



*"Helping People Achieve Dignity,
Independence and Their Dreams"*

LOCAL IDD PLAN
FY 2019-2020

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Mission

Mission:

The mission of Community Healthcore is to help people achieve dignity, independence and their dreams.

We will do this by:

- Serving as the Local Intellectual & Developmental Disabilities Authority serving Bowie, Cass, Gregg, Harrison, Marion, Panola, Red River, Rusk and Upshur counties.
- Assisting people with intellectual & developmental disabilities and their families achieve maximum independence in all aspects of their lives.
- Helping people access appropriate community resources through information and referral services.
- Networking with other groups and organizations that share our goals.
- Demonstrating our commitment to our mission in all we say and do.

Agency History

Community Healthcore originally established in 1970, known as the Gregg/Harrison MHMR, was created as a result of the efforts and in response to the identified need for services for people with mental illness and intellectual & developmental disabilities within the community. The original local service area, Gregg – Harrison Counties, was expanded in September 1976 to include services to Marion, Panola, Rusk and Upshur Counties. On November 6, 1993, the Executive Director executed an Assumed Name Certificate that authorized the Center to conduct and transact business as Sabine Valley Center. During FY 1997 Community Healthcore joined the Burke Center, The Gulf Coast Center, Life Resource and Tri-County MHMR Services as charter members of a consortium called the East Texas Behavioral Health Network. The mission of the consortium is to provide a vehicle to act jointly for the enrichment of the service systems they represent and to develop opportunities for expanding participation in managed care provider and at-risk contracts.

In October 2006, Sabine Valley Center made application to affiliate with Northeast Texas Mental Health Mental Retardation Center. Northeast Texas Mental Health Mental Retardation Center was originally funded from federal community MHMR center development funds in the 1960s. It served Bowie County in Texas along with several counties in Arkansas. In 1973 it reorganized with the Arkansas portion becoming a separate entity and the Texas side becoming Northeast Texas Mental Health Mental Retardation Center serving Bowie and Red River Counties. In 1978 Cass County was added to their service area. In May 2007 the State of Texas approved the affiliation plan combining counties of both Centers into one Community Center. To reflect this change the Center operates under the dba Community Healthcore.

Having recently celebrated forty-eight years serving individuals, Community Healthcore's scope of service and areas of responsibility has steadily expanded. Community Healthcore maintains relationships with diverse agencies including the Health and Human Service Commission, Texas Department of Family and Protective Services, and Texas Department of Criminal Justice. Community Healthcore is designated as a Local Intellectual & Developmental

Disabilities Authority (LIDDA). This designation carries with it the delegation of the State's authority for planning, policy development, coordination, resource allocation and resource development for and oversight of the intellectual & developmental disabilities services in the local service area.

Community Healthcore achieved a major milestone for all of its programs including those serving persons with intellectual and developmental disabilities (IDD). In 2007 the Center achieved Joint Commission Status. This achievement comes by meeting established guidelines in Key Areas. It is Community Healthcore's commitment to reach a higher level of quality than required and ensure that level across all programs operated by the Center. Community Healthcore has maintained that higher level of care ever since.

In serving the local area Community Healthcore has expanded from a service system of 12 staff members and an operating budget of \$2,180,000 in 1970 to employing over four hundred fifty staff, full time and part time, and a current budget in excess of \$34 million (Fiscal Year 2018). Community Healthcore manages performance agreements with public, private for-profit and private non-profit providers.

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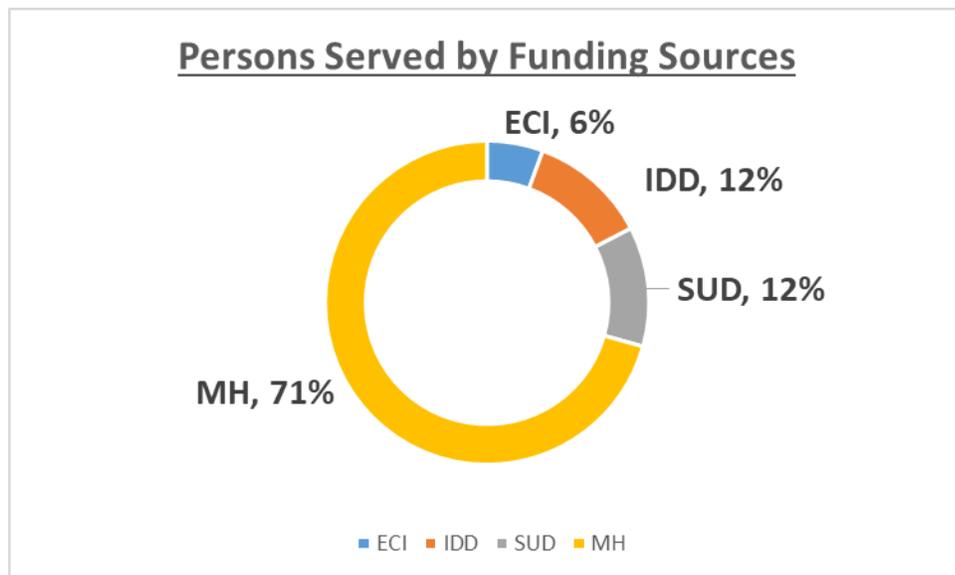
Demographic Profile

Estimated Total Population of Community Healthcore service area and all persons served:

	Population	Residence of Persons Served
Bowie	92,565	2422
Cass	30,119	769
Gregg	123,707	5302
Harrison	65,631	1369
Marion	9,928	268
Panola	23,148	520
Red River	12,176	242
Rusk	54,450	957
Upshur	41,260	930
<i>Other Counties</i>		3,478
	452,984	
Total regardless of Funding Source or County of Residence		16,257

In FY18, Community Healthcore served a total of 1,869 unique persons who had a diagnosis of intellectual or developmental disabilities.

Below is a graph for FY18 that reflects percentages of persons served across the four primary State Contracts



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Priority Population Definitions

Intellectual & Developmental Disabilities:

The Texas Department of Health & Human Services Commission (HHSC) provide contractual definitions for which Community Healthcore is able to provide intellectual & developmental disabilities services when utilizing State Funding. This is sometimes referred to as the priority population.

The HHSC intellectual & developmental disabilities priority population consists of:

- Individuals with intellectual & developmental disabilities, as defined by Texas Health and Safety Code 591.003;
- Individuals with a pervasive developmental disorder, as defined in the current edition the Diagnostic and Statistical Manual, including autism;
- Individuals with a related condition who are eligible for services in the ICF/MR Program, Home and Community-based Services (HCS) Program, or Texas Home Living (TxHmL) Program;
- Nursing facility residents who are eligible for specialized services for intellectual & developmental disabilities or a related condition pursuant to Section 1919(e)(7) of the Social Security Act; and
- Children who are eligible for Early Childhood Intervention services through the Department of Health and Human Services Commission.

The determination of intellectual & developmental disabilities and the diagnosis of pervasive developmental disorder and related condition must be made through the use of assessments and evaluations performed by qualified professionals. Individuals who are members of the HHSC intellectual & developmental disabilities priority population are eligible to receive intellectual & developmental disabilities services from the HHSC service system. Each individual is not necessarily eligible to receive all intellectual & developmental disabilities services funded by HHSC. For example, an individual may not be eligible for a service because it is not appropriate for the individual's level of need.

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IDD Array of Services

As the designated Local Intellectual & Developmental Disabilities Authority (LIDDA) Community Healthcore provides IDD services to persons in living in its nine-county catchment area and who have a qualifying diagnosis as defined by the Texas Department of Health and Human Services Commission (HHSC).

AUTHORITY SERVICES

- ACCESS services provide a single point of entry into services and provide community referrals when necessary. Activities include intake and determination of intellectual disabilities.
- Continuity of Care provides continuous services for individuals transitioning to and from state facilities and the Community
- Permanency Planning for children and adolescents living in Nursing Facilities.
- Preadmission Screening and Resident Review (PASRR)
- 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 Living Assistance and Support Services – Case Management

For a full description of all available services, please request the most recent copy of the [Explanation of Services and Supports](#) published by HHSC and available through Community Healthcore.

PROVIDER SERVICES

Community Healthcore also serves as a Provider of Services. The following are services provided directly by the Center.

Residential & Waiver Services

ICF Residential Services

ICF Residential Services includes a variety of ICF/IDD residential programs for persons with intellectual & developmental disabilities. These residential programs are designed to meet the specified needs of:

- Adults with mild, moderate and severe intellectual disabilities.
- Persons with Autism

Community Healthcore currently operates three licensed ICF/IDD homes.

Home and Community based Services (HCS)

Special Medicaid waiver (1915(C)) program which includes:

- Residential homes which offer 24 hour supervision for up to three persons.
- Specialized supports to persons living in their own homes or family's home.
- Supports to individuals living in foster home settings.
- Respite services.

Day Habilitation and Vocational Training

Day Habilitation services provide 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. 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. Community Healthcore has facilities in the locations below to assist with one or both of these services.

- Atlanta, Texas
 - Carthage, Texas
 - Clarksville, Texas
 - Longview, Texas
 - Marshall, Texas
 - Texarkana, Texas
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- The Percolator is unique vocational training program to persons who want to sample community employment in a controlled environment located within the Administration Building.

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Comprehensive Planning Advisory Committee

The functions of the Comprehensive Planning Advisory Committee are to assist the Board of Trustees in an advisory capacity, making recommendations concerning local service delivery and the development of the local strategic plan. The Comprehensive Planning Advisory Committee also identifies community needs, make recommendations for new programs, services, or improvements of services and stimulate financial support and public interest in the community for the Center. Providing local, state and federal governmental bodies with information in support of the Center and educating the community about the kinds of services offered and means of availing oneself of services further assist the community in achieving mental health and intellectual & developmental disabilities services. The Comprehensive Planning Advisory Committee also recommends and participates in special studies at the request of the Board of Trustees. The Comprehensive Local Planning Advisory Committee, which is part of the Center feedback loop and support the infrastructure, reviewed the mental health and intellectual & developmental disabilities services and produced reports and/or surveys, which form the basis for this Local Planning Strategy.

The Community Healthcore IDD Program Director or her designee reports at each Comprehensive Planning Advisory Committee. This provides the Planning Committee information regarding the activities of the IDD program and provide input on the various projects and reports. Survey results are shared as well as any follow up action taken. The IDD Program Director's report also allows the identification of potential threats and any work being completed to address them. This report as well as the Comprehensive Planning Advisory Committee's recommendations are provided to the Community Healthcore Board of Trustees.

Beginning with November 2017, the IDD Director's report to the Comprehensive Planning Advisory Committee and to the Board of Trustees are provided in Appendix B.

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All persons receiving services through Community Healthcore are mailed a Satisfaction Survey. Persons are encouraged to respond and return to Community Healthcore. All comments are reviewed, tracked and addressed to the degree possible. Below are the most recent results from the survey conducted for FY19.

Program	Mailed Out	Received back	Comments
ICF	23	24	<ol style="list-style-type: none"> 1. Very dissatisfied, wants to move, very dissatisfied with Day Hab (02.28.2019). 2. Not happy living in this current home and would like to find a supportive living center (02.28.2019). 3. Needs to be prompted to eat more and better. Get a shower head wash every day. Needs help to stay clean (03.14.2019). 4. I would like more info on Service Coordinator Committee? You can email me (03.28.2019) 5. How satisfied are you with where you live. Want to move (03.28.2019).
Day Hab	4	1	No Comments
GR	125	31	<ol style="list-style-type: none"> 1. Would like to be on the Day Hab Voc list. 2. Be nice if I could see a Dr. He has been gone for a while. Have been cancelled 3 times. 3. Have not received behavioral support, no minor home modification.

TxHmL	90	24	<p>1. Do they participate in annual PDP and IPC. Answer: Sometimes (03.08.2019).</p> <p>2. Did want to know why CHC discontinued services. No communication about services (03.14.2019).</p> <p>3. Mom is best provider for his community support, because we are out of the house every day. Someone else would fit best for respite. Wish that Texarkana, had more choices for activities and recreation, or temporary living services (04.23.2019)</p> <p>4. I need more hours. My sister gets enough hours, but my sister has enough (03.05.2019).</p>
CLASS	193	50	<p>1. We have had 4 different CM and a couple internes. The service we had before we had the same one for years and years. Why the change (03.06.2019)?</p> <p>2. I am really interested in HCS, I don't know much about this program, but a friend is on it and loves it (03.08.2019).</p> <p>3. The rule regarding wheelchair conversions funds is not helpful for those who needs assistance.</p> <p>4. Is out of home respite in the Tyler area?</p> <p>5. Do not like others besides Case mangers doing monthly contact. Will not give them any answers to prefab questions- Horrible.</p>
PASRR Client	172	5	No Comments

PASRR Guardian/LAR	126	21	<ol style="list-style-type: none"> 1. For Larry to receive mail for Reginald New Address 111 Bob Patton Rd. Homer La, 71040 (03.21.2019) 2. I would like to talk to someone about completing a form Individual's Guardian. (03.18.2019). 3. Patient is totally disabled can't speak, so we look at physical appearance to see that he is taken care of (03.08.2019). 4. I have a very good relationship with Nursing Facility. No problems (03.08.2019). 5. I have only the best praise for this home. They are very nice when we visit, clean and it always smells clean and fresh. They have very good food and that means a lot to him.
HCS Provider	62	29	<ol style="list-style-type: none"> 1. Satisfied with management staff and the services given by them. Thank you all. 2. Satisfied with management staff and the services given by them. Thank you all.
HCS Individual	500	91	<ol style="list-style-type: none"> 1. We want to see the SC same time at the Day Hab and at home (03.18.2019). 2. Very satisfied (03.25.2019). 3. I which SC would come once a month. 4. I am not disabled or slow I refuse to let this be a label and refuse for it to determine my future. 5. I like to get a job need help with money. 6. My SC could do more to help with my situation yet she does not. 7. Consumer cannot talk or communicate her like or dislikes. 8. Need Day Hab placement with suitable transportation for ortho.
HCS Guardian	189	29	<ol style="list-style-type: none"> 1. Participation decision making. I don't know what the acronyms stands for. (Is it the house meeting? If so, yes I was asked to sign.

			2. Have you received information about Consumer Directed Services? The LAR did not answer the question.
ICF	15	1	No Comments
CFC	15	0	No Comments

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Interest List Information

Intellectual & Developmental Disabilities Services

- Community Healthcore has 1,467 individuals living in the nine county catchment area who are on the HCS Interest List.

ACCOMPLISHMENTS & OPPORTUNITIES

RECENT ACCOMPLISHMENTS

- To prepare for the Home and Community Based Service (HCBS) Standards, known as the Settings Rule, day programs are intentionally spending more time in the community. This local effort is referred to as “Day Hab without Walls”. The Center has attended state and national conferences that address this issue and spoken with providers in other states who have implemented such activities.
- Started six book clubs in the region. Book clubs meet at least once a month, are open to the public, and hosted in various community locations.
- Discontinued the use of Sub Minimum Wage. All persons employed by Community Healthcore are paid Minimum Wage or higher.
- Partnered with East Texas Baptist University and the EMANUS Chapter to create a soap business named Heavenly Scent Soap. Individuals at the Day Program in Marshall are employed and paid minimum wage while in production. Orders come from community events and website.
- Established Crisis Respite Program with Andrews Center in Tyler.
- Participated in Night to Shine International Event at three locations – Marshall, Texarkana, and Tyler.
- Co-Hosted the Annual IDD Crisis Seminar. Participants included employees from the field of IDD and Crisis, Law Enforcement and members of the Comprehensive Planning Advisory Committee.

OPPORTUNITIES

- Work with Pine Tree ISD for students with IDD to obtain valuable work experience at Community Healthcore's Percolator.
- Continue to build the practice of "Day Habs without Walls".
- Work with the EMANUS Chapter to develop a new product that can expand the current business.
- Achieve National Committee for Quality Assurance (NCQA) Accreditation for Service Coordination.
- Work with the Comprehensive Planning Advisory Committee in a detailed Needs Assessment that crosses all services and will provide valuable information for the planning of FY21

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Network Planning

A specific role for the local authority is the development and maintenance of a network of service providers that allow consumers to have increased options for service providers, increased accessibility of services and continuous quality monitoring.

Once needs are identified the local authority may utilize one of several methods for ensuring that the identified services are provided. An RFP, or request for proposal, may be sent to interested providers and upon review by both local authority staff and the Regional Network Advisory Committee, an award is granted to the provider(s) of best value. For services which require many providers, an Open Enrollment may be issued in which specific information relating to the service(s) to be provided and the rate of reimbursement is provided to which all qualified providers who apply must be placed in the network of providers. Informal Solicitation may also be used where bids are obtained from at least 3 service providers if the total amount of funds paid out over the course of the year is under \$25,000

It is the priority of Community Healthcore to develop an efficient and effective network of providers to ensure choice of provider, quality of service and accessibility to services. Community Healthcore's most current provider network at this publishing is listed in Appendix C

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Appendix A – Contact Information

For more information, contact Community Healthcore via the most appropriate method.

- **Crisis 24-hour hot-line**

- 800-832-1009

- **Intake/Admission**

- 800-4-INTAKE

- **Administration**

- 903-758-2471

- **Internet/Web Site**

- www.communityhealthcore.org

- **Mailing Addresses**

- Community Healthcore
Post Office Box 6800
Longview, TX 75608
- East Texas Behavioral Health Network
Mailing Address:
4101 South Medford Drive
Lufkin, Texas 75901

Appendix B – Quarterly Reports to the Comprehensive Planning Advisory Committee

November 2, 2017

Sandra Taylor shared the following Intellectual & Developmental Disabilities (IDD) Quality Report:

- September 28, 2017 The Board of Trustees of Community Healthcore (CHC) met at 2435 College Dr., Texarkana, Texas and approved the CPAC meetings - August 22, 2017. Two new Board members were approved to join the committee – A.W. representing Mental Health and S.F. representing IDD services. Jackie Icenhower and Randi Strutton from the Next Chapter Book Club, Atlanta Public Library, gave a presentation.
- Local Authority annual survey occurred October 30 - November 2. The following tentative scores were received: HCS- 90.42%; PASRR 82.61%; QA 99.06%; Texas Home Living 94.82%
- Tanya Wallace, Day Hab Program Manager; Lee Brown, CHC Contract Manager; and Sandra Taylor, IDD Director finalizing Memorandum of Understanding (MOU) with Enactus - East Texas Baptist University for Marshall Day Hab soap making business.
- Tanya Wallace, Sandra Taylor, Sherry Edwards, and Day Hab Program Manager submitting Book Club project to Texas Council as a presentation at Texas Council Conference.
- Marc Markell, Grief Specialist, will provide training on Tuesday, November 14, 2017 at Mobberly Baptist Church, 9:30 am – 12:30 pm.
- Sandra Taylor has been selected for the Texas Council Provider Workgroup and the Home and Community Based Services (HCBS) Setting Rule Subcommittee.
- “Night to Shine”, the Tim Tebow International Prom, is scheduled for February 9, 2018 and will include two East Texas locations: Texarkana and Lindale. Sandra will be getting more information to share with individuals.
- All Intermediate Care Facility (ICF) beds are full - 1 vacancy in HCS home effective November 1, 2018.

Needs and Concerns:

- Concerns: Filling one vacancy in HCS residential Home

Sandra also reported that the Community Healthcore Board of Trustees met September 28, 2017 and approved the minutes from the CPAC meeting held on Tuesday, August 22, 2017. The Board of Trustees discussed the census in each of the HCS homes and reviewed how many HCS residential homes were opened in Longview versus Texarkana. Sandra Taylor shared with the Board that 700 individuals from Bowie County are being added to the HCS Interest list. The Community Healthcore Board of Trustees approved the minutes of the CPAC committee.

January 4, 2018

Lee Brown shared the following Intellectual & Developmental Disabilities (IDD) Quality Report:

1. Night to Shine- Tim Tebow International Prom, two East Texas locations, Texarkana and Lindale- Feb 9, 2018. Getting more information to share with individuals.

2. All ICF beds will be full effective January 8, 2018. One vacancy in HCS home. Pre-placement will be admitted on January 8, 2018.
3. Marshall Day Hab Soap business - first batch of soap anticipated for February 14, 2018 delivery.
4. All surveys completed with the exception of- HCS/Texas Home Living provider services. Anticipating this review in February, 2018.

Needs and Concerns:

- o Concerns: Filling one vacancy in HCS residential home

Community Healthcare Board of Trustees met November 9, 2017 and approved two new members of the CPAC, S.F. and A.W.

May 24, 2018

Sandra Taylor, IDD Director, shared the following Intellectual & Developmental Disabilities (IDD) Quality Report:

5. The annual Texas Home Living survey was completed February 21-22, 2018. The program scored a 100% of items met.
6. The Marshall Day Habilitation Heavenly Scent soap business is working to have its first batch of soap ready for Mother's Day.
7. The IDD Director, the Home and Community Services (HCS) Home Managers, the Intermediate Care Facility (ICF) Qualified Intellectual Disabilities Professional, and the Residential Program Manager attended IDD Day in Beaumont Texas March 23, 2018.
8. There is one female vacancy in the ICF program and 1 vacancy in the HCS program.

IDD Needs and Concerns:

- Concerns: Filling vacancies in residential homes

Community Healthcare Board of Trustees met February 22, 2018 and accepted the report from the CPAC meetings held Thursday, November 2, 2017 and Thursday, January 4, 2018.

July 19, 2018

Sandra Taylor, IDD Director, shared the following Intellectual & Developmental Disabilities (IDD) Quality Report:

- 2 Female vacancies- ICF; 1 vacancy HCS Home
- Marshall Day Hab Soap business- still launching- hired 2 contract workers. Attending weekly Flea Market every Tuesday in Marshall. Attended Waskom Flea Market - July 7 (sold 4 bars); will place soap in Percolator to sell.
- Sandra Taylor, IDD Director; J.A., member of Book Club; Sherry Edwards, Day Hab Manager; and Tanya Wallace, Day Hab Manager presented at Texas Council Annual Conference with a presentation on Book Clubs.
- All surveys completed.
- All Day Habs have been converted from subminimum wage to paying minimum wage, effective June 1, 2018.
- Completed 8 Crisis Diversion slots since Sept 2017; 3 Nursing Facilities Diversion slots.

- 3rd Quarter assisted 58 Individuals in crisis; provided crisis training to 11 agencies; and trained 194 employees. Participating agencies were Evergreen Living Services, Region 8, ADRC/Parent Training, Gladewater ISD, Autism Moms of East Texas, Upshur County Community Resource Coordinating Group (CRCG), Rusk County CRCG, Gregg County CRCG, Harrison County CRCG, Spanish Autism Support, and Intermediate Care Facilities Regional training.
- The 3rd Annual Crisis Intervention Conference is scheduled August 9-10, 2018 in Galveston. This year CHC has registered 22 individuals including IDD staff, Mobile Crisis Outreach Team members, Nurses, ISD, Law Enforcement and Mental Health staff. Members of the Comprehensive Planning Advisory Committee (CPAC) were invited to attend as well.
- Comments from members of PNAC: "Is training available for Private Provider staff?" "Suggestions for Marketing the Heavenly Scent Soap from members of the PNAC were: Market on Facebook, attend Trade Shows" and they wanted to know the email address to purchase the soap.
- Needs and Concerns:
 - Concerns: Filling vacancies in residential homes

Community Healthcare Board of Trustees met May 24, 2018 and approved the minutes from the CPAC meeting held on Thursday, April 5, 2018. Sandra Taylor, IDD Director discussed the decision of Inman White, CEO, Community Healthcare to move from paying individuals with disabilities subminimum wage to paying them minimum wage. There was brief discussion regarding this decision.

October 4, 2018

Kathleen Newton shared Sandra Taylor's Intellectual & Developmental Disabilities (IDD) Quality Report:

Kathleen reported that on September 1st the Center closed its last HCS home; the individuals living there chose other living arrangements. Lee commented that although we no longer have HCS group homes we are still an active HSC provider supporting persons with IDD with Host Companion Care and Supportive Home Living.

Twenty-two people associated with the Center attended the IDD Crisis Conference in Galveston. Participants included Center staff, community leaders, police officers, educators, and members of the CPAC. Several of the members (A.W., S.O., and V.S.) who attended the Galveston Conference had positive feedback and would like to attend it again. Comments: It was a great opportunity to interact with Police Officers and networking with others working with IDD; and, Mike Benny is a wonderful speaker on self-care, recommend him as a speaker for Dinner with a Champion. Also, the drum session that was performed was great. V.S. and P.H. enjoyed the boom whackers and have since purchased some for Cornerstone Quarters. The members want to thank Sandra Taylor for inviting them to a wonderful event.

Survey season for the Local Intellectual & Developmental Disabilities Authority (LIDDA) is starting with the annual review scheduled October 29 – Nov 1.

Heavenly Scent Soap - staff attended a Veteran Festival in Linden on Sept 15 and sold 12 bars of soap. Heavenly Scent will also be attending the Ant Festival in Marshall on October 13. Kathleen also informed the members that the soap can be purchased in the Percolator or they can contact her, Sandra or Tanya.

Concerns: Filling vacancies in residential Homes

Texas Home Living administrative costs

Community Healthcore Board of Trustees met September 27, 2018 and approved the minutes from the PNAC meeting held on Thursday, July 19 2018. The Community Healthcore Board of Trustees approved the minutes of the PNAC committee.

January 3, 2019

Sandra Taylor shared the Intellectual & Developmental Disabilities (IDD) Quality Report:

- Local Authority results from the annual Health and Human Services Commission (HHSC) FY 2019 Quality Review

Quality Assurance	99.26%
General Revenue & Community First Choice	95.43%
Pre Admission Screening and Resident Review	91.08%
Home and Community Based Services	88.29%
Texas Home Living	78.62%

- All Three IDD Intermediate Care Facilities (IDD ICF) (Concord, Teri Lynn and Pine Tree) have completed their annual FY 2019 reviews. There were only two deficiencies cited in the three separate surveys.
- December 11, 2018 CHC Board of Trustees voted to terminate the Texas Home Living Provider Services; the Center continues to serve as the Authority for this program.
- Pre Admission Screening and Resident Review (PASRR) training scheduled in March 2019.
- Day Hab program continues to pursue “Day Habs without Walls” model. IDD Director, Sandra Taylor, Day Hab Managers Tanya Wallace and Sherry Edwards visited Achieving Dreams program in Tyler on December 12.

Needs and Concerns:

Concerns: 1 vacancy at Female IDD ICF Home;
Staff vacancies remain an issue at residential program

April 4, 2019

Sandra Taylor shared the Intellectual & Developmental Disabilities (IDD) Quality Report:

1. Community Healthcore’s Local Authority is completing Corrective Action Plans (CAP) for Home & Community Services (HCS) and Texas Home Living (TxHmL) Quality Review. CAP review will be held week of April 15. Findings were: placing the email address for Rights Officer on the Rights Handbook, ensuring progress notes are written from the perspective of the individual and not the assumption of Service Coordinator, and reporting progress and satisfaction in a timely manner
2. Pre-Admission Screening and Resident Review (PASRR) training was held March 19-20. This was mandatory training for all PASRR staff. In addition, all PASRR staff were required to take a test and pass for certification.
3. Community Healthcore is part of a learning collaborative led by the Texas Council to receive National Committee for Quality Assurance (NCQA) certification. NCQA is an independent non-

profit agency founded in 1990. The agency uses measurement, transparency and accountability to measure progress and drive improvement in healthcare. Initially the NCQA focus was on accreditation of health plans but they have expanded to include accrediting providers of case management for long-term services and supports (CM-LTSS). CM-LTSS accreditation standards are designed to help organizations implement best practices for community based, person-centered LTSS systems.

4. Save the Date notices have been sent to staff and community partners for the 4th annual East Texas Behavioral Healthcare Network, IDD Crisis Seminar to be held in Galveston on August 8-9, 2019. Hotel reservations have been made to ensure all travels stay at the event hotel, which is Galveston Island Moody Gardens.
5. As a follow up report on the transition of TxHmL Provider services from Community Healthcore, there was no disruption of services for any of the individuals impacted by the transition.

Needs and Concerns:

Concerns: 1 vacancy for a female at one Intermediate Care Facility (ICF) Home. vacant staff positions remain an issue for residential program. Day Hab Manager with over 30 + years of experience retired on March 14, 2019. A retirement party was held for Tanya Wallace in the Ben Bane Room. New Day Hab Manager has been selected, Ms. Tiffani Simmons. Ms. Simmons has experience working with Individuals with Intellectual Developmental Disabilities. Ms. Simmons has served over the past two years as second in command of the Longview Day Hab Center.

Community Healthcore Board of Trustees met on February 28, 2018 and approved the minutes from the PNAC meeting held on Thursday, January 3, 2019.

Appendix C – IDD Network Table

Service	# of providers	Amount of money spent to provide this service by contract (estimated cost FY 19)
ACCESS & 24/7Crisis Services	1	\$20,000
Determination of Intellectual Disabilities	3	\$38,000
Crisis Respite	1	\$10,000
Day Habilitation	4	\$50,000
Independent Living Skills (PASRR)	1	\$170,000
Dietitian	1	\$3,000
Behavioral Health Plans	2	\$7,000

Open Enrollment or Informal Solicitation are the two primary means of Competitive Procurement being utilized in FY20 for IDD Services.

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