss attendants.

CFC emergency response services

Back-up systems and supports including electronic devices to ensure continuity of services and supports.

Medicaid ICF/IID Programs

Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Conditions (ICF/IID) program

An ICF/IID is a 24-hour residential setting for individuals with an intellectual disability or a related condition. An individualized plan of care is developed, based on the needs and choices of the person and the person's family. The unique needs of the person are the focus of the plan of care. Professional staff and other service providers work with the person and the person's family to develop a plan based on the person's skills, strengths and desires. Plans include comprehensive medical and therapy services and skill development programs. Staff helps with daily living activities so the person gains skills to increase independence. There is no waiting list or interest list for this program.

The two categories of ICF/IID are state supported living centers and community-based ICF/IID.

State supported living centers (SSLCs)

SSLCs serve persons with intellectual disabilities who have significant medical or behavioral health needs in a residential campus-based community. SSLCs provide 24-hour residential services, comprehensive behavioral treatment and health care, such as medical, psychiatry, nursing and dental services. Other services include skills training; occupational, physical and speech therapies; adaptive aids; day habilitation, vocational programs and employment services; participation in community activities; and services to maintain connections between residents and their families and natural support systems. SSLCs provide campus-based services and supports at 13 locations: Abilene, Austin, Brenham, Corpus Christi, Denton, El Paso, Lubbock, Lufkin, Mexia, Richmond, Harlingen, San Angelo and San Antonio. Each SSLC serves between 60 and 460 persons. Although the ICF/IID program criteria includes persons with only a related condition, state law limits admission to SSLCs to persons with an intellectual disability.

At least annually, LIDDAs must conduct the community living options information process (CLOIP) for individuals residing in an SSLC. CLOIP provides information and education about community living options to an individual who is residing in an SSLC or to the individual's LAR.

Community-based ICF/IID

A community-based ICF/IID is a residence that provides support services for persons with an intellectual disability or a related condition. If the person has a related condition, the condition must have begun before the person turned 22 and the person must also have:

- an IQ of 75 or below; or
- moderate to extreme deficits in adaptive behavior.

Community-based ICFs/IID provide 24-hour residential services, comprehensive and individualized health care, including physician, nursing and dental services, skills training, professional therapies, adaptive aids, vocational programs and habilitation services to persons to promote their independence. Persons are served in a six-bed home or in larger settings. There is no waiting list or interest list for a community-based ICF/IID. However, the owner/operator of each ICF/IID can determine additional admission criteria for its facility (for example, age or gender limitations) and can maintain its own interest list based on occupancy rate. A person can select a particular ICF/IID; however, the ICF/IID must have a vacancy and the provider must approve the admission.

Residential Options

Several programs offer 24-hour residential services, which are described in detail in the next few pages.

- SSLCs provide 24-hour care in residential campus-based communities.
- Residential services in a community ICF/IID are provided in small group homes and larger settings.
- The Home and Community-based Services (HCS) program can provide 24-hour residential services and supports in small group home settings or in a foster home setting.

You can search for a vacancy at an SSLC or an ICF/IID at <https://apps.hhs.texas.gov/icfsearch>.

Compare ICFs/IID in your area at <https://apps.hhs.texas.gov/ltcsearch/>.

Medicaid ICF/IID waiver programs

Medicaid home and community-based waiver programs provide services and supports to persons with an intellectual disability or a related condition who live in their own or their family's home or in another home-like setting. They are called waivers because certain ICF/IID requirements are waived.

In most situations, anyone who is eligible for the ICF/IID program is also eligible for one of the waiver programs. Funding in the waiver programs moves with the person to any part of the state. For example, if someone in a waiver program in Houston moves to El Paso, he or she can continue to participate in the waiver program there. A person also can change providers within the same city or area of the state.

Public or private entities may provide waiver program services and supports. All waiver providers are certified or licensed by HHSC.

The following two waiver programs serve persons with IDD for which a LIDDA helps the person to enroll.

Home and Community-based Services (HCS) program

The HCS program provides services to persons with IDD who live with their family, in their own home, in a host home/companion care setting, or in a residence with no more than four persons who also receive services. Services meet the person's needs so the person can maintain himself or herself in the community and have opportunities to participate as a citizen to the maximum extent possible. Services consist of adaptive aids, minor home modifications, professional therapies, behavioral support, dental treatment, nursing, residential assistance, respite, day habilitation and employment services. Service coordination is provided by the LIDDA. Residents of a host home/companion care setting or an HCS residence pay for their own room and board. There is a limit to the yearly cost of services provided through the HCS program.

Additional information about the HCS program can be found at

www.hhs.texas.gov/services/disability/intellectual-or-developmental-disabilities-idd-long-term-care.

You can search for a group home vacancy at <https://apps.hhs.texas.gov/ltcsearch/>. CFC services, described on Page 8, are available to persons enrolled in the HCS program.

If someone is offered an opportunity to enroll in the HCS program, the LIDDAs will provide information about enrollment requirements and timelines.

Texas Home Living (TxHmL) program

The TxHmL program provides essential services and supports so that persons with IDD can continue to live with their families or in their own homes. TxHmL services supplement but do not replace services and supports from other programs such as the Texas Health Steps program, or from natural supports such as family, neighbors or community organizations. Services consist of community support, nursing, adaptive aids, minor home modifications, specialized therapies, behavioral support, dental treatment, respite, day habilitation and employment services. Service coordination is provided by the LIDDAS. TxHmL program services are limited to a yearly cost of \$17,000 per person.

Additional information about the TxHmL program can be found at www.hhs.texas.gov/services/disability/intellectual-or-developmental-disabilities-idd-long-term-care. CFC services, described on Page 8, are available to persons enrolled in the TxHmL program.

If someone is offered an opportunity to enroll in the TxHmL program, the LIDDAs will provide information about enrollment requirements and timelines.

Community Living Assistance and Support Services (CLASS) program

The CLASS program provides services to persons with a related condition who need habilitation services. Persons with a related condition have a qualifying disability, other than a diagnosis of an intellectual disability, that originated before the age of 22 and that affects their ability to function in daily life. Services include adaptive aids and medical supplies, behavioral support, case management, nursing, respite care, specialized therapies, employment services and support family services.

Additional information about the CLASS program can be found at <https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/community-living-assistance-support-services-class>. CFC services, described on Page 8 are available to those enrolled in the CLASS program. To apply for CLASS, call 877-438-5658.

Deaf Blind with Multiple Disabilities (DBMD) program

The DBMD program provides services to persons who are deaf and blind and also have an additional disability. The program helps persons communicate and interact with their environment. Services include adaptive aids and medical supplies, assisted living, audiology, behavioral support, case management, minor home modifications, dental, chore, intervener, therapies, orientation and mobility, day habilitation, nursing, respite, employment assistance and supported employment.

Additional information about the DBMD program can be found at <https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/deaf-blind-multiple-disabilities-dbmd>. CFC services, described on Page 8 are available to those enrolled in the DBMD program. To apply for DBMD, call 877-438-5658.

Consumer Directed Services

Consumer Directed Services (CDS) is a service delivery option that allows recipients more control over how their services are delivered. The CDS option is available in waiver programs and certain CFC services described on Page 8. A person who chooses CDS is responsible for:

- Recruiting, hiring and training employees and backup employees (including family, friends or neighbors).
- Setting schedules and submitting timesheets for employees.
- Selecting a Financial Management Services Agency (FMSA) to:
 - train the person to hire and manage employees,
 - assist the person with creating a budget and setting wages and benefits for employees,
 - process timesheets and payroll,
 - process receipts and invoices, and
 - act as the person's agent to pay federal and state employment taxes.

Person-centered Planning

The LIDDA uses a person-centered planning process to develop an individualized plan of services and supports. This allows the person and family to direct the development of a plan that meets the person's outcomes. The process:

- identifies supports and services necessary to achieve the person's outcomes;

- identifies natural supports available to the person and negotiates needed service system supports;
- has the support of a planning team that consists of people chosen by the person and family; and
- accommodates the person’s style of interaction and preferences regarding time and setting.

Additional information about person-centered planning can be obtained from the LIDDA or at www.hhs.texas.gov/services/disability/person-centered-planning.

Selecting provider of services and supports

In most areas of the state, there is a choice of providers of services and supports.

When selecting a provider, you might ask some of the following questions. Not all questions may be pertinent to your situation but they may help you formulate your own questions.

1. What is your agency’s mission statement or philosophy? Why does your agency provide services and supports to persons with IDD?
2. How long has your agency been a provider? What areas of the state does your agency serve?
3. Do you own or lease your residential home(s)? If you lease, is it a short-term or long-term lease?
4. How many persons are receiving services and supports from your program? How many persons can the program serve?
5. Do you have references?
6. Does your staff have experience in serving persons with *[fill in the blank as appropriate, for example, intellectual disability, autism, mental illness]*?
7. How do you ensure that staff are trained and prepared?
8. Does your staff receive training in serving persons with *[fill in the blank as appropriate, for example, intellectual disability, autism, mental illness]*? Can you provide records for staff training specific to *[fill in the blank as appropriate, for example, intellectual disability, autism, mental illness]*?

9. How often does staff turnover, especially direct-care staff?
10. Do you require pre-employment screenings (for example, drugs, criminal background, abuse and neglect)?
11. What types of emergencies or crises are staff trained to handle?
12. What is your staff-to-participant ratio?
13. Do you have medical or dental staff on site or on call?
14. What type of licensure or credential is required for staff?
15. Describe ways in which you involve the person and family members in the development of the person's program plan. How are their preferences addressed if they differ from the goals of your agency?
16. What choices are provided with regard to day programming, vocational training, etc.?
17. Describe how staff helps a person learn daily living skills.
18. What types of personal-use items are purchased by your agency? What types are not?
19. Do you develop formal plans to manage behavior problems? If so, do those plans have to be approved by a special committee or an outside professional (for example, a psychiatrist)? If a special committee is used, does it include outside members, professionals, parents and persons with IDD?
20. What are your policies regarding visitors and privacy?
21. Do residents choose their daily routines?
22. What leisure and recreational activities are available?
23. How does your program accommodate a person who is non-ambulatory?
24. Do you have staff fluent in other languages or other types of communication (for example, sign language)? If not, is an interpreter available?
25. What type of transportation is available? Is it reliable and readily available?
26. Is staff available to support participation in community activities such as leisure activities, sports and religious services?

27. How and where are residents who are ill cared for?
28. Is medical staff willing to practice with a person who is uncomfortable with medical or dental procedures?
29. Will the person be able to live near *[fill in the blank as appropriate, for example, current school, day program, place of employment, family]*?
30. How does your agency build community awareness and prepare neighborhoods about persons with IDD who may move into their neighborhood? How are neighborhood disputes handled?
31. How does a person or family member lodge a complaint?
32. Have allegations about abuse or neglect been made about your program? Have any been confirmed?

Provider survey and certification information

Certification principles for program providers of HCS and TxHmL services can be found at www.sos.state.tx.us/tac/index.shtml. In the box on the right side of the screen, click on “View the current Texas Administrative Code.” At the bottom of the screen, click on “Title 40 Social Services and Assistance.” Click on “Part 1 Department of Aging and Disability Services.” Click on “Chapter 9,” then:

- For HCS provider certification principles, click on “Subchapter D,” then click on §§9.172 through 9.179.
- For TxHmL provider certification principles, click on “Subchapter N,” then click on §§9.578 through 9.580.

Every licensed or certified ICF/IID is required to post in its facility its most recent survey report and a notice that survey and related reports are available for public inspection.

Information about ICF/IID licensing, certification and enforcement can be found at www.hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/intermediate-care-facilities-individuals-intellectual-disability-or-related-conditions-icfid/how-become-icfid-provider.

Information about reporting abuse, neglect and exploitation in IDD programs can be found at www.hhs.texas.gov/about-hhs/your-rights/consumer-rights-services.

Other services and supports

Texas Workforce Commission (TWC)

TWC administers programs that help Texans with disabilities find jobs through vocational rehabilitation and ensure that Texans with disabilities live independently in their communities.

More information about TWC programs is available by calling 800-628-5115 or at www.twc.state.tx.us/jobseekers/vocational-rehabilitation-services.

Early Childhood Intervention (ECI) Services

HHSC administers a program which assists families in helping their children under age 3 with disabilities and delays in development to reach their full potential.

More information about the ECI program is available by calling 877-787-8999, selecting a language, then selecting Option 3; or at www.hhs.texas.gov/services/disability/early-childhood-intervention-services.

Preadmission Screening and Resident Review (PASRR)

PASRR is a federally mandated program that is applied to all individuals seeking admission to a Medicaid-certified nursing facility to identify:

- individuals who have a mental illness, an intellectual disability or a developmental disability (also known as related conditions),
- the appropriateness of placement in the nursing facility, and
- the eligibility for specialized services.

More information about PASRR can found at: <https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/resources/preadmission-screening-resident-review-pasrr>.

Additional information

After reviewing this information, you may have questions or concerns. You are encouraged to visit with your LIDDA representative in person. You may find it useful to speak with persons who are receiving services or their family members. Your LIDDA representative can help you do so. Additionally, there are organizations that provide advocacy and information to persons with IDD and their family members.

HHS Complaint and Incident Intake

800-458-9858

CIlcomplaints@hpsc.state.tx.us

HHS Office of the Ombudsman

877-787-8999

Texas Center for Disability Studies

The University of Texas at Austin

L4000 Commons Learning Center

10100 Burnet Road, Austin, Texas

78758-4445

800-282-7839

<http://tcds.edb.utexas.edu>

Disability Rights Texas

2222 West Braker Lane

Austin, Texas 78757-1024

512-454-4816

800-252-9108

www.disabilityrightstx.org

EveryChild, Inc.

8400 N. MoPac, Suite 201

Austin, Texas 78759

512-342-8844

877-742-8844 (toll free)

www.everychildtexas.org

The Arc of Texas (and Texas Advocates)

8001 Centre Park Drive, Suite 100

Austin, Texas 78754

800-252-9729

www.thearcoftexas.org

Texas Council for Developmental Disabilities

6201 E. Oltorf, Suite 600

Austin, Texas 78741-7509

800-262-0334

www.txddc.state.tx.us