

**Texas Department of  
Aging and Disability Services**

# **Reference Guide**

**2005**



## **Reference Guide 2005**

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## Introduction

The *Texas Department of Aging and Disability Services (DADS) Reference Guide* has been designed to provide an overview of the programs and services administered by DADS. The publication is a compilation of information gathered from a variety of sources contained in one comprehensive reference document. Publications are planned for once a year.

The level of detail in the *DADS Reference Guide* is intended to assist DADS employees and other interested persons to become better acquainted with the services that are available through DADS. The publication is intended to serve as an accurate, comprehensive and easily accessible reference for frequently asked questions. However, caution must be exercised in basing significant decisions on this information before first verifying the details with the appropriate agency personnel. (Various directories and contact lists are included in the Appendices section.) Although extensive efforts have been made to ensure the accuracy of the information, it is possible that the printed version may not reflect the most current policies and procedures. Situations of this nature would be due primarily to changes/revisions that were not in place at the time of publication.

The *DADS Reference Guide* is organized into four major sections. **Section I**, Agency Overview, provides global information such as how the Department came into being, the Department's vision, mission, key responsibilities and guiding principles. The Department's organizational structure is described and an organizational chart is provided. The Department's strategic planning goals as well as budget and staffing summaries are also included.

**Section II**, Programs and Services, provides detailed descriptions for each of the programs and services administered by DADS. This section is organized according to the Department's Strategic Planning and Budgeting Structure, as established by the Governor's Office of Budget, Planning and Policy, and the Legislative Budget Board.

Standard information is presented for each of the programs/services, including program descriptions, eligibility requirements, and statewide caseload data. Also included as appropriate, are selected client profiles and caseload data shown by HHS administrative region, Mental Retardation Authority, or Area Agency on Aging.

**Section III**, Demographic/Economic Data, contains data that are crucial to the Department's planning functions. Included are total and poverty population data for Texas by age group, and by HHS administrative region; Texas aged and disabled population by region and poverty status; Texas total population by region and race, and by sex; Texas labor force statistics by region; and per capita personal income amounts. In some instances, U.S. data are also provided for comparative purposes.

Other data in this section include the Poverty Income Guidelines for the Continental United States and Texas State Median Income. State ranking information that may be of interest to DADS is also included at the end of this section.

**Section IV**, Appendices, contains various information of interest. Included are directories for the DADS' Headquarters, Regional Long-term Care Services and Regional Regulatory Services, the Area Agencies on Aging, the Mental Retardation Authorities and the State Mental Retardation Facilities (State Schools). There is a list of contacts for persons desiring additional information pertaining to a specific DADS program or service and a list of toll-free hotline phone numbers. Brief descriptions of the functional assessment process and the medical necessity determination process are also provided. In addition, a table showing each of Texas' 254 counties by HHS administrative region as well as a glossary of frequently used terms and a table of commonly used acronyms is also included.

**Note:** This publication will be available through DADS' web site, [www.dads.state.tx.us](http://www.dads.state.tx.us).

# **Section I.**

## **Overview**

## Health and Human Services (HHS) in Texas

### Overview

In May 2003, the 78<sup>th</sup> Regular Session of the Texas Legislature enacted House Bill 2292 which set the stage for significant changes to the delivery of health and human services in Texas.

HB 2292 mandated a new health and human services system be created with the goal of establishing an integrated, effective and accessible health and human services enterprise that protects public health and brings high-quality services and support to Texans in need. The new system is client-centered, efficient in its use of public resources and focuses on results and accountability. The transformed enterprise empowers dedicated and skilled professionals to serve clients better, be more responsible to local needs and emphasizes individual choice. The new system continuously strives to improve services and manage costs through innovation and deployment of technology-based solutions.

HB 2292 mandated that the existing health and human services agencies be abolished and their powers and duties be merged into four new departments under the oversight of the Texas Health and Human Services Commission (HHSC). The agencies whose powers and duties were merged are:

- Department on Aging,
- Commission on Alcohol and Drug Abuse,
- Commission for the Blind,
- Commission for the Deaf and Hard of Hearing,
- Interagency Council on Early Childhood Intervention,
- Department of Health,
- Department of Human Services,
- Department of Mental Health and Mental Retardation,
- Department of Protective and Regulatory Services,
- Rehabilitation Commission,
- Health Care Information Council, and
- Health and Human Services Commission.

HB 2292 realigned similar functions of the existing health and human services agencies into four new departments:

- Department of Family and Protective Services – HB 2292 reconstituted the Department of Protective and Regulatory Services as the Department of Family and Protective Services.
- Department of Assistive and Rehabilitative Services – This new Department includes all of the powers and duties of the Texas Rehabilitation Commission, Commission for the Blind, Commission for the Deaf and Hard of Hearing, and Interagency Council on Early Childhood Intervention.
- Department of State Health Services – This new Department includes the programs provided by the Texas Department of Health, the Texas Commission on Alcohol and Drug Abuse and the Health Care Information Council, plus mental-health community services and state hospital programs operated by the Department of Mental Health and Mental Retardation.
- Department of Aging and Disability Services – This new Department consolidates mental retardation and state school programs of the Department of Mental Health and Mental Retardation, community care and nursing home services programs of the Department of Human Services, and aging services programs of the Texas Department of Aging.

HB 2292 provided the opportunity for health and human services agencies to improve policy coordination, program coordination, and stakeholder input in concert with HHSC. Each of the four new departments has a Deputy Commissioner, and under the Deputy Commissioner are centers that will work to coordinate communication and policy. HB 2292 also centralized many administrative functions at HHSC to ensure consistency and realize efficiencies.

HHSC and each of the new HHS departments have a nine-member, governor-appointed council that will make recommendations regarding the department's rules and policies. Final approval rests with HHSC.

## **Department of Aging and Disability Services (DADS)**

### **Overview**

The Department of Aging and Disability Services (DADS) was created to administer long-term care services and supports for the aging, for persons with disabilities, and for persons with mental retardation. The Department also licenses and regulates providers of these services. DADS began formal operations on September 1, 2004.

DADS has assumed responsibility for all functions previously provided by the Texas Department on Aging, including statewide aging education, advocacy, policy initiatives, and oversight of Area Agencies on Aging activities. DADS also assumed responsibility for previous Department of Human Services' long-term care services and community-based supports and services, and licensing and enforcement of regulations applicable to long-term care facilities, home and community support services agencies, and waiver program providers. In addition, DADS assumed responsibility for mental retardation services previously provided by the Department of Mental Health and Mental Retardation. Effective December 1, 2004, the Guardianship Program was transferred to DADS from the Department of Family and Protective Services.

### **Vision**

Older Texans and persons with disabilities and mental retardation will be supported by a comprehensive and cost-effective service delivery system that promotes and enhances individual well-being, dignity, and choice.

### **Mission**

To provide a comprehensive array of aging, disability, and mental retardation services, supports, and opportunities that is easily accessed in local communities.

Our key responsibilities include:

- Working in partnership with consumers, caregivers, service providers, and other stakeholders;
- Developing and improving service options that are responsive to individual needs and preferences; and
- Ensuring and protecting self-determination, consumer rights, and safety.

## Guiding Principles

The following principles guide the Department's daily operations:

**Customer Focus** – The individual needs, preferences and rights of the persons served by the Department of Aging and Disability Services are primary to the design, development and implementation of all programs and service delivery systems.

**Accountability** – DADS is committed to providing good stewardship of public resources. DADS has systems in place which provide for measurement of performance and allow for accountability to the individuals we serve, the legislature, other stakeholders and the general public.

**Best Business Decision** – DADS strives to identify and evaluate all available options and costs in light of its guiding principles in order to achieve the best business decision balancing consumer priorities, best practices, standards of excellence and budgetary constraints.

**Integrity** – DADS staff adhere to a code of professionalism based on integrity, honesty, and ethical behavior in all internal and external communications and daily operations. DADS is committed to maintaining an ethical environment which includes the use of high standards, sound judgment, and discretion in the decision making process.

**Continuous Improvement** – DADS is committed to achieving excellence in everything we do. Continuous improvement is expected in all agency operations, activities and services. DADS will develop and implement innovative ideas, measure performance, evaluate results and use these processes to design and implement continued improvement.

**Teamwork and Partnerships** – DADS operates in a partnership environment with individuals, advocates, other federal and state agencies, elected officials and the general public. Positive results are achieved by coordination and collaboration between public and private sector partners. Employees will foster a teamwork environment both within and outside the agency.

**Respect** – DADS staff honor the value, dignity, privacy, and individuality of each consumer and staff member of DADS.

## DADS Organizational Structure

The Department of Aging and Disability Services (DADS) is under the leadership of Commissioner James R. Hine, who has been appointed by the Executive Commissioner for the Health and Human Services Commission with the approval of the Governor.

The agency is divided into the following programmatic and support divisions which each report to the Commissioner:

- Office of the Deputy Commissioner
- Internal Audit
- Office of the Chief Operating Officer
- Office of the Chief Financial Officer
- Aging and Disability Access and Intake
- Provider Services
- Regulatory Services

The **Deputy Commissioner** oversees the Center for Policy and Innovation, the Center for Program Coordination, and the Center for Consumer and External Affairs. These centers are responsible for providing policy direction and technical assistance to the service operational division to improve services, coordinate business processes and ensure accurate and timely external communications and will work to coordinate communication and policy.

The three Centers are:

- Center for Policy and Innovation – This Center develops, coordinates, and directs policy initiatives in long-term care services. It also has a unit for Quality Assurance and Improvement in order to enhance services to consumers. Policy Development and Oversight, Program Analysis and Support, and Quality Assurance and Improvement report to the Center for Policy and Innovation.
- Center for Program Coordination – This Center supports the development of business processes to integrate and improve DADS services. It also provides oversight of the State Unit on Aging for compliance with the federal Older Americans Act. Program Integration, which includes State Unit on Aging Oversight and Program and Process Improvement, report to the Center for Program Coordination.
- Center for Consumer and External Affairs – This Center coordinates and ensures timely and effective external communications to a variety of stakeholders including legislators, consumers, provider organizations and associations, and media. Stakeholder Relations, Government Relations, Public Information Office, Community Partnerships and State Long-term Care Ombudsman report to the Center for Consumer and External Affairs.

**Internal Audit** is an independent, objective assurance and consulting activity designed to add value and improve DADS operations. It helps the Department accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes. This provides assurance the Department is operating in the most effective and efficient manner possible, is complying with written policies, procedures, laws, and regulations, is properly safeguarding assets, and is complying with contracts and achieving fiscal integrity.

The **Chief Operating Officer (COO)** oversees Legal Services, Consumer Rights and Services, Information Technology, Contract Monitoring and Oversight, and Executive and Staff Operations. The COO is also responsible for some program and service-related administrative support activities and for coordination with HHSC to ensure the effective and efficient delivery of administrative support services to the new HHS Departments.

- Legal Services is responsible for Enforcement Services, Administrative Services, Litigation Services and State Operated Facilities.
- Consumer Rights and Services is responsible for consumers' rights, special services, and complaint intake.

- Information Technology (IT) is responsible for Application Development, Management Services, IT Project Management, Systems Engineering and Architecture, and IT Infrastructure.
- Contract Monitoring and Oversight is responsible for Contract Review and Technical Assistance and Contract Sanctions Review.
- Administrative Management Services, Educational Services and Support Services Coordination report to Executive and Staff Operations.

The **Chief Financial Officer** is responsible for Budget and Data Management, and Fiscal Accounting.

### **Aging and Disability Access and Intake**

The Assistant Commissioner for Access and Intake is responsible for Area Agencies on Aging, Mental Retardation Authorities, and Regional and Local Services. The primary function of the division is to ensure that DADS services at the local level are accessed through an easily coordinated and efficient system.

- Area Agencies on Aging is responsible for Local Procedure Development and Support, and Contracting/Accountability and Oversight.
- Mental Retardation Authorities is responsible for Local Procedure Development and Support, Contracting/Accountability and Oversight, and Program Enrollment.
- Regional and Local Services is responsible for Local Procedure Development and Support, Contracting/Accountability and Oversight, and Program Enrollment.
- Guardianship is responsible for providing direct guardianship services only as the last resort when no other guardian is available or appropriate, and only to resolve abuse, neglect, or exploitation of incapacitated adults.

### **Provider Services**

The Assistant Commissioner for Provider Services is responsible for Institutional Services, Community Services and State Schools. Provider Services contracts with and oversees contracts with hundreds of community and in-home service providers. The division ensures that consumers have a full array of services delivered by qualified providers. The division also provides for better coordination across models of care, integrating practices that achieve higher quality of care for individuals receiving services.

- Institutional Services is responsible for Policy Development and Support, and Contracts.
- Community Services is responsible for Policy Development and Support, and Contracts.
- State Schools is responsible for Management Support Oversight and Facilities.

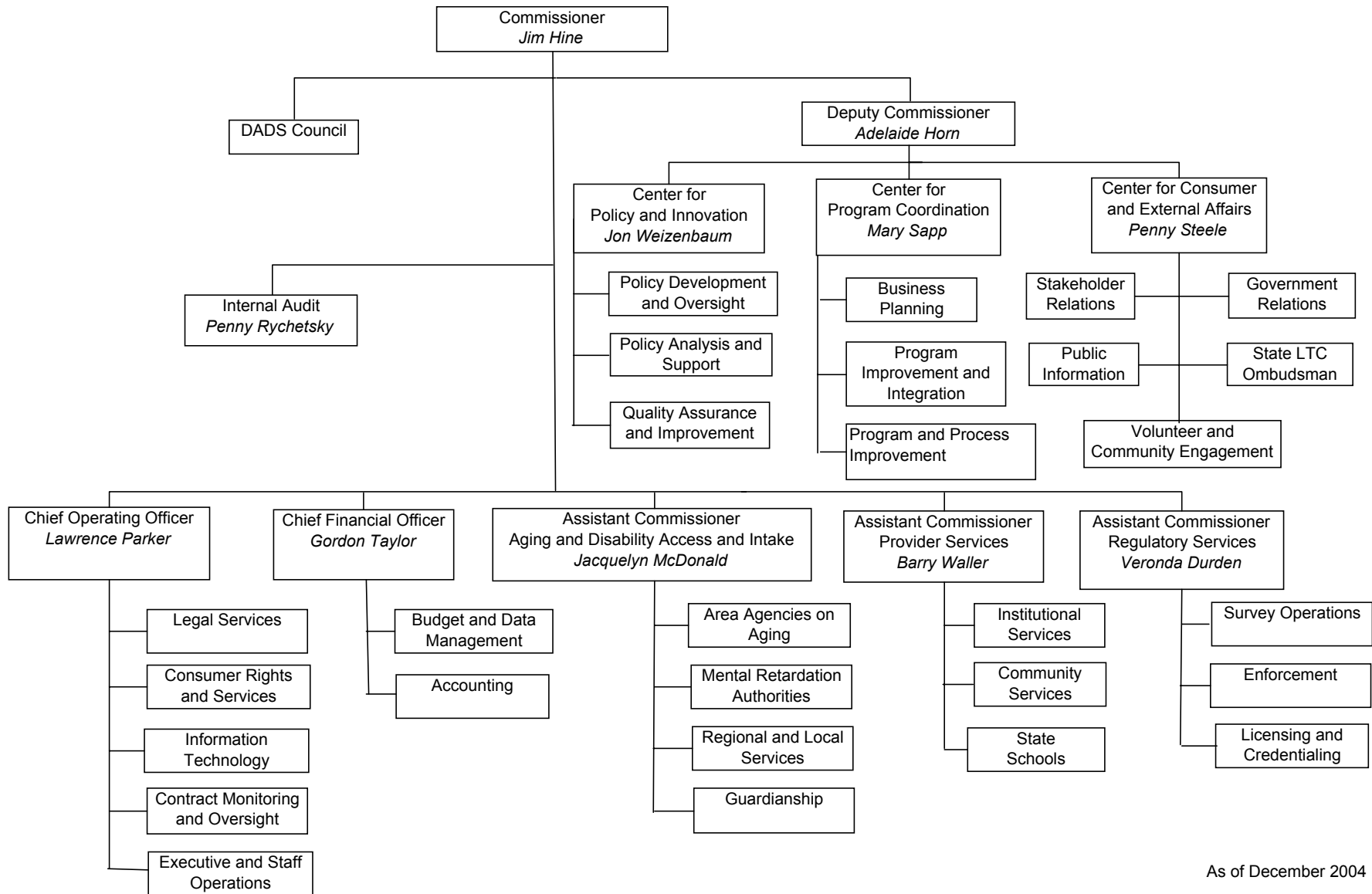
The Community Services section of Provider Services contracts with and oversees community services providers. The array of community services available includes Medicaid state plan services – Primary Home Care, Community Attendant Services, Day Activity and Health Services; community services funded through general revenue such as In-home and Family Support; and Medicaid LTC waivers.

### **Regulatory Services**

The Assistant Commissioner for Regulatory Services is responsible for Licensing and Credentialing Operations, Survey Operations, and Enforcement Operations.

- Professional Licensing and Credentialing Operations is responsible for technical and professional review in the process of licensing and credentialing facility, agency, and individual long-term care service providers.
- Survey Operations is responsible for administration of local survey operations, policy development and support, and compliance, oversight and analysis.
- Enforcement Operations is responsible for provider licensing enforcement, professional credentialing enforcement and survey and certification enforcement.

## Texas Department of Aging and Disability Services



As of December 2004

## **Strategic Planning and Budgeting Goals FY 2005-07**

### Goal 1 – Long-term Care Continuum

To enable older Texans to live dignified, independent, and productive lives in a safe living environment through an accessible, locally-based, comprehensive and coordinated continuum of services and opportunities, to provide appropriate care based on individual needs ranging from in-home and community based services for elderly people and people with disabilities who request assistance in maintaining their independence and increasing their quality of life, to institutional care for those who require that level of support, seeking to ensure health and safety and to maintain maximum independence for the client while providing the support required.

### Goal 2 – Licensing, Certification, and Outreach

To provide licensing, certification and contract enrollment services, as well as financial monitoring and complaint investigation, to ensure that residential facilities, home and community support services agencies, and individuals providing services in facilities or home settings comply with state and federal standards and that clients receive high-quality services and are protected from abuse, neglect, and exploitation.

### Goal 3 – Indirect Administration

To assure the efficient, quality, and effective administration of services provided to elderly persons and persons with disabilities.

## Budget Summary

| Goal/Strategy                                                         | FY 2004                            |                                    | FY 2005                                |                                        |
|-----------------------------------------------------------------------|------------------------------------|------------------------------------|----------------------------------------|----------------------------------------|
|                                                                       | Estimated<br>State<br>Expenditures | Estimated<br>Total<br>Expenditures | Estimated<br>State Dollars<br>Budgeted | Estimated<br>Total Dollars<br>Budgeted |
| <b>Goal 1: Long-term Care Continuum</b>                               |                                    |                                    |                                        |                                        |
| Intake and Access to Services and Support                             | 8,491,589                          | 36,516,952                         | 9,628,594                              | 40,992,228                             |
| Long-term Care Functional Assessment                                  | 27,701,731                         | 64,497,600                         | 26,004,169                             | 63,551,081                             |
| Primary Home Care                                                     | 154,894,382                        | 414,932,713                        | 184,260,783                            | 470,893,901                            |
| Community Attendant Services                                          | 106,141,626                        | 284,333,313                        | 127,080,010                            | 324,763,633                            |
| Day Activity & Health Services                                        | 31,017,217                         | 94,198,421                         | 33,432,467                             | 96,037,623                             |
| Community-based Alternatives Waiver                                   | 159,044,629                        | 427,604,206                        | 155,739,708                            | 399,535,176                            |
| Home and Community-based Services Waiver                              | 116,514,916                        | 316,155,212                        | 132,210,168                            | 342,793,493                            |
| Community Living Assistance and Support Services Waiver               | 22,481,103                         | 60,222,617                         | 23,748,302                             | 60,690,780                             |
| Deaf-blind with Multiple Disabilities Waiver                          | 2,323,234                          | 6,223,505                          | 2,435,258                              | 6,223,505                              |
| Medically Dependent Children's Program                                | 6,128,162                          | 16,416,185                         | 6,449,899                              | 16,483,259                             |
| Consolidated Waiver Program                                           | 1,392,389                          | 3,729,946                          | 1,459,528                              | 3,729,946                              |
| Texas Home Living Waiver                                              | 514,309                            | 1,299,275                          | 10,391,881                             | 26,523,433                             |
| Non-Medicaid Services - Title XX                                      | 0                                  | 70,998,082                         | 0                                      | 72,031,351                             |
| Non-Medicaid Services - General Revenue                               | 1,086,644                          | 2,335,979                          | 1,120,959                              | 2,556,481                              |
| MR Community Services                                                 | 103,925,057                        | 105,266,108                        | 86,071,615                             | 87,412,666                             |
| MR Community Residential Services                                     | 4,878,335                          | 4,878,335                          | 4,312,864                              | 4,312,864                              |
| Promoting Independence from an Institution into the Community         | 400,000                            | 400,000                            | 1,300,000                              | 1,300,000                              |
| Nutrition Services                                                    | 1,532,478                          | 34,611,456                         | 1,634,969                              | 34,452,746                             |
| Services to Assist Independent Living                                 | 1,893,275                          | 23,522,886                         | 2,354,945                              | 21,228,198                             |
| In-home Family Support                                                | 4,000,000                          | 4,000,000                          | 4,000,000                              | 4,000,000                              |
| Mental Retardation In-home Services                                   | 5,000,000                          | 5,000,000                          | 5,000,000                              | 5,000,000                              |
| Program of All-Inclusive Care for the Elderly                         | 7,518,673                          | 20,141,101                         | 9,623,996                              | 24,563,542                             |
| Nursing Facility and Hospice Payments                                 | 727,950,289                        | 1,945,711,390                      | 668,154,518                            | 1,725,682,581                          |
| Intermediate Care Facilities – MR Services                            | 138,835,416                        | 374,599,630                        | 140,959,981                            | 368,200,427                            |
| MR State School Services                                              | 127,163,745                        | 388,656,429                        | 133,585,618                            | 385,146,900                            |
| Capital Repairs and Renovations                                       | 225,589                            | 2,393,799                          | 644,714                                | 18,161,214                             |
| <b>GOAL 1 Total</b>                                                   | <b>1,761,054,788</b>               | <b>4,708,645,140</b>               | <b>1,771,604,946</b>                   | <b>4,606,267,028</b>                   |
| <b>Goal 2: Licensing, Certification, and Outreach</b>                 |                                    |                                    |                                        |                                        |
| Long-term Care Facility Regulation                                    | 13,569,539                         | 47,571,915                         | 15,555,050                             | 50,721,025                             |
| Long-term Care Credentialing                                          | 490,636                            | 931,274                            | 478,509                                | 986,822                                |
| Long-term Care Quality Outreach                                       | 437,311                            | 4,670,763                          | 327,401                                | 4,784,511                              |
| <b>Goal 2 Total</b>                                                   | <b>14,497,486</b>                  | <b>53,173,952</b>                  | <b>16,360,960</b>                      | <b>56,492,358</b>                      |
| <b>Goal 3: Indirect Administration</b>                                |                                    |                                    |                                        |                                        |
| Central Administration                                                | 9,798,135                          | 25,544,209                         | 11,876,896                             | 25,269,628                             |
| IT Program Support                                                    | 4,363,737                          | 8,011,859                          | 4,954,234                              | 10,439,089                             |
| Other Support Services                                                | 1,155,507                          | 9,781,708                          | 1,259,170                              | 9,151,697                              |
| <b>Goal 3 Total</b>                                                   | <b>15,317,379</b>                  | <b>43,337,776</b>                  | <b>18,090,300</b>                      | <b>44,860,414</b>                      |
| <b>Grand Total: Texas Department of Aging and Disability Services</b> | <b>1,790,869,653</b>               | <b>4,805,156,868</b>               | <b>1,806,056,206</b>                   | <b>4,707,619,800</b>                   |

Source: FY 2006-07 Legislative Appropriations Request, Texas Department of Aging and Disability Services.

## Staffing Summary

| <b>Goal/Strategy</b>                                            | <b>FY 2004<br/>Estimated<br/>Number of<br/>Positions</b> | <b>FY 2005<br/>Estimated<br/>Number of<br/>Positions</b> |
|-----------------------------------------------------------------|----------------------------------------------------------|----------------------------------------------------------|
| <b>Goal 1: Long-term Care Continuum</b>                         |                                                          |                                                          |
| Intake and Access to Services and Support                       | 0.0                                                      | 0.0                                                      |
| Long-term Care Functional Assessment                            | 1,422.4                                                  | 1,362.3                                                  |
| Primary Home Care                                               | 0.0                                                      | 0.0                                                      |
| Community Attendant Services                                    | 0.0                                                      | 0.0                                                      |
| Day Activity & Health Services                                  | 0.0                                                      | 0.0                                                      |
| Community-based Alternatives Waiver                             | 0.0                                                      | 0.0                                                      |
| Home and Community-based Services Waiver                        | 0.0                                                      | 0.0                                                      |
| Community Living Assistance and Support Services Waiver         | 0.0                                                      | 0.0                                                      |
| Deaf-blind with Multiple Disabilities Waiver                    | 0.0                                                      | 0.0                                                      |
| Medically Dependent Children's Program                          | 0.0                                                      | 0.0                                                      |
| Consolidated Waiver Program                                     | 0.0                                                      | 0.0                                                      |
| Texas Home Living Waiver                                        | 0.0                                                      | 0.0                                                      |
| Non-Medicaid Services - Title XX                                | 0.0                                                      | 0.0                                                      |
| Non-Medicaid Services - General Revenue                         | 45.0                                                     | 47.2                                                     |
| MR Community Services                                           | 0.0                                                      | 0.0                                                      |
| MR Community Residential Services                               | 0.0                                                      | 0.0                                                      |
| Promoting Independence from an Institution into the Community   | 0.0                                                      |                                                          |
| Nutrition Services                                              | 0.0                                                      | 0.0                                                      |
| Services to Assist Independent Living                           | 0.0                                                      | 0.0                                                      |
| In-home Family Support                                          | 0.0                                                      | 0.0                                                      |
| Mental Retardation In-home Services                             | 0.0                                                      | 0.0                                                      |
| Program of All-Inclusive Care for the Elderly                   | 0.0                                                      | 0.0                                                      |
| Nursing Facility & Hospice Payments                             | 80.0                                                     | 72.3                                                     |
| Intermediate Care Facilities – MR Services                      | 25.0                                                     | 22.9                                                     |
| MR State School Services                                        | 11,381.0                                                 | 11,335.0                                                 |
| Capital Repairs and Renovations                                 | 0.0                                                      | 0.0                                                      |
| <b>GOAL 1 Total</b>                                             | <b>12,953.4</b>                                          | <b>12,839.7</b>                                          |
| <b>Goal 2: Licensing, Certification, and Outreach</b>           |                                                          |                                                          |
| Long-term Care Facility Regulation                              | 859.7                                                    | 900.1                                                    |
| Long-term Care Credentialing                                    | 23.0                                                     | 23.1                                                     |
| Long-term Care Quality Outreach                                 | 81.0                                                     | 83.0                                                     |
| <b>Goal 2 Total</b>                                             | <b>963.7</b>                                             | <b>1,006.2</b>                                           |
| <b>Goal 3: Indirect Administration</b>                          |                                                          |                                                          |
| Central Administration                                          | 466.0                                                    | 431.0                                                    |
| IT Program Support                                              | 80.0                                                     | 88.0                                                     |
| Other Support Services                                          | 99.9                                                     | 88.0                                                     |
| <b>Goal 3 Total</b>                                             | <b>645.9</b>                                             | <b>607.0</b>                                             |
| <b>Total: Texas Department of Aging and Disability Services</b> | <b>14,563.0</b>                                          | <b>14,452.9</b>                                          |

*Source: FY 2006-07 Legislative Appropriations Request, Texas Department of Aging and Disability Services.*

## **Section II.**

# **Programs and Services**

## **Intake and Access to Services and Supports**

### **Description**

This function includes intake, access and assistance services provided through mental retardation authorities (MRAs), area agencies on aging (AAAs), regional and local contracts and staff within the Regional and Local Services section of DADS.

MRAs: The Department of Aging and Disability Services (DADS) is the state agency responsible for oversight of the mental retardation system in Texas. Each county in Texas has a designated Local Authority that either provides services directly or through the development of a network of local providers. These local authorities have the primary responsibility for the provision of mental retardation services for members of the priority population who reside in their counties. Local MRAs assist consumers in accessing appropriate services and supports. The mix of services delivered at the local level varies, with each MRA identifying local service needs and priorities. Services include eligibility determination, which is an assessment to determine if an individual has mental retardation or is a member of the priority population; and service coordination, which is assistance in accessing medical, social, educational, and other appropriate services and supports to help an individual achieve quality of life and community participation.

DADS provides oversight of community programs and services delivered through contracts with the local authorities. Oversight is focused on ensuring that all individuals who receive community services receive quality services appropriate to their needs and preferences, and that local authorities provide services effectively and efficiently. The Department also ensures that local authorities have systems in place to fulfill responsibilities delegated to them by the state authority. Oversight also includes ensuring local authority compliance with and fulfillment of their contract with the Department, to include compliance with state and federal law.

A variety of methods are used by the Department to accomplish its oversight responsibility. These methods include:

- Monitoring data related to service delivery,
- Promulgating rules for compliance and fiscal functioning,
- Interviewing individuals receiving services and their family during on-site visits,
- Interviewing providers of services and administrators, and
- Reviewing service records and administrative documentation.

Among the provisions of HB 2292 is the requirement that the local MRAs provide services only as a provider of last resort. Additionally, the bill requires privatization of all ICF/MR and waiver services programs operated by a Local Authority. This transfer of services to private providers may not occur before September 1, 2006. Local Authorities have developed initial information regarding the availability of providers. The Department has issued further instructions to the Authorities on the process.

AAAs: DADS' Access & Intake and the 28 Area Agencies on Aging (AAA) with which it contracts, support a comprehensive system of access to information and resources and assistance in coordinating and arranging for services mandated under the Older American Act (OAA). Access and assistance services include information, referral and assistance; care coordination; caregiver support and coordination, caregiver program development, benefits counseling and awareness, and advocacy for residents of long-term care facilities through the Ombudsman program.

National Family Caregiver Support Program (NSCSP), as authorized by the OAA amendments of 2000, provides critical support needed by families to assist them in maintaining their caregiver roles. Under this program, informal caregivers are defined as 1) individuals caring for persons age 60 or older, and 2) grandparents age 60 or older caring for a grandchild age 18 or younger. While AAAs have historically provided services to caregivers, implementation of NSCSP has allowed the AAAs to expand services available to caregivers. AAAs provide support for caregivers in all service categories.

Access and assistance services provided by the AAAs (directly and through contractor and vendor agreements) help older persons, their family members and/or other caregivers receive the information and assistance they need in obtaining community services, both public and private, formal and informal. Access and assistance services include:

Information, Referral and Assistance – Assessing customers' needs; finding organizations capable of meeting the needs; evaluating all appropriate resources; providing enough information about each resource to help customers make informed choices; helping customers find alternative resources; actively linking people to needed services; and performing follow-up to ensure the services were provide.

Benefits Counseling/Legal Assistance – More than 350 benefits counseling volunteers and staff assist older persons with obtaining information regarding public benefits, private benefits and a variety of community support programs. Benefits counseling services include assisting older adults with understanding their rights, applying for benefits and receiving appropriate referrals, exercising choice, benefiting from services and opportunities authorized by law, and maintaining their rights, especially those individuals with reduced capacities. Consumer-protection issues are a major theme in benefits counselors' work, along with basic questions and rights, benefits, and entitlements. Due to changes in Social Security and Medicare, more training and program-development has become necessary to assure that counselors can explain available options under the revised health care system.

Legal Awareness – The dissemination of accurate, timely and relevant information, eligibility criteria, requirements and procedures to older persons about public entitlements, health/long-term care, individual rights, planning/protection options, housing and consumer issues in a group setting.

Care Coordination – Care coordination includes the assessment, effective planning, arranging, coordinating and following-up on services that most appropriately meet the identified needs as mutually defined by AAA access and assistance staff, an older person, and where appropriate, a family member or other caregiver.

Caregiver Support Coordination – Caregiver support coordination includes assessing the needs of a caregiver and care recipient, and effectively planning, arranging, coordinating and following-up on services which most appropriately meet the identified needs as mutually defined by the caregiver, the care recipient, and the access and assistance staff.

Caregiver Program Development – Activities enabling the AAA to enhance its capacity to provide community wide support for caregivers and the person for whom they are providing care. This includes the development of caregiver services to address unmet needs or identifying new avenues for service provision; and focus on initial partnership building and development of new caregiver services.

Ombudsman Program – This program is administered by the Office of the State Long-term Care Ombudsman. The office works closely with the 28 local programs to advocate for the rights of residents and their families so they receive the highest quality of care in long-term care facilities. There are currently over 800 specially trained and certified volunteers who serve as advocates in 1,124 licensed facilities.

Guardianship is the court appointment of a person or entity to have full or limited authority over the person and/or estate of an incapacitated person. Depending upon the powers granted by the court, guardianship may involve responsibilities such as managing estates, making medical decisions, and arranging placement. Regulations provide that DADS apply for guardianship of an Adult Protective Services client or a child aging-out of Children's Protective Services conservatorship only as a last resort.

Statutory Authority: Health & Safety Code, §§533.035(a) and 534.054; Human Resource Code, §§48.209, §§101.008, 101.022, 101.025, 101.027, 101.030, and 101.008.

## Eligibility Requirements

OAA Services – Services are provided to persons 60 years of age and older and are targeted to older individuals with greatest economic and social need, with particular attention to low-income minority older individuals and older individuals residing in rural areas. Additionally, family members and/or other caregivers may receive information and services on behalf of the older individual for whom they are providing care.

MRA Services – All individuals who are members of the priority population are eligible to receive MR services from the DADS system.

Guardianship Services – DADS may become involved in the provision of guardianship services when guardianship is the only means of resolving abuse neglect and/or exploitation. DADS may provide or arrange for guardianship services for incapacitated elderly and disabled adult who are the victim of validated abuse, neglect or exploitation in non-institutional settings, and incapacitated persons who as minors were in Children's Protective Services conservatorship.

## Client Profile

*OAA Services* – The typical older individual receiving access and assistance services under the Older Americans Act (OAA) is 60 years of age or older, or is a family member or other caregiver accessing information or assistance on their behalf. Service participants are typically low-income and many are low-income minorities. Many older individuals have deficiencies in performing activities of daily living, instrumental activities of daily living and have an economic and/or social need. Many service participants reside in rural areas.

## Data Elements

**Statewide Intake and Access Statistics**

| <b>Data Element</b>                                                                                         | <b>FY 2003</b> | <b>FY 2004</b> |
|-------------------------------------------------------------------------------------------------------------|----------------|----------------|
| ▪ Number of certified Ombudsmen                                                                             | 1,108          | 1,112          |
| ▪ Number of information, referral, and assistance inquiries                                                 | 99,320         | 109,728        |
| ▪ Number of persons receiving care coordination                                                             | 10,614         | 11,774         |
| ▪ Statewide average cost per care coordination client                                                       | \$267.00       | \$252.00       |
| ▪ Number of persons receiving legal assistance                                                              | 9,520          | 9,687          |
| ▪ Statewide average cost per person receiving legal assistance                                              | \$125.00       | \$137.00       |
| ▪ Average monthly number of consumers with mental retardation receiving assessment and service coordination | 13,498         | 11,951         |
| ▪ Average monthly cost per consumer with mental retardation receiving assessment and service coordination   | \$126.03       | \$75.85        |

**Services Provided by Area Agencies on Aging: FY 2004**

| <b>Area Agency on Aging</b>                  | <b>Active<br/>Certified<br/>Ombudsman<br/>Volunteers</b> | <b>Information,<br/>Referral, and<br/>Assistance<br/>Inquiries</b> | <b>Persons<br/>Receiving<br/>Care<br/>Coordination</b> | <b>Persons<br/>Receiving<br/>Legal<br/>Assistance</b> |
|----------------------------------------------|----------------------------------------------------------|--------------------------------------------------------------------|--------------------------------------------------------|-------------------------------------------------------|
| Alamo Area Agency on Aging                   | 34                                                       | 1,434                                                              | 668                                                    | 195                                                   |
| Ark-Tex Area Agency on Aging                 | 23                                                       | 4,488                                                              | 244                                                    | 47                                                    |
| Bexar County Area Agency on Aging            | 58                                                       | 4,767                                                              | 1,637                                                  | 991                                                   |
| Brazos Valley Area Agency on Aging           | 33                                                       | 1,169                                                              | 639                                                    | 137                                                   |
| Capital Area Agency on Aging                 | 73                                                       | 2,519                                                              | 157                                                    | 643                                                   |
| Central Texas Area Agency on Aging           | 49                                                       | 4,238                                                              | 242                                                    | 255                                                   |
| Coastal Bend Area Agency on Aging            | 33                                                       | 1,752                                                              | 108                                                    | 959                                                   |
| Concho Valley Area Agency on Aging           | 25                                                       | 2,422                                                              | 266                                                    | 67                                                    |
| Dallas County Area Agency on Aging           | 72                                                       | 24,289                                                             | -                                                      | 64                                                    |
| Deep East Texas Area Agency on Aging         | 26                                                       | 6,590                                                              | 142                                                    | 284                                                   |
| East Texas Area Agency on Aging              | 73                                                       | 1,614                                                              | 1,062                                                  | 143                                                   |
| Golden Crescent Area Agency on Aging         | 25                                                       | 2,148                                                              | 105                                                    | 273                                                   |
| Harris County Area Agency on Aging           | 85                                                       | 10,874                                                             | 389                                                    | 2,219                                                 |
| Heart of Texas Area Agency on Aging          | 38                                                       | 1,979                                                              | 185                                                    | 130                                                   |
| Houston - Galveston Area Agency on Aging     | 28                                                       | 1,405                                                              | 82                                                     | -                                                     |
| Lower Rio Grande Valley Area Agency on Aging | 11                                                       | 2,963                                                              | 1,635                                                  | 41                                                    |
| Middle Rio Grande Area Agency on Aging       | 8                                                        | 958                                                                | 204                                                    | 154                                                   |
| North Central Texas Area Agency on Aging     | 82                                                       | 4,096                                                              | 468                                                    | 160                                                   |
| North Texas Area Agency on Aging             | 42                                                       | 808                                                                | 211                                                    | 176                                                   |
| Panhandle Area Agency on Aging               | 28                                                       | 2,557                                                              | 26                                                     | 235                                                   |
| Permian Basin Area Agency on Aging           | 30                                                       | 1,713                                                              | 344                                                    | 370                                                   |
| Rio Grande Area Agency on Aging              | 21                                                       | 4,823                                                              | 823                                                    | 237                                                   |
| Southeast Texas Area Agency on Aging         | 35                                                       | 2,619                                                              | 146                                                    | 45                                                    |
| South Plains Area Agency on Aging            | 25                                                       | 1,331                                                              | 466                                                    | 239                                                   |
| South Texas Area Agency on Aging             | 10                                                       | 1,088                                                              | 244                                                    | 53                                                    |
| Tarrant County Area Agency on Aging          | 66                                                       | 7,150                                                              | 526                                                    | 299                                                   |
| Texoma Area Agency on Aging                  | 26                                                       | 5,150                                                              | 579                                                    | 1,130                                                 |
| West Central Texas Area Agency on Aging      | 53                                                       | 2,784                                                              | 176                                                    | 141                                                   |
| <b>Total</b>                                 | <b>1,112</b>                                             | <b>109,728</b>                                                     | <b>11,774</b>                                          | <b>9,687</b>                                          |

**Services Provided by Mental Retardation Authorities: FY 2004**

| <b>Mental Retardation Authority</b>       | <b>Average Monthly Number of Consumers Receiving Assessment and Service Coordination</b> |
|-------------------------------------------|------------------------------------------------------------------------------------------|
| Anderson/Cherokee (ACCESS)                | 135                                                                                      |
| Andrews Center                            | 204                                                                                      |
| Austin-Travis County MHMR Center          | 558                                                                                      |
| Betty Hardwick Center                     | 158                                                                                      |
| Bluebonnet Trails Community MHMR Center   | 503                                                                                      |
| Border Region MHMR Community Center       | 150                                                                                      |
| Burke Center                              | 192                                                                                      |
| Camino Real Community MHMR Center         | 129                                                                                      |
| Center for Health Care Services           | 684                                                                                      |
| Center for Life Resources                 | 85                                                                                       |
| Central Counties Center for MHMR Services | 206                                                                                      |
| Central Plains MHMR Center                | 111                                                                                      |
| Coastal Plains Community MHMR Center      | 191                                                                                      |
| Dallas MetroCare Services                 | 1,250                                                                                    |
| Denton County MHMR Center                 | 189                                                                                      |
| El Paso Community MHMR Center             | 253                                                                                      |
| Gulf Bend MHMR Center                     | 72                                                                                       |
| Gulf Coast Center                         | 206                                                                                      |
| Heart of Texas Region MHMR Center         | 248                                                                                      |
| Helen Farabee Regional MHMR Centers       | 198                                                                                      |
| Hill Country Community MHMR Center        | 372                                                                                      |
| Johnson-Ellis-Navarro MHMR Services       | 258                                                                                      |
| Lakes Regional MHMR Center                | 347                                                                                      |
| LifePath Systems                          | 157                                                                                      |
| Lubbock Regional MHMR Center              | 315                                                                                      |
| MHMR Authority of Brazos Valley           | 104                                                                                      |
| MHMR Authority of Harris County           | 1,187                                                                                    |
| MHMR Center of Nueces County              | 182                                                                                      |
| MHMR of Tarrant County                    | 869                                                                                      |
| MHMR Services for the Concho Valley       | 124                                                                                      |
| MHMR Services of Texoma                   | 84                                                                                       |
| Northeast Texas MHMR Center               | 75                                                                                       |
| Pecan Valley MHMR Region                  | 79                                                                                       |
| Permian Basin Community Centers for MHMR  | 170                                                                                      |
| Sabine Valley Center                      | 108                                                                                      |
| Spindletop MHMR Services                  | 378                                                                                      |
| Texana MHMR Center                        | 359                                                                                      |
| Texas Panhandle MHMR                      | 409                                                                                      |
| Tri-County MHMR Services                  | 213                                                                                      |
| Tropical Texas Center for MHMR            | 272                                                                                      |
| West Texas Centers for MHMR               | 166                                                                                      |

## Long-term Care Functional Assessment Regional and Local Services

### Description

The Department of Aging and Disability Services (DADS) determines financial/functional eligibility for Title XX funded Community Care for the Aged and Disabled (CCAD) programs. The Department also determines functional capabilities of persons living in the community who would be eligible for Medicaid-funded (Title XIX) nursing facility care but who wish to continue to live in the community. CCAD programs covered under this function are Residential Care, Respite Care, In-home and Family Support, Home Delivered Meals, Emergency Response, Adult Foster Care, Family Care, Day Activity and Health Services Title XX, Title XIX Primary Home Care, Special Services, Consumer Managed Personal Assistance Services, Program of All-Inclusive Care for the Elderly, Community Based Alternatives, Community Living Assistance and Support Services, Deaf-blind with Multiple Disabilities Services, Medically Dependent Children's Program, and Consolidated Waiver Program.

Funding for many community care programs is limited (non-entitlement programs), thus limiting the number of persons that can receive these services. Consequently, some persons interested in applying for community care services are placed on the appropriate interest list(s).

Statutory Authority: Social Security Act, §1915(c); 42 USC §1396n(c); Human Resources Code, Chapter 32; Government Code, Chapter 531.

### Eligibility Requirements

Some CCAD programs require a functional assessment score be determined via assessment by DADS staff. Other CCAD programs determine functional eligibility via assessment of non-financial criteria. Most waiver programs require a medical necessity or level of care for eligibility along with financial eligibility. Some waiver programs use contractors in the assessment process, but DADS staff makes the final determination of eligibility.

A new Community Care Assessment Tool (CCAT) for programs requiring a functional eligibility score is under development and is to be implemented by September 2005. A brief description of the assessment process is included in the appendices section of this publication.

### Statewide Data Elements

| Data Element                                                             | FY 2003 | FY 2004 |
|--------------------------------------------------------------------------|---------|---------|
| Average number of persons eligible for community care services per month | 149,233 | 155,377 |
| Average monthly cost per community care case                             | \$25.66 | \$24.90 |

## Community Care Medicaid Entitlement Services

### Description

Medicaid is an entitlement program, which means that the federal government does not, and a state cannot, limit the number of eligible people who can enroll in the program. All persons who meet eligibility requirements must be served, and Medicaid must pay for any service included in the State Medicaid Plan. Medicaid is a jointly funded state-federal program, established in Texas in 1967 and is currently administered by the Health and Human Services Commission (HHSC).

Community Care Entitlement Services are provided to aged and disabled individuals so they may continue to live in the community as opposed to an institutional setting. Entitlement Services include Primary Home Care, Community Attendant Services, and Day Activity and Health Services.

Primary Home Care (PHC): PHC is a non-technical, personal care service for persons whose chronic health problems impair their ability to perform activities of daily living. Personal attendants assist clients in performing tasks of daily living such as arranging or accompanying clients on trips to receive medical treatment, bathing, dressing, grooming, preparing meals, housekeeping and shopping. On average, clients are authorized to receive 16.6 hours of assistance per week. Statutory Authority: Social Security Act, §§1902(a)(10)(A)(i)(I)-(VII) and 1905(a)(24).

Community Attendant Services (CAS): Formerly known as the Frail Elderly program, CAS is a non-technical personal care service for persons whose chronic health problems impair their daily living and whose income makes them ineligible for PHC. Personal attendants provide services to assist clients in performing tasks of daily living such as arranging or accompanying the client on trips to receive medical treatment, bathing, dressing, grooming, preparing meals, housekeeping, and shopping. On average clients are authorized to receive 16.4 hours of assistance per week. Statutory Authority: Social Security Act, §§1902(a)(10)(A)(i)(I)-(VII), 1905(a)(24), and 1929(b).

Day Activity and Health Services (DAHS): Licensed adult day-care facilities provide daytime services five days a week (Mon-Fri) to clients residing in the community in order to provide an alternative to placement in nursing facilities or other institutions. Services are designed to address the physical, mental, medical, and social needs of clients. Care must be provided or supervised by a licensed nurse. Services include nursing and personal care; physical rehabilitation; noontime meal and snacks; transportation; and social, educational, and recreational activities. Recipients receive services based on half-day (3-6 hours) units of service; a client may receive up to a maximum of 10 units of service a week, depending on the physician's orders and related requirements. Statutory Authority: Social Security Act §§1902(a)(10)(A)(i)(I)-(VII) and §1905(a)(13).

### Eligibility Requirements:

Financial eligibility for these programs is determined by HHSC. Functional eligibility is determined by DADS. Eligibility criteria for each of the services includes:

Primary Home Care: Clients may be of any age; have a monthly income that is equal to 100 percent of the monthly income limit for Supplemental Security Income (SSI) (\$579/month); have countable resources of no more than \$2,000; have a functional assessment score of 24 or greater; and have a medical practitioner's statement that the individual's medical condition causes a functional limitation for at least one personal care task.

**Community Attendant Services:** Clients may be of any age; have a monthly income that is within 300 percent of the monthly income limit for SSI (\$1,737/month); have countable resources of no more than \$2,000; have a functional assessment score of 24 or greater; and have a medical practitioner's statement that the individual's medical condition causes a functional limitation for at least one personal care task.

**Day Activity and Health Services (DAHS):** Clients may be of any age; have a monthly income of 100 percent of the monthly income limit for SSI (\$579/month); have countable resources of no more than \$2,000; and have a physician's order requiring care or supervision by a licensed nurse because the individual has a functional disability related to a medical diagnosis and needs assistance with one or more personal tasks. *Note: For Title XX funded DAHS, the income limit is 300 percent of SSI and the resources limit is \$5,000.*

## Data Elements

### Statewide Community Care Entitlement Services

| Data Element                                                      | FY 2003  | FY 2004  |
|-------------------------------------------------------------------|----------|----------|
| Average number of clients served per month: Total:                |          |          |
| Community Care Entitlement Services                               | 102,607  | 114,010  |
| ▪ Primary Home Care                                               | 51,801   | 56,871   |
| ▪ Community Attendant Services                                    | 34,843   | 40,126   |
| ▪ Day Activity and Health Services (XIX)                          | 15,963   | 17,013   |
| Average monthly cost per Community Care Entitlement client served |          |          |
|                                                                   | \$574.53 | \$579.97 |
| ▪ Primary Home Care                                               | \$602.98 | \$608.00 |
| ▪ Community Attendant Services                                    | \$584.54 | \$590.51 |
| ▪ Day Activity and Health Services (XIX)                          | \$460.37 | \$461.40 |

**Community Care Entitlement Services Clients By Region**

| Region          | FY 2003 Monthly Average |                        | FY 2004 Monthly Average |                        |
|-----------------|-------------------------|------------------------|-------------------------|------------------------|
|                 | Clients Served          | Percent of State Total | Clients Served          | Percent of State Total |
| 1 Lubbock       |                         |                        |                         |                        |
| ▪ PHC           | 1,096                   | 2.12                   | 1,135                   | 2.00                   |
| ▪ CAS           | 917                     | 2.63                   | 1,060                   | 2.64                   |
| ▪ DAHS          | 169                     | 1.06                   | 171                     | 1.00                   |
| Total           | 2,182                   | 2.13                   | 2,366                   | 2.08                   |
| 2 Abilene       |                         |                        |                         |                        |
| ▪ PHC           | 1,424                   | 2.75                   | 1,466                   | 2.58                   |
| ▪ CAS           | 1,656                   | 4.75                   | 1,719                   | 4.28                   |
| ▪ DAHS          | 32                      | 0.20                   | 41                      | 0.24                   |
| Total           | 3,112                   | 3.03                   | 3,226                   | 2.83                   |
| 3 Grand Prairie |                         |                        |                         |                        |
| ▪ PHC           | 4,323                   | 8.35                   | 4,841                   | 8.51                   |
| ▪ CAS           | 3,922                   | 11.26                  | 4,502                   | 11.22                  |
| ▪ DAHS          | 386                     | 2.42                   | 441                     | 2.59                   |
| Total           | 8,631                   | 8.41                   | 9,784                   | 8.58                   |
| 4 Tyler         |                         |                        |                         |                        |
| ▪ PHC           | 2,548                   | 4.92                   | 2,716                   | 4.78                   |
| ▪ CAS           | 2,318                   | 6.65                   | 2,675                   | 6.67                   |
| ▪ DAHS          | 275                     | 1.72                   | 293                     | 1.72                   |
| Total           | 5,141                   | 5.01                   | 5,684                   | 4.99                   |
| 5 Beaumont      |                         |                        |                         |                        |
| ▪ PHC           | 2,178                   | 4.20                   | 2,165                   | 3.81                   |
| ▪ CAS           | 1,883                   | 5.40                   | 2,069                   | 5.16                   |
| ▪ DAHS          | 88                      | .55                    | 89                      | 0.52                   |
| Total           | 4,149                   | 4.04                   | 4,323                   | 3.79                   |
| 6 Houston       |                         |                        |                         |                        |
| ▪ PHC           | 2,203                   | 4.25                   | 2,338                   | 4.11                   |
| ▪ CAS           | 6,567                   | 18.85                  | 7,756                   | 19.33                  |
| ▪ DAHS          | 288                     | 1.80                   | 281                     | 1.65                   |
| Total           | 9,058                   | 8.83                   | 10,375                  | 9.10                   |
| 7 Austin        |                         |                        |                         |                        |
| ▪ PHC           | 3,537                   | 6.83                   | 3,728                   | 6.55                   |
| ▪ CAS           | 3,225                   | 9.26                   | 3,690                   | 9.20                   |
| ▪ DAHS          | 152                     | 0.95                   | 137                     | 0.81                   |
| Total           | 6,914                   | 6.74                   | 7,555                   | 6.63                   |
| 8 San Antonio   |                         |                        |                         |                        |
| ▪ PHC           | 7,716                   | 14.89                  | 8,302                   | 14.60                  |
| ▪ CAS           | 4,777                   | 13.71                  | 5,419                   | 13.50                  |
| ▪ DAHS          | 2,183                   | 13.67                  | 2,356                   | 13.85                  |
| Total           | 14,676                  | 14.30                  | 16,077                  | 14.10                  |
| 9 Abilene       |                         |                        |                         |                        |
| ▪ PHC           | 1,486                   | 2.87                   | 1,560                   | 2.74                   |
| ▪ CAS           | 1,291                   | 3.71                   | 1,384                   | 3.45                   |
| ▪ DAHS          | 48                      | 0.30                   | 47                      | 0.28                   |
| Total           | 2,825                   | 2.75                   | 2,991                   | 2.62                   |
| 10 El Paso      |                         |                        |                         |                        |
| ▪ PHC           | 2,922                   | 5.64                   | 3,059                   | 5.38                   |
| ▪ CAS           | 1,396                   | 4.01                   | 1,520                   | 3.79                   |
| ▪ DAHS          | 599                     | 3.75                   | 802                     | 4.71                   |
| Total           | 4,917                   | 4.79                   | 5,381                   | 4.72                   |
| 11 Edinburg     |                         |                        |                         |                        |
| ▪ PHC           | 22,368                  | 43.18                  | 25,561                  | 44.94                  |
| ▪ CAS           | 6,891                   | 19.78                  | 8,332                   | 20.76                  |
| ▪ DAHS          | 11,743                  | 73.58                  | 12,355                  | 72.62                  |
| Total           | 41,002                  | 39.97                  | 46,248                  | 40.56                  |
| State Total     |                         |                        |                         |                        |
| ▪ PHC           | 51,801                  | 100.00                 | 56,871                  | 100.00                 |
| ▪ CAS           | 34,843                  | 100.00                 | 40,126                  | 100.00                 |
| ▪ DAHS          | 15,963                  | 100.00                 | 17,013                  | 100.00                 |
| Total           | 102,607                 | 100.00                 | 114,010                 | 100.00                 |

## Community Care Medicaid Waiver Programs

### Description

Medicaid Waivers are exceptions to the usual requirements of Medicaid granted to a state by the Centers for Medicare and Medicaid Services (CMS), the federal agency responsible for administering Medicare and overseeing state administration of Medicaid. CMS was formally known as the Health Care Financing Administration (HCFA).

DADS administers seven Medicaid waiver programs that provide services to people living in the community who would have qualified for care in a nursing facility or an intermediate care facility serving persons with mental retardation or a related condition. A related condition is a disability, other than mental retardation, that originated before age 22 and affects the individual's ability to function in activities of daily living. The seven waiver programs are:

Community-based Alternatives (CBA): The CBA Waiver Program provides home and community-based services to aged and disabled adults as cost effective alternatives to institutional care in nursing facilities. Services include case management, adaptive aids, medical supplies, adult foster care, assisted living/residential care, emergency response, nursing, minor home modifications, occupational therapy, personal assistance (including consumer directed personal assistance services), home delivered meals, physical therapy, respite care, speech pathology, and unlimited prescription drugs (paid via Vendor Drug program). Statutory Authority: Social Security Act, §1915(c)(7)(B).

Home and Community-based Services (HCS): The Home and Community-based Waiver Program (HCS) provides services to individuals with mental retardation who either live with their family, in their own home, in a foster/companion care setting or in a residence with no more than four individuals who receive services. The HCS Program provides services to meet the individual's needs so that he/she can maintain him/herself in the community and have opportunities to participate as a citizen to the maximum extent possible. Services include case management, residential assistance, supported employment, day habilitation, respite care, dental treatment, adaptive aids, minor home modifications and specialized therapies such as social work, psychology, occupational therapy, physical therapy, audiology, speech/language pathology, dietary services, and licensed nursing services. New enrollments typically come from persons seeking placement from a state facility, persons residing in ICF/MR facilities who prefer to transition to HCS services, and persons wishing for an alternative to multiple disability units at state mental health facilities. Statutory Authority: Social Security Act, §1915c.

Community Living Assistance and Support Services (CLASS): The CLASS Waiver Program provides home and community-based services to individuals with related conditions as a cost-effective alternative to ICF/MR/RC institutional placement. People with related conditions have a qualifying disability, other than mental retardation, which originated before age 22 and which affects their ability to function in daily life. Specific services include adaptive aids and medical supplies, case management, consumer directed services, habilitation, minor home modifications, nursing services, occupational and physical therapy, psychological services, respite care, specialized therapies, and speech pathology. Statutory Authority: Social Security Act, Title XIX, §1915(c)(7)(B).

Deaf-blind with Multiple Disabilities (DBMD): The DBMD Waiver Program provides home and community-based services to people who are deaf-blind with multiple disabilities (DBMD) as a cost effective alternative to ICF/MR/RC institutional placement. The DBMD program focuses on increasing opportunities for consumers to communicate and interact with their environment. Services include adaptive aids and medical supplies, assisted living, behavior communication services, case management, chore provider, environmental accessibility, habilitation, intervenor, nursing services, occupational therapy, physical therapy, orientation and mobility, respite care, and speech therapy. Clients are given a choice of residing in their own home or apartment, residing with parents/guardians, or residing in small group homes with support. Statutory Authority: Social Security Act, §1915(c)(7)(b).

**Medically Dependent Children's Program (MDCP):** This program provides a variety of services to support families caring for children who are medically dependent and to encourage de-institutionalization of children in nursing facilities. Specific services include case management, adaptive aids, adjunct support services, minor home modifications, and respite. Statutory Authority: Social Security Act §1915(c)(7)(B).

**Texas Home Living (TxHmL):** The Texas Home Living Waiver (TxHmL) Program provides essential services and supports so that Texans with mental retardation can continue to live with their families or in their own homes. Service components are divided into two categories: the Community Living Service category and the Technical and Professional Supports Services category. The Community Living Service category includes community support, day habilitation, employment assistance, supported employment and respite services. The Technical and Professional Supports Services category includes skilled nursing, behavioral support, adaptive aids, minor home modifications, dental treatment and specialized therapies services. Statutory Authority: General Appropriations Act, 78th Legislature, Regular Session, Article II, Texas Department of Mental Health and Mental Retardation, Rider 53; Social Security Act, Title XIX, §1915(c).

**Consolidated Waiver Program (CWP):** The Consolidated Waiver Program is a pilot Medicaid waiver program which began operations in November 2001 in Bexar County. The program provides home and community-based services to people who are eligible for nursing facility care or care in an intermediate care facility for a person with mental retardation or a related condition (ICF-MR/RC), as a cost-effective alternative to institutional placement. Covered services include adaptive aids and medical supplies, adult foster care, assisted living/residential care, audiology, behavior communication, child support services, dental, dietary services, emergency response services, family surrogate services, habilitation, home-delivered meals, independent advocacy, intervenor services, minor home modifications, nursing services, orientation and mobility services, personal assistance services, transportation, prescribed drugs, psychological, respite, social work, physical and occupation therapy, and speech/language pathology. Statutory Authority: Social Security Act, §1915(c)(7)(B).

## Eligibility Requirements

### *Community-based Alternatives (CBA)*

Clients must be age 21 or older; have a monthly income that is within 300 percent of the monthly income limit for Supplemental Security Income (SSI)(\$1,737/month); have countable resources of no more than \$2,000; meet the medical necessity requirements for nursing facility care; choose waiver services instead of nursing facility care based on an informed choice; and have an Individual Plan of Care that does not exceed the nursing facility payment rate.

### *Home and Community-based Services (HCS)*

Clients may be of any age; have a determination of mental retardation made in accordance with state law or have been diagnosed by a physician as having a related condition; meet the ICF/MR Level of Care I criteria; have made an informed choice of HCS services over the ICF/MR program; be eligible for SSI or eligible for Medicaid under one of the optional Medicaid groups; have an Individual Plan of Care for services which does not exceed the cost limits set by the state of Texas; and is not enrolled in another Medicaid waiver program.

### *Community Living Assistance & Support Services (CLASS)*

Clients may be of any age but the individual must have a disability other than mental retardation that originated before age 22 that affects his/her ability to function in daily life; have a monthly income that is within 300 percent of the monthly income limit for SSI (\$1,737/month); have countable resources of no more than \$2,000; certification that the individual has a medical condition requiring daily skilled nursing care; and have an Individual Plan of Care that does not exceed 125% of the cost of ICF-MR/RC institutional care.

*Deaf-blind with Multiple Disabilities (DBMD)*

Clients must be age 18 or older; have a monthly income that is within 300 percent of the monthly income limit for SSI (\$1,737/month); have countable resources of no more than \$2,000; have deaf-blindness with a third disability that has resulted in a demonstrated need for daily habilitation services; choose waiver services instead of institutional care based on an informed choice; and have an Individual Plan of Care that does not exceed 115% of the cost of ICF/MR institutional care.

*Medically Dependent Children's Program (MDCP)*

Clients must be age 21 or younger; have a monthly income that is within 300% of the monthly income limit for SSI (\$1,737/month); have countable resources of no more than \$2,000; meet the medical necessity requirements for nursing facility care; choose waiver services instead of nursing facility care based on an informed choice; and have an Individual Plan of Care that was developed with the primary caregiver(s) and approved by the physician.

*Texas Home Living (TxHmL)*

Clients may be of any age; are currently Medicaid eligible; have a determination of mental retardation made in accordance with state law or have been diagnosed by a physician as having a related condition; live in his/her own home or in his/her family's home; meet the requirements for ICF/MR Level of Care I; and have an Individual Plan of Care which does not exceed the allowable dollar limit for services.

*Consolidated Waiver Program (CWP)*

Clients may be of any age; have a monthly income that is within 300 percent of the monthly income limit for SSI (\$1,737/month); have countable resources of no more than \$2,000; reside in Bexar County and choose waiver services instead of institutional care; be on the interest list in Bexar County for CBA, CLASS, DBMD, HCS or MDCP waiver services; and have an Individual Plan of Care that does not exceed 125% of the cost of ICF/MR institutional Care or 150% of the nursing facility payment rate.

## Client Profiles

*Community-based Alternatives (CBA)*

As of August 31, 2004, 32.2 percent of persons receiving CBA services were in the age category 18-64 and 67.8 percent were age 65 or older. Females comprised 70.1 percent of the client population and males accounted for 29.9 percent. Almost 30 percent of the clients were Hispanic, 19.3 percent were Black (not of Hispanic origin), 47.3 percent were White (not of Hispanic origin), and the remainder (4.4 percent) were American Indian, Asian or Pacific Islander, or their ethnicity was not known.

*Community Living Assistance & Support Services (CLASS)*

As of August 31, 2004, 39.8 percent of persons receiving CLASS services were in the age category 0-17, 59.7 percent were in the 18-64 age category, and 0.5 percent were age 65 or older. Females comprised 43.1 percent of the client population and males accounted for 56.9 percent. Twenty-three percent of the clients were Hispanic, 10.1 percent were Black (not of Hispanic origin), 59.5 percent were White (not of Hispanic origin), and the remainder (7.4 percent) were American Indian, Asian or Pacific Islander, or their ethnicity was not known.

*Deaf-blind with Multiple Disabilities (DBMD)*

As of August 31, 2004, 97.8 percent of persons receiving Deaf-blind with Multiple Disabilities Waiver services were in the 18-64 age category, and 2.2 percent were age 65 or older. Females comprised 35.8 percent of the client population and males accounted for 64.2 percent. Almost 72 percent of the clients were White (not of Hispanic origin), 16.4 percent were Black (not of Hispanic origin), 10.4 percent were Hispanic. The ethnicity of the remainder was not known.

*Medically Dependent Children's Program (MDCP)*

As of August 31, 2004, 89 percent of persons receiving MDCP services were in the age category 0-17 and 11 percent were in the 18-64 age category. Females comprised 45.4 percent of the client population and males accounted for 54.6 percent. Almost 33 percent of the clients were Hispanic, 9.5 percent were Black (not of Hispanic origin), 46.5 percent were White (not of Hispanic origin), and the remainder (11 percent) were American Indian, Asian or Pacific Islander, or their ethnicity was not known.

*Consolidated Waiver Program (CWP)*

As of August 31, 2004, 36.2 percent of persons receiving CWP services were in the age category 0-17, 50.3 percent were in the 18-64 age category, and 13.5 percent were age 65 or older. Females comprised 51.9 percent of the client population and males accounted for 48.1 percent. Approximately 48 percent of the clients were Hispanic, 8.1 percent were Black (not of Hispanic origin), 38.9 percent were White (not of Hispanic origin), and the remainder (4.8 percent) were American Indian or their ethnicity was not known.

**Data Elements****Statewide Medicaid Waiver Statistics**

| <b>Medicaid Waiver Program</b> | <b>FY 2003</b>                                    |                                               | <b>FY 2004</b>                                    |                                               |
|--------------------------------|---------------------------------------------------|-----------------------------------------------|---------------------------------------------------|-----------------------------------------------|
|                                | <b>Average Number of Persons Served Per Month</b> | <b>Average Monthly Cost Per Person Served</b> | <b>Average Number of Persons Served Per Month</b> | <b>Average Monthly Cost Per Person Served</b> |
| CBA                            | 30,279                                            | \$1,256.65                                    | 27,664                                            | \$1,284.19                                    |
| HCS *                          | 7,280                                             | \$3,285.99                                    | 8,243                                             | \$3,186.92                                    |
| CLASS                          | 1,700                                             | \$2,779.52                                    | 1,812                                             | \$2,769.62                                    |
| DBMD                           | 130                                               | \$3,598.73                                    | 143                                               | \$3,626.75                                    |
| MDCP                           | 977                                               | \$1,412.90                                    | 979                                               | \$1,397.36                                    |
| TxHmL *                        | --                                                | --                                            | 101                                               | \$1,077.34                                    |
| CWP **                         | 175                                               | \$1,636.91                                    | 192                                               | \$1,618.90                                    |
| Total                          | 40,541                                            | \$1,712.36                                    | 39,134                                            | \$1,768.99                                    |

\* Geographic breakdown of statewide data is not readily available.  
San Antonio).

\*\* This waiver is available only in Region 8 –

**CBA Clients By Region**

| <b>Region</b>   | <b>FY 2003 Monthly Average</b> |                               | <b>FY 2004 Monthly Average</b> |                               |
|-----------------|--------------------------------|-------------------------------|--------------------------------|-------------------------------|
|                 | <b>Clients Served</b>          | <b>Percent of State Total</b> | <b>Clients Served</b>          | <b>Percent of State Total</b> |
| 1 Lubbock       | 1,331                          | 4.39                          | 1,176                          | 4.25                          |
| 2 Abilene*      | 1,558                          | 5.15                          | 1,394                          | 5.04                          |
| 3 Grand Prairie | 5,305                          | 17.52                         | 4,904                          | 17.73                         |
| 4 Tyler         | 3,878                          | 12.81                         | 3,503                          | 12.66                         |
| 5 Beaumont      | 2,024                          | 6.68                          | 1,822                          | 6.59                          |
| 6 Houston       | 635                            | 2.10                          | 560                            | 2.02                          |
| 7 Austin        | 2,622                          | 8.66                          | 2,378                          | 8.60                          |
| 8 San Antonio   | 3,257                          | 10.76                         | 2,982                          | 10.78                         |
| 9 Abilene*      | 994                            | 3.28                          | 920                            | 3.33                          |
| 10 El Paso      | 981                            | 3.24                          | 897                            | 3.24                          |
| 11 Edinburg     | 7,694                          | 25.41                         | 7,128                          | 25.76                         |
| State Total     | 30,279                         | 100.00                        | 27,664                         | 100.00                        |

*\*Abilene has served as the headquarters for both regions 2 and 9.*

**CLASS Clients By Region**

| <b>Region</b>   | <b>FY 2003 Monthly Average</b> |                               | <b>FY 2004 Monthly Average</b> |                               |
|-----------------|--------------------------------|-------------------------------|--------------------------------|-------------------------------|
|                 | <b>Clients Served</b>          | <b>Percent of State Total</b> | <b>Clients Served</b>          | <b>Percent of State Total</b> |
| 1 Lubbock       | 148                            | 8.69                          | 151                            | 8.32                          |
| 2 Abilene*      | 43                             | 2.51                          | 43                             | 2.37                          |
| 3 Grand Prairie | 383                            | 22.63                         | 406                            | 22.48                         |
| 4 Tyler         | 75                             | 4.39                          | 73                             | 4.04                          |
| 5 Beaumont      | 86                             | 5.06                          | 87                             | 4.78                          |
| 6 Houston       | 218                            | 12.79                         | 251                            | 13.83                         |
| 7 Austin        | 199                            | 11.70                         | 243                            | 13.41                         |
| 8 San Antonio   | 183                            | 10.76                         | 188                            | 10.35                         |
| 9 Abilene*      | 79                             | 4.66                          | 79                             | 4.39                          |
| 10 El Paso      | 95                             | 5.57                          | 100                            | 5.50                          |
| 11 Edinburg     | 191                            | 11.23                         | 191                            | 10.53                         |
| State Total     | 1,700                          | 100.00                        | 1,812                          | 100.00                        |

*\*Abilene has served as the headquarters for both regions 2 and 9.*

**DBMD Clients By Region**

| <b>Region</b>   | <b>FY 2003 Monthly Average</b> |                               | <b>FY 2004 Monthly Average</b> |                               |
|-----------------|--------------------------------|-------------------------------|--------------------------------|-------------------------------|
|                 | <b>Clients Served</b>          | <b>Percent of State Total</b> | <b>Clients Served</b>          | <b>Percent of State Total</b> |
| 1 Lubbock       | 8                              | 6.11                          | 11                             | 7.83                          |
| 2 Abilene*      | 1                              | .46                           | 1                              | .73                           |
| 3 Grand Prairie | 23                             | 17.75                         | 25                             | 16.76                         |
| 4 Tyler         | 5                              | 4.01                          | 5                              | 3.67                          |
| 5 Beaumont      | 3                              | 2.63                          | 3                              | 2.02                          |
| 6 Houston       | 33                             | 25.64                         | 38                             | 26.36                         |
| 7 Austin        | 21                             | 15.78                         | 23                             | 16.15                         |
| 8 San Antonio   | 24                             | 18.61                         | 25                             | 17.80                         |
| 9 Abilene*      | 3                              | 2.04                          | 3                              | 2.20                          |
| 10 El Paso      | 2                              | 1.64                          | 1                              | .80                           |
| 11 Edinburg     | 7                              | 5.33                          | 8                              | 5.69                          |
| State Total     | 130                            | 100.00                        | 143                            | 100.00                        |

*\*Abilene has served as the headquarters for both regions 2 and 9.*

**MDCP Clients By Region**

| <b>Region</b>   | <b>FY 2003 Monthly Average</b> |                               | <b>FY 2004 Monthly Average</b> |                               |
|-----------------|--------------------------------|-------------------------------|--------------------------------|-------------------------------|
|                 | <b>Clients Served</b>          | <b>Percent of State Total</b> | <b>Clients Served</b>          | <b>Percent of State Total</b> |
| 1 Lubbock       | 18                             | 1.83                          | 15                             | 1.50                          |
| 2 Abilene*      | 54                             | 5.55                          | 56                             | 5.75                          |
| 3 Grand Prairie | 169                            | 17.34                         | 168                            | 17.03                         |
| 4 Tyler         | 82                             | 8.41                          | 78                             | 7.95                          |
| 5 Beaumont      | 17                             | 1.72                          | 20                             | 2.08                          |
| 6 Houston       | 217                            | 22.12                         | 220                            | 22.49                         |
| 7 Austin        | 99                             | 10.15                         | 99                             | 10.16                         |
| 8 San Antonio   | 207                            | 21.19                         | 203                            | 20.77                         |
| 9 Abilene*      | 21                             | 2.16                          | 21                             | 2.10                          |
| 10 El Paso      | 13                             | 1.31                          | 12                             | 1.23                          |
| 11 Edinburg     | 80                             | 8.23                          | 87                             | 8.93                          |
| State Total     | 977                            | 100.00                        | 979                            | 100.00                        |

*\*Abilene has served as the headquarters for both regions 2 and 9.*

## Community Care – Non-Medicaid Programs and Services

### Description

Non-Medicaid Community Care Services for Aged and Disabled (CCAD) persons are designed to meet the needs of aged or disabled Texans who seek to avoid placement in a nursing facility.

Services are provided in the most cost-effective manner through a combination of statewide activities and regional contracts. Services include:

- Family Care – is provided to aged and disabled adults who are functionally limited in performing daily living activities. Services include assistance with personal care activities, housekeeping tasks, meal preparation, and escort services.
- Home-delivered Meals – provides hot, nutritious meals served in a client's home delivered by community-based provider agencies.
- Emergency Response Services – provide a 24-hour electronic medical emergency call system for functionally impaired elderly or disabled adults who live alone or are physically isolated from the community.
- Adult Foster Care – provides a 24-hour living arrangement with supervision in an adult foster home for persons who, because of physical, mental, or emotional limitations are unable to continue independent functioning in their own homes. Providers of adult foster care must live in the household and share a common living area with the clients. With the exception of family members, no more than three adults may live in the foster home unless the Department licenses it. Services may include minimal help with personal care; help with activities of daily living, and provision of or arrangement for transportation. The client pays the provider for room and board.
- Day Activities and Health Services – provides nursing, physical rehabilitative, nutrition, and supportive services in adult day-care facilities that are licensed and certified by DADS.
- Consumer Managed Personal Attendant Services – are provided to consumers with physical disabilities who are mentally and emotionally competent and willing to supervise their attendant or who have someone who can provide the personal assistant's supervision. Clients interview, select, train, supervise, and release their personal assistants.
- Residential Care -- provides services to eligible adults who require access to services on a 24-hour basis, but who do not need daily nursing intervention. Care is provided in DADS-licensed facilities.
- Respite – provides short-term services for elderly and disabled adults who require care and/or supervision, while allowing their caregiver temporary relief (applicable to FY 2003).
- Special Services for Persons with Disabilities -- contracts with public or private agencies to provide services to help persons with disabilities achieve habilitative or rehabilitative goals that encourage maximum independence.

Statutory Authority: 42 USC, §§1397-1397f; Texas Government Code, Chapter 2105; Texas Human Resource Code, §22.002(a); Texas Human Resource Code, §22.001.

### Eligibility Requirements

The client must

- ✓ Be age 18 or older,
- ✓ Meet the eligibility requirements for institutional care,
- ✓ Have a monthly income of no more than \$1,737,
- ✓ Have resources of no more than \$5,000, and
- ✓ Met the functional assessment score requirements of the specific service.

**Data Elements****Statewide Non-Medicaid Community Care Services Statistics**

| <b>Program/Service</b>                              | <b>FY 2003</b>                                      |                                                      | <b>FY 2004</b>                                      |                                                      |
|-----------------------------------------------------|-----------------------------------------------------|------------------------------------------------------|-----------------------------------------------------|------------------------------------------------------|
|                                                     | <b>Average<br/>Clients<br/>Served Per<br/>Month</b> | <b>Average<br/>Cost Per<br/>Client<br/>Per Month</b> | <b>Average<br/>Clients<br/>Served<br/>Per Month</b> | <b>Average<br/>Cost Per<br/>Client Per<br/>Month</b> |
| Non-Medicaid Community Care                         |                                                     |                                                      |                                                     |                                                      |
| Family Care                                         | 7,335                                               | \$ 476.60                                            | 6,048                                               | \$ 486.18                                            |
| Home-delivered Meals                                | 13,864                                              | \$ 83.82                                             | 12,902                                              | \$ 87.90                                             |
| Emergency Response Services                         | 14,678                                              | \$ 23.57                                             | 14,068                                              | \$ 23.56                                             |
| Adult Foster Care                                   | 192                                                 | \$ 428.36                                            | 164                                                 | \$ 438.88                                            |
| Day Activity & Health Services (Title XX)           | 755                                                 | \$ 417.55                                            | 782                                                 | \$ 432.02                                            |
| Special Services to Persons with<br>Disabilities    | 164                                                 | \$ 624.11                                            | 152                                                 | \$ 641.29                                            |
| Residential Care                                    | 815                                                 | \$ 666.06                                            | 714                                                 | \$ 649.60                                            |
| Client Managed Personal Attendant<br>Services       | 563                                                 | \$ 980.44                                            | 531                                                 | \$ 1,005.44                                          |
| Respite                                             | 337                                                 | \$ 275.09                                            | 0                                                   | \$ 0.00                                              |
| Total (Unduplicated) Non-Medicaid<br>Community Care | 14,499                                              | \$ 465.27                                            | 12,273                                              | \$ 482.08                                            |

**Monthly Average Number of Non-Medicaid Community Care Clients By Region**

| Region           | FY 2003        |                        | FY 2004 2004   |                        |
|------------------|----------------|------------------------|----------------|------------------------|
|                  | Clients Served | Percent of State Total | Clients Served | Percent of State Total |
| 1 Lubbock        | 1,050          | 7.24                   | 831            | 6.77                   |
| 2 Abilene*       | 1,833          | 12.64                  | 1,636          | 13.33                  |
| 3 Grande Prairie | 2,430          | 16.77                  | 1,915          | 15.61                  |
| 4 Tyler          | 1,145          | 7.90                   | 1,078          | 8.78                   |
| 5 Beaumont       | 850            | 5.86                   | 747            | 6.09                   |
| 6 Houston        | 1,465          | 10.10                  | 1,258          | 10.25                  |
| 7 Austin         | 1,430          | 9.86                   | 1,187          | 9.67                   |
| 8 San Antonio    | 1,588          | 10.95                  | 1,392          | 11.34                  |
| 9 Abilene*       | 834            | 5.75                   | 686            | 5.59                   |
| 10 El Paso       | 626            | 4.32                   | 588            | 4.79                   |
| 11 Edinburg      | 1,248          | 8.61                   | 955            | 7.78                   |
| State Total      | 14,499         | 100.00                 | 12,273         | 100.00                 |

*\*Abilene has served as the headquarters for both regions 2 and 9.*

## Mental Retardation (MR) Community Services

### Description

MR Community Services includes services and supports provided to persons with mental retardation who reside in the community. These services do not include services provided through ICF/MR facilities and Medicaid waiver programs.

MR Community Services assist individuals to participate in age-appropriate community activities and services. These services include:

- Assessment – an eligibility determination, which is an assessment or endorsement conducted by the MRA to determine if an individual has mental retardation or is a member of the DADS mental retardation priority population.
- Service Coordination – assistance in accessing medical, social, educational, and other appropriate services and supports that will help an individual achieve a quality of life and community participation acceptable to the individual.
- Employment Services – support services to assist individuals in securing community employment and maintaining that employment.
- Day Training Services – services provided away from an individual's home to help the individual develop and refine skills necessary to live and work in the community.
- Therapies – support services provided by licensed or certified professionals including psychology, nursing, social work, occupational therapy, speech therapy, physical therapy, dietary services, and behavioral health services.
- Respite – services that can be provided in or out of the individual's home to temporarily relieve the individual's family members or other primary care providers of their responsibilities for providing care to the individual.

DADS continues to work closely with the statewide network of local mental retardation authorities (MRAs) to enhance the strategic planning process of all entities. These planning efforts which include broad-based community participation, allow each MRA to identify local service needs and priorities that may vary, depending on the mix of services required at the local level.

Statutory Authority: Health & Safety Code, §533.035(a) and §534.054; and HB 2292, §§119(a)(2) and 1.20(a)(3), 78th Legislature, Regular Session, 2003.

### Eligibility Requirements

The DADS priority population for mental retardation services consists of individuals who meet one or more of the following descriptions:

- Persons with mental retardation, as defined by Health and Safety Code, §591.003;
- Persons with pervasive developmental disorders as defined in the current edition of the Diagnostic and Statistical Manual, including autism;
- Persons with related conditions who are eligible for services in Medicaid programs administered by DADS, including the ICF/MR and waiver programs;
- Nursing facility residents who are eligible for specialized services for mental retardation or a related condition pursuant to Section 1919(e)(7) of the Social Security Act; and
- Children who are eligible for services provided by the Early Childhood Intervention Interagency Council.

### Data Elements

**Statewide MR Community Services Statistics**

| <b>Data Element</b>                                                                                   | <b>FY 2003</b> | <b>FY 2004</b> |
|-------------------------------------------------------------------------------------------------------|----------------|----------------|
| Monthly average number of consumers with mental retardation receiving non-Medicaid community services | 13,305         | 11,891         |
| Average monthly cost per consumer with mental retardation receiving non-Medicaid community services   | \$989.55       | \$706.48       |

**Persons Served by Mental Retardation Authorities: FY 2004**

| <b>Mental Retardation Authority</b>       | <b>Average Monthly Number of Persons Receiving Community Services</b> |
|-------------------------------------------|-----------------------------------------------------------------------|
| Anderson/Cherokee (ACCESS)                | 136                                                                   |
| Andrews Center                            | 204                                                                   |
| Austin-Travis County MHMR Center          | 532                                                                   |
| Betty Hardwick Center                     | 151                                                                   |
| Bluebonnet Trails Community MHMR Center   | 486                                                                   |
| Border Region MHMR Community Center       | 143                                                                   |
| Burke Center                              | 183                                                                   |
| Camino Real Community MHMR Center         | 124                                                                   |
| Center for Health Care Services           | 658                                                                   |
| Center for Life Resources                 | 84                                                                    |
| Central Counties Center for MHMR Services | 198                                                                   |
| Central Plains MHMR Center                | 104                                                                   |
| Coastal Plains Community MHMR Center      | 181                                                                   |
| Dallas MetroCare Services                 | 1,206                                                                 |
| Denton County MHMR Center                 | 182                                                                   |
| El Paso Community MHMR Center             | 243                                                                   |
| Gulf Bend MHMR Center                     | 71                                                                    |
| Gulf Coast Center                         | 211                                                                   |
| Heart of Texas Region MHMR Center         | 255                                                                   |
| Helen Farabee Regional MHMR Center        | 199                                                                   |
| Hill Country Community MHMR Center        | 360                                                                   |
| Johnson-Ellis-Navarro MHMR Services       | 244                                                                   |
| Lakes Regional MHMR Center                | 331                                                                   |
| LifePath Systems                          | 185                                                                   |
| Lubbock Regional MHMR Center              | 332                                                                   |
| MHMR Authority of Brazos Valley           | 109                                                                   |
| MHMR Authority of Harris County           | 1,400                                                                 |
| MHMR Center of Nueces County              | 183                                                                   |
| MHMR Tarrant County                       | 824                                                                   |
| MHMR Services for Concho Valley           | 125                                                                   |
| MHMR Services of Texoma                   | 81                                                                    |
| Northeast Texas MHMR Center               | 72                                                                    |
| Pecan Valley MHMR Region                  | 74                                                                    |
| Permian Basin Community Centers for MHMR  | 173                                                                   |
| Sabine Valley Center                      | 112                                                                   |
| Spindletop MHMR Services                  | 375                                                                   |
| Texana MHMR Center                        | 352                                                                   |
| Texas Panhandle MHMR                      | 389                                                                   |
| Tri-County MHMR Services                  | 210                                                                   |
| Tropical Texas Center for MHMR            | 268                                                                   |
| West Texas Centers for MHMR               | 160                                                                   |
| Total                                     | 11,891                                                                |

## Mental Retardation (MR) Community Residential Services

### Description

MR Community Residential Services (not funded with Medicaid revenues) include an array of 24-hour residential arrangements for persons who either do not live independently or do not live with their families. Services must be provided in compliance with applicable standards.

Residential Services are usually distinguished from other community services and supports by the presence of staff members during sleep periods at the residential location. Services are provided by employees or contractors of the mental retardation authority (MRA) in one of the following arrangements:

- Family Living – serves one to three individuals in a home that is also the residence of the provider(s), regardless of ownership. Foster family homes are included in this category.
- Residential Living – services offers shift staffing of residential providers whenever consumers are present, regardless of the duration of the shift or the number of consumers. This service also includes all group homes for four or more participants.
- Contracted Specialized Residences – specialized services that do not meet the above definitions. Examples include a general hospital for ventilator therapy, private substance abuse programs, and AIDS hospice.

Statutory Authority: Texas Health and Safety Code, Chapter 533.

### Eligibility Requirements

The DADS priority population for mental retardation services consists of individuals who meet one or more of the following descriptions:

- Persons with mental retardation , as defined by Health and Safety Code, §591.003;
- Persons with pervasive developmental disorders, as defined in the current edition of the Diagnostic and Statistical Manual, including autism;
- Persons with related conditions who are eligible for services in Medicaid programs operated by DADS, including the ICF/MR and waiver programs;
- Nursing facility residents who are eligible for specialized services for mental retardation or a related condition pursuant to Section 1919(e)(7) of the Social Security Act; and
- Children who are eligible for services provided by the Early Childhood Intervention Interagency Council.

### Client Profile

All individuals who are members of the priority population are eligible to receive MR Community Services from the DADS system.

### Data Elements

**Statewide MR Community Residential Statistics**

| Data Element                                                                                                      | FY 2003  | FY 2004    |
|-------------------------------------------------------------------------------------------------------------------|----------|------------|
| Average monthly number of consumers with mental retardation receiving non-Medicaid community residential services | 129      | 94         |
| Monthly average cost per consumer with mental retardation receiving non-Medicaid community residential services   | 3,168.71 | \$3,514.44 |

**Services Provided by Mental Retardation Authorities: FY 2004**

| <b>Mental Retardation Authority</b>       | <b>Average Monthly Number of<br/>Persons Receiving Community<br/>Residential Services</b> |
|-------------------------------------------|-------------------------------------------------------------------------------------------|
| Anderson/Cherokee (ACCESS)                | 0                                                                                         |
| Andrews Center                            | 4                                                                                         |
| Austin-Travis County MHMR Center          | 10                                                                                        |
| Betty Hardwick Center                     | 0                                                                                         |
| Bluebonnet Trails Community MHMR Center   | 0                                                                                         |
| Border Region MHMR Community Center       | 0                                                                                         |
| Burke Center                              | 0                                                                                         |
| Camino Real Community MHMR Center         | 0                                                                                         |
| Center for Health Care Services           | 0                                                                                         |
| Center for Life Resources                 | 0                                                                                         |
| Central Counties Center for MHMR Services | 1                                                                                         |
| Central Plains MHMR Center                | 0                                                                                         |
| Coastal Plains Community MHMR Center      | 0                                                                                         |
| Dallas MetroCare Services                 | 18                                                                                        |
| Denton County MHMR Center                 | 1                                                                                         |
| El Paso Community MHMR Center             | 0                                                                                         |
| Gulf Bend MHMR Center                     | 0                                                                                         |
| Gulf Coast Center                         | 0                                                                                         |
| Heart of Texas Region MHMR Center         | 0                                                                                         |
| Helen Farabee Regional MHMR Center        | 0                                                                                         |
| Hill Country Community MHMR Center        | 0                                                                                         |
| Johnson-Ellis-Navarro MHMR Services       | 0                                                                                         |
| Lakes Regional MHMR Center                | 0                                                                                         |
| LifePath Systems                          | 0                                                                                         |
| Lubbock Regional MHMR Center              | 3                                                                                         |
| MHMR Authority of Brazos Valley           | 2                                                                                         |
| MHMR Authority of Harris County           | 49                                                                                        |
| MHMR Center of Nueces County              | 0                                                                                         |
| MHMR of Tarrant County                    | 0                                                                                         |
| MHMR Services for Concho Valley           | 0                                                                                         |
| MHMR Services of Texoma                   | 0                                                                                         |
| Northeast Texas MHMR Center               | 0                                                                                         |
| Pecan Valley MHMR Region                  | 0                                                                                         |
| Permian Basin Community Centers for MHMR  | 3                                                                                         |
| Sabine Valley Center                      | 0                                                                                         |
| Spindletop MHMR Services                  | 0                                                                                         |
| Texana MHMR Center                        | 3                                                                                         |
| Texas Panhandle MHMR                      | 0                                                                                         |
| Tri-County MHMR Services                  | 0                                                                                         |
| Tropical Texas Center for MHMR            | 0                                                                                         |
| West Texas Centers for MHMR               | 0                                                                                         |
| Total                                     | 94                                                                                        |

## Promoting Independence from an Institution into the Community

### Background

In January 2000, Texas implemented a Promoting Independence initiative, developed in response to the U.S. Supreme Court ruling in *Olmstead v. Linn* and two Governor's Executive Orders, GWB99-2 and RP13.

The Court ruled in June 1999, that states must provide community-based services to persons with disabilities who would otherwise be entitled to institutional services when:

- The state's treatment professionals determine that such placement is appropriate;
- The affected persons do not oppose such treatment; and
- The placement can be reasonably accommodated, taking into account the resources available to the state and the needs of others who are receiving state supported disability services.

### Description

Texas' Promoting Independence initiative supports allowing an individual with a disability to live in the most appropriate care setting available.

The goals of Texas' Promoting Independence initiative include:

- Providing opportunities for individuals residing in state mental retardation facilities to move to a community alternative with 180 days of an individual's request and recommendation for movement to an alternative living arrangement; and
- Providing opportunities for persons living in Intermediate Care Facilities for the Mentally Retarded (ICFs/MR) that serve 14 or more individuals to move to an alternative within 12 months of the date they are determined to be ready for an alternative living arrangement.

In 2000, the Community Living Options process was implemented for individuals who reside in ICFs/MR. The Living Options process was designed to identify an individual who indicates a preference for an alternative living arrangement to the institutional setting. An individual who indicates a desire for alternative services is referred to the local Mental Retardation Authority (MRA).

As resources allow, Medicaid home and community-based waiver program services (HCS) are offered to individuals identified for an alternative living arrangement and who reside in a state mental retardation facility or in a large (14 beds or more) community ICF/MR; and whose names are on the state's HSC waiting list.

In September 2003, the federal Centers for Medicare and Medicaid Services awarded a grant of more than \$730,000 to support individuals who want to leave a nursing facility and receive care in their community. The grant is designed to

- Educate employees, advocates, and other stakeholders involved in the transition process about community care options to ensure that all programs are considered when an individual decides to return to the community.
- Establish local community care coordination workgroups across the state to enable individuals to transition from the nursing facility into a community setting appropriate to their needs and choice.

Effective June 1, 2004, Promoting Independence was transferred from HHSC to DHS; DADS assumed responsibility for the initiative on September 1, 2004. HHSC Executive Commissioner directed and authorized DHS/DADS to act on behalf of and in consultation with HHSC in all matters relating to the Promoting Independence initiative.

Activities include community outreach and awareness and relocation services. Community outreach and awareness is a systematic program of public information developed to target groups who are most likely to be involved in long term care decisions. Relocation services involve assessments and intense case management to assist individuals in nursing facilities that choose to transition to community-based care. It includes funding for Transition to Living in the Community (TLC) services to cover establishing and moving to a community residence.

Assistance is available from AAAs. AAAs provide information about community options such as housing, health care, transportation, daily living and social activities that can help individuals and their families make a decision from the planning phase to actual relocation in the community.

Statutory Authority: *Olmstead v. Zimring*, 527 USC 581 (1999).

### Eligibility Requirements

If an individual is a Medicaid client in a Texas institution (nursing facility or intermediate care facility for the mentally retarded), he or she can request services in his or her own community. To take advantage of this opportunity, the individual must reside in an institutional setting until a written eligibility determination by a community care worker indicates the individual is approved for specific community care services and when those services will begin.

### Data Elements

|                                                                   | FY 2004    |
|-------------------------------------------------------------------|------------|
| Average number of Promoting Independence clients served per month | 1,186      |
| Average monthly cost per Promoting Independence client served     | \$1,284.19 |

## Nutrition Services

### Description

DADS' Access and Intake and the 28 Area Agencies on Aging (AAA) with which it contracts support a statewide system of nutrition services under the Older Americans Act (OAA). These services include congregate meals, home delivered meals, nutrition education, nutrition counseling and nutrition consultation.

Because adequate nutrition is vital to maintaining the health and independence of older persons, nutrition services are the most popular of services authorized under the OAA. AAA congregate and home delivered meal services represent the "social model" of preventive services espoused by the OAA. They reflect the vital role of diet in the health and independence of older people.

Services are provided through subcontractors or vendors, who must comply with the Dietary Guidelines for Americans published by the Secretary of Agriculture and with the one-third recommended daily allowance (RDA) as established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Science. Approximately 200 providers across the state deliver these services. The objective of the program is to help recipients sustain healthy, independent living.

Services include the following:

- Congregate Meals – A hot or other appropriate meal served to an eligible person in a congregate setting, which includes nutrition sites, multipurpose senior centers, adult day care facilities, and multigenerational meal sites. Both standard meals and therapeutic meals/liquid supplements may be provided.
- Home Delivered Meals: A hot, cold, frozen, dried, canned or supplemental food (with a satisfactory storage life) meal provided to persons who are assessed as frail and homebound. Meals are delivered to eligible persons in their place of residence. The objective is to help the recipient sustain independent living in a safe and healthful environment. There are two types of home delivered meals. These are standard and therapeutic meals/liquid supplements.
- Nutrition Education – Provision of information to participants to promote nutritional well-being.
- Nutrition Counseling – Provision of individualized advice and guidance to individuals who are at nutritional risk because of their health or nutritional history, dietary intake, medication(s) use or chronic illness, about options and methods for improving their nutritional status, and performed by a health professional in accordance with state law and policy.
- Nutrition Consultation – Provision of information related to nutrition by a licensed dietician or other qualified person. Services are to be provided to AAAs or nutrition providers.

Statutory Authority: Human Resource Code, §§101.008, 101.022, 101.025, 101.027, 101.030, and 101.008; Older Americans Act, 42 USC Chapter 35.

### Eligibility Requirements

Services are provided to persons 60 years of age and older and are targeted to older individuals with greatest economic and social need, with particular attention to low-income minority older individuals and older individuals residing in rural areas. If the nutrition service provided is a home delivered meal, the older individual must be homebound and have deficiencies in performing activities of daily living. Family members and/or other caregivers may also receive nutrition services through a home delivered meal when it is identified as a method of providing respite. Additionally, in accordance with the OAA, a disabled individual residing with an eligible older individual may accompany the older individual to the congregate meal site and receive a congregate meal; and a disabled individual residing in a housing facility occupied primarily with older individuals at which congregate nutrition services are provided may receive a congregate meal.

## Client Profile

The typical older individual receiving congregate meal nutrition services under the Older Americans Act is 60 years of age or older. A socially active older individual may attend a congregate meal site. However, this older individual is generally low-income and often a minority. An older individual may attend the congregate meal site alone, with a spouse, or disabled individual under 60 years of age residing with the older individual. In cases where a congregate nutrition site is in a housing facility primarily occupied by older individuals, a disabled individual under the age of 60 may attend the site and receive a congregate meal.

The typical older individual receiving home delivered meal nutrition services under the OAA is 60 years of age or older and homebound. Service participants typically have deficiencies in performing at least two activities of daily living, are often low income and often a minority. The household may include only the single older individual, a spouse, other older individual or caregiver. The older individual may have identified nutritional risks that include, but are not limited to, a chronic illness that forces a change in diet, lack of resources to purchase and/or shop for food, conflicts between foods and prescription medications, and/or issues related to being resigned to eating alone.

## Data Elements

**Statewide Nutrition Services Statistics**

| <b>Data Element</b>                              | <b>FY 2003</b> | <b>FY 2004</b> |
|--------------------------------------------------|----------------|----------------|
| Number of persons receiving congregate meals     | 91,136         | 82,777         |
| Number of congregate meals served                | 4,124,707      | 4,047,986      |
| Average cost per congregate meal                 | \$3.88         | \$3.94         |
| Number of persons receiving home delivered meals | 48,560         | 45,289         |
| Number of home delivered meals served            | 4,353,056      | 4,043,547      |
| Average cost per home delivered meal             | \$3.95         | \$4.06         |

**Number of Meals Provided by Area Agencies on Aging: FY 2004**

|                                              | <b>Congregate<br/>Meals Provided</b> | <b>Home-<br/>Delivered Meals<br/>Provided</b> |
|----------------------------------------------|--------------------------------------|-----------------------------------------------|
| Area Agency on Aging                         |                                      |                                               |
| Alamo Area Agency on Aging                   | 74,211                               | 96,524                                        |
| Ark-Tex Area Agency on Aging                 | 69,995                               | 43,690                                        |
| Bexar County Area Agency on Aging            | 529,745                              | 212,570                                       |
| Brazos Valley Area Agency on Aging           | 61,943                               | 89,140                                        |
| Capital Area Agency on Aging                 | 128,323                              | 168,136                                       |
| Central Texas Area Agency on Aging           | 55,374                               | 64,946                                        |
| Coastal Bend Area Agency on Aging            | 229,760                              | 164,505                                       |
| Concho Valley Area Agency on Aging           | 54,452                               | 37,156                                        |
| Dallas County Area Agency on Aging           | 460,736                              | 243,908                                       |
| Deep East Texas Area Agency on Aging         | 99,756                               | 87,140                                        |
| East Texas Area Agency on Aging              | 92,326                               | 242,718                                       |
| Golden Crescent Area Agency on Aging         | 40,367                               | 59,218                                        |
| Harris County Area Agency on Aging           | 286,825                              | 752,799                                       |
| Heart of Texas Area Agency on Aging          | 79,038                               | 132,195                                       |
| Houston - Galveston Area Agency on Aging     | 140,470                              | 220,118                                       |
| Lower Rio Grande Valley Area Agency on Aging | 235,617                              | 247,616                                       |
| Middle Rio Grande Area Agency on Aging       | 87,782                               | 80,089                                        |
| North Central Texas Area Agency on Aging     | 81,212                               | 289,155                                       |
| North Texas Area Agency on Aging             | 79,043                               | 90,409                                        |
| Panhandle Area Agency on Aging               | 94,356                               | 88,204                                        |
| Permian Basin Area Agency on Aging           | 112,708                              | 106,632                                       |
| Rio Grande Area Agency on Aging              | 234,033                              | 97,124                                        |
| Southeast Texas Area Agency on Aging         | 109,194                              | 47,183                                        |
| South Plains Area Agency on Aging            | 96,272                               | 31,022                                        |
| South Texas Area Agency on Aging             | 119,984                              | 53,981                                        |
| Tarrant County Area Agency on Aging          | 198,426                              | 165,128                                       |
| Texoma Area Agency on Aging                  | 54,074                               | 59,235                                        |
| West Central Texas Area Agency on Aging      | 141,964                              | 73,006                                        |
| <b>Total</b>                                 | <b>4,047,986</b>                     | <b>4,043,547</b>                              |

## Services to Assist Independent Living

### Description

The Older Americans Act (OAA) authorizes a wide range of support services that allow older persons to lead independent, meaningful, and dignified lives in their own homes and communities as long as possible. Services are provided through subcontractors, or may be authorized by the Area Agencies on Aging (AAAs) through coordination of care and/or caregiver support.

DADS' Access and Intake and the 28 Area Agencies on Aging (AAA) with which it contracts support a statewide system of supportive and in-home services under the OAA. These services support a comprehensive, coordinated community-based system that results in a continuum of services for older individuals. It is the intent of the OAA that allocated funds be used as a catalyst in bringing together public/private and formal/informal resources in the community to assure the provision of a full-range of efficient, well coordinated and accessible services for older individuals. In-home and other support services include the following:

Homemaker – A service provided by trained and supervised homemakers involving the performance of housekeeping/home management, meal preparation and/or escort tasks and shopping assistance, provided to individuals who require assistance with these activities in their place of residence. The objective is to help the recipient sustain independent living in a safe and healthful home environment.

Personal Assistance – Assisting an older person that has difficulty performing a minimum of two activities of daily living identified through an assessment process, with tasks that an individual would typically perform if they were able. This covers hands-on assistance in all activities of daily living.

Caregiver Respite In-home – Temporary relief for caregivers that includes an array of services provided to dependent older persons who need supervision. Services are provided in the client's home environment on a short-term, temporary basis while the primary caregiver is unavailable or needs relief. In addition to supervision, services may include meal preparation, housekeeping, assistance with personal care and/or social and recreational activities.

Caregiver Respite Institutional – Temporary relief for caregivers that includes an array of services provided in a congregate or residential setting (e.g. hospital, nursing home, adult day care center) to dependent older persons who are in need of supervision. Services are offered on a short-term, temporary basis while the primary caregiver is unavailable or needs relief. Services may include meals, social and recreational activities, personal care, monitoring of health status, medical procedures and/or transportation.

Chore Maintenance – Performing household chores such as heavy cleaning (e.g., scrubbing floors, washing walls, and washing outside windows), moving heavy furniture, yard and walk maintenance, which an older person is unable to handle on their own and which do not require the services of a trained homemaker.

Adult Day Care -- An array of services provided in a congregate, non-residential setting to dependent older persons who need supervision but do not require institutionalization. These services may include any combination of social or recreational activities, health maintenance, transportation, meals and other supportive services.

Residential Repair – Services consisting of repairs or modifications of client-occupied dwellings that improve the condition, enhance energy efficiency, structural integrity or are essential to the health and safety of the occupants.

Home Health Maintenance – The provision of services, prescription drugs, and/or durable medical equipment which will prevent, alleviate, and/or cure the onset of acute and/or chronic illness, increase awareness of special health needs, and/or improve the emotional well-being of an older individual. This includes the provision of services by a health professional other than "health screening/monitoring" or "mental health" services, and includes but is not limited to dental treatment, health education, home health services (nursing physical, speech, or occupation therapy), or the provision of medications, glasses, dentures, hearing aides or grab bars.

Health Screening/Monitoring – Investigation or analysis by a medical or health professional to determine the need for a health service, including routine testing for blood pressure, hearing, vision diabetes and anemia, or the periodic checking/monitoring of a known condition such as monthly blood pressure checks for hypertension or tests for anemia.

Caregiver Education and Training – This includes developing a resource library, developing information resources, developing and/or facilitating support groups, seminars and focus groups, facilitating individual or group counseling and providing education services to groups or individuals. Counseling and support groups provide individual and group counseling, support groups and caregiving education and training (described below) to assist in making decision and solving problems relating to caregiving roles.

Emergency Response Services (ERS) – Services provided to the homebound, frail older person using an automatic monitoring system to link them to emergency medical services when their life or safety are in jeopardy. ERS services include the installation of the individual monitoring unit, training associated with the use of the system, periodic checking to ensure that the unit is functioning properly, equipment maintenance calls, response to an emergency call by a medical professional, paraprofessional or volunteer and follow-up with the client.

Instruction and Training – These services provide the experience and/or knowledge for clients or professionals working with clients to acquire skills in a formal, informal, individual or group setting.

Transportation – Transportation services carry older persons from a specific origin to a specific destination upon request. Clients request transportation services in advance of their need, usually twenty-four to forty-eight hours prior to the trip.

Hospice – An array of services provided either in the home or in a residential setting to older persons suffering from a terminal illness. Services include medical care under the supervision of a physician, counseling for the person and the family members, and other supportive services.

Senior Center Operations – The operation of community facilities where persons age 60 or older meet to pursue mutual interests, receive services and/or take part in activities that will enhance their quality of life, support their independence, and encourage their continued involvement in and with the community.

Statutory Authority: Human Resource Code, §§101.008, 101.022, 101.025, 101.027, 101.030, and 101.008; Older Americans Act, 42 USC Chapter 35.

## **Eligibility Requirements**

Services are provided to persons 60 years of age and older and are targeted to older individuals with greatest economic and social need, with particular attention to low-income minority older individuals and older individuals residing in rural areas. Additionally, family members and/or other caregivers may receive information and services on behalf of the older individual for whom they are providing care. The need for most supportive services is assessed by the AAA or the service provider prior to the authorization of such service.

## **Client Profile**

The typical older individual receiving supportive services under the Older Americans Act is 60 years of age or older, and as evidenced by an assessment, is in need of services(s) to support and assist them in remaining an independent and productive member of their community. The older individual is typically low income and often a low-income minority. Older individuals in need of in-home services have deficiencies performing activities of daily living and instrumental activities of daily living and have an economic and/or a social need. Many service participants reside in rural areas. The needs identified for an older individual may include a wide range of supportive services. Supportive services may include, but are not limited to, assistance with transportation to congregate meal sites or to their doctor, in-home services such as homemaker or personal care, assistance with prescription drugs and the provision of emergency response systems.

## **Data Elements**

**Statewide Statistics**

| <b>Data Element</b>                                         | <b>FY 2003</b> | <b>FY 2004</b> |
|-------------------------------------------------------------|----------------|----------------|
| ▪ Number of persons receiving homemaker services            | 3,601          | 3,671          |
| ▪ Average cost per person receiving homemaker services      | \$502.00       | \$438.00       |
| ▪ Number of persons receiving personal assistance           | 1,140          | 1,292          |
| ▪ Average cost per person receiving personal assistance     | \$1,046.00     | \$1,000.00     |
| ▪ Number of homes repaired or modified                      | 2,217          | 1,672          |
| ▪ Average cost per repaired/modified home                   | \$896.00       | \$975.00       |
| ▪ Number of one-way trips                                   | 1,068,028      | 952,677        |
| ▪ Number of Retired and Senior Volunteer Program Volunteers | 29,506         | 33,000         |

**Services Provided by Area Agency on Aging: FY 2004**

| <b>Area Agency on Aging</b>                  | <b>Persons<br/>Receiving<br/>Homemaker<br/>Services</b> | <b>Persons<br/>Receiving<br/>Personal<br/>Assistance</b> | <b>Homes<br/>Repaired<br/>or<br/>Modified</b> | <b>Transportation<br/>One Way Trips</b> |
|----------------------------------------------|---------------------------------------------------------|----------------------------------------------------------|-----------------------------------------------|-----------------------------------------|
| Alamo Area Agency on Aging                   | 147                                                     | 80                                                       | 62                                            | 16,901                                  |
| Ark-Tex Area Agency on Aging                 | 110                                                     | -                                                        | 6                                             | 28,604                                  |
| Bexar County Area Agency on Aging            | 265                                                     | 166                                                      | 223                                           | 31,423                                  |
| Brazos Valley Area Agency on Aging           | 101                                                     | -                                                        | 35                                            | 3,014                                   |
| Capital Area Agency on Aging                 | 265                                                     | 36                                                       | 11                                            | 37,233                                  |
| Central Texas Area Agency on Aging           | 325                                                     | 98                                                       | 8                                             | 10,443                                  |
| Coastal Bend Area Agency on Aging            | -                                                       | 60                                                       | 28                                            | 33,067                                  |
| Concho Valley Area Agency on Aging           | 41                                                      | -                                                        | 42                                            | 7,469                                   |
| Dallas County Area Agency on Aging           | -                                                       | -                                                        | -                                             | 124,221                                 |
| Deep East Texas Area Agency on Aging         | 37                                                      | -                                                        | 28                                            | 2,090                                   |
| East Texas Area Agency on Aging              | 484                                                     | 89                                                       | 103                                           | 23,587                                  |
| Golden Crescent Area Agency on Aging         | 140                                                     | 1                                                        | 14                                            | 15,939                                  |
| Harris County Area Agency on Aging           | 52                                                      | 111                                                      | -                                             | 156,244                                 |
| Heart of Texas Area Agency on Aging          | -                                                       | 62                                                       | 2                                             | 24,483                                  |
| Houston - Galveston Area Agency on Aging     | 344                                                     | 3                                                        | 61                                            | 89,335                                  |
| Lower Rio Grande Valley Area Agency on Aging | 159                                                     | -                                                        | 266                                           | 53,387                                  |
| Middle Rio Grande Area Agency on Aging       | 79                                                      | 53                                                       | 20                                            | 27,435                                  |
| North Central Texas Area Agency on Aging     | 320                                                     | -                                                        | 119                                           | 40,342                                  |
| North Texas Area Agency on Aging             | 54                                                      | 30                                                       | 18                                            | 29,851                                  |
| Panhandle Area Agency on Aging               | 20                                                      | 7                                                        | 2                                             | 6,079                                   |
| Permian Basin Area Agency on Aging           | 84                                                      | 19                                                       | 69                                            | 22,581                                  |
| Rio Grande Area Agency on Aging              | 225                                                     | 215                                                      | 43                                            | 11,191                                  |
| Southeast Texas Area Agency on Aging         | 50                                                      | 27                                                       | 4                                             | 8,414                                   |
| South Plains Area Agency on Aging            | 26                                                      | 4                                                        | 84                                            | 9,714                                   |
| South Texas Area Agency on Aging             | 70                                                      | 45                                                       | 92                                            | 82,793                                  |
| Tarrant County Area Agency on Aging          | 186                                                     | 173                                                      | 121                                           | 34,407                                  |
| Texoma Area Agency on Aging                  | 15                                                      | 8                                                        | 165                                           | 1,092                                   |
| West Central Texas Area Agency on Aging      | 72                                                      | 5                                                        | 46                                            | 21,338                                  |
| <b>Total</b>                                 | <b>3,671</b>                                            | <b>1,292</b>                                             | <b>1,672</b>                                  | <b>952,677</b>                          |

## In-home Family Support

### Description

In-home Family Support (IHFS) provides individuals with physical disabilities (without diagnosis of mental disability) with a means to purchase the support they need in order to remain in the community. Direct grant benefits are provided to eligible individuals to purchase special equipment, medical supplies, adaptive aids, and also modify the home or an automobile so that they are accessible and functionally usable.

IHFS provides up to \$1,200 per year in cash subsidy for the purchase of ongoing services, and/or the purchase of equipment or architectural modifications. There is a lifetime limit of \$3,600 for purchases of equipment or modifications costing over \$250.

Statutory Authority: Human Resource Code, §§22.001-22.038 and 35.001 - 35.012.

### Eligibility Requirements

To eligible for services, an applicant must

- Be age 4 or older;
- Have a permanent physical disability that results in a substantial functional limitation in one or more major life areas that limits the individual's ability to function independently; and
- Meet income eligibility criteria. Income eligibility is based on the State Median Income (SMI). Co-payments begin when an individual's income is at/above 105 percent of the SMI.
- There are no resource eligibility requirements.

### Data Elements

Statewide IHFS Statistics

| Data Element                                       | FY 2003  | FY 2004  |
|----------------------------------------------------|----------|----------|
| Average number of clients per month receiving IHFS | 3,521    | 3,262    |
| Average monthly cost of IHFS per client            | \$204.54 | \$102.19 |

**In-Home Family Support Clients By Region**

| <b>Region</b>   | <b>FY 2003 Monthly Average</b> |                               | <b>FY 2004 Monthly Average</b> |                               |
|-----------------|--------------------------------|-------------------------------|--------------------------------|-------------------------------|
|                 | <b>Clients Served</b>          | <b>Percent of State Total</b> | <b>Clients Served</b>          | <b>Percent of State Total</b> |
| 1 Lubbock       | 145                            | 4.1                           | 147                            | 4.5                           |
| 2 Abilene*      | 85                             | 2.4                           | 86                             | 2.6                           |
| 3 Grand Prairie | 889                            | 25.3                          | 863                            | 26.5                          |
| 4 Tyler         | 227                            | 6.4                           | 187                            | 5.7                           |
| 5 Beaumont      | 153                            | 4.3                           | 131                            | 4.0                           |
| 6 Houston       | 855                            | 24.3                          | 717                            | 22.0                          |
| 7 Austin        | 294                            | 8.3                           | 260                            | 8.0                           |
| 8 San Antonio   | 380                            | 10.8                          | 386                            | 11.8                          |
| 9 Abilene*      | 105                            | 3.0                           | 109                            | 3.4                           |
| 10 El Paso      | 112                            | 3.2                           | 112                            | 3.4                           |
| 11 Edinburg     | 276                            | 7.9                           | 264                            | 8.1                           |
| State Total     | 3,521                          | 100.0                         | 3,262                          | 100.0                         |

*\* Abilene has served as the headquarters for both regions 2 and 9.*

## **Mental Retardation (MR) In-Home Services**

### **Description**

The MR In-Home Services program is designed to promptly address the short-term disability related needs of a rotating group of consumers, although some consumers may require ongoing support. This program funds the mental retardation portion of the In-Home and Family Support (IHFS) Services Program.

IHFS is a grant program that provides financial assistance to adults or children with a mental disability or to their families for the purpose of purchasing items that

- are above and beyond the scope of usual needs,
- that are necessitated by the person's mental disability and
- that directly support that person to live in his/her natural home, rather than living in a more restrictive setting at a higher cost.

Funds may be used to purchase

- services such as respite care, specialized therapies, and support counseling;
- adaptive equipment;
- home modifications; and
- training and non-traditional supports, such as in-home parent training.

There is a limit of \$2,500 per year, with the amount granted depending on the individual's needs, income and application of a sliding co-pay scale. This is a resource of last resort, meaning that all other available resources must be accessed before using these funds.

Statutory Authority: Health & Safety Code, §§533.035(a) and 534.054; HB 2292, §§119(a)(2) and 1.20(a)(3), 78th Legislature, Regular Session, 2003. Authority for this function is found in Chapter 535 of the Health and Safety Code.

### **Eligibility Requirements**

Individuals with a mental disability or their families must meet four eligibility criteria – diagnosis, residency, financial and need.

- **Diagnosis** – The individual must
  - ✓ have mental retardation;
  - ✓ have a pervasive developmental disorder; or
  - ✓ be younger than four years of age and eligible for Early Childhood Intervention services.
- **Residency** – The individual must be currently living in Texas in his or her natural home, which is not
  - ✓ an establishment that furnishes room, board, and general supervision in which four or more unrelated individuals reside;
  - ✓ a residential facility certified or licensed to provide services that include, but are not limited to, 24-hour supervision, home management, meals, transportation, and social and recreational activities (e.g. Intermediate Care Facility for the Mental Retarded (ICF/MR), state mental retardation facility); or An inpatient facility.
- **Financial** – A person or family meets the financial requirements if their current adjusted gross income or net earnings is less than 150% of the current Texas median income level.
- **Need** – The person (or family)
  - ✓ may not be receiving funds through DADS In-home and Family Support Program for physical disabilities.
  - ✓ may not be enrolled in a comprehensive support program, such as a Medicaid waiver program.
  - ✓ must have a need that can be met with an item that is listed as allowable criteria and cost in statutory regulations; and that is not available from any other support program.

Note: An individual does not have to be a member of the priority population to receive this service.

## Data Elements

## Statewide IHFS for Persons with MR Statistics

| Data Element                                                                                   | FY 2003    | FY 2004    |
|------------------------------------------------------------------------------------------------|------------|------------|
| Number of consumers with mental retardation receiving in-home family support services per year | 4,175      | 2,674      |
| Average annual grant per consumer with MR receiving in-home family support services            | \$2,449.37 | \$1,690.19 |

## Number of Consumers with MR Receiving In-home Family Support Services: FY 2004

| Mental Retardation Authority              | Number of Persons with Mental Retardation Receiving Services |
|-------------------------------------------|--------------------------------------------------------------|
| Anderson/Cherokee (ACCESS)                | 16                                                           |
| Andrews Center                            | 95                                                           |
| Austin-Travis County MHMR Center          | 36                                                           |
| Betty Hardwick Center                     | 16                                                           |
| Bluebonnet Trails Community MHMR Center   | 70                                                           |
| Border Region MHMR Community Center       | 36                                                           |
| Burke Center                              | 48                                                           |
| Camino Real Community MHMR Center         | 35                                                           |
| Center for Health Care Services           | 224                                                          |
| Center for Life Resources                 | 18                                                           |
| Central Counties Center for MHMR Services | 50                                                           |
| Central Plains MHMR Center                | 15                                                           |
| Coastal Plains Community MHMR Center      | 45                                                           |
| Dallas MetroCare Services                 | 307                                                          |
| Denton County MHMR Center                 | 36                                                           |
| El Paso Community MHMR Center             | 90                                                           |
| Gulf Bend MHMR Center                     | 28                                                           |
| Gulf Coast Center                         | 49                                                           |
| Heart of Texas Region MHMR Center         | 55                                                           |
| Helen Farabee Regional MHMR Center        | 24                                                           |
| Hill Country Community MHMR Center        | 59                                                           |
| Johnson-Ellis-Navarro MHMR Services       | 15                                                           |
| Lakes Regional MHMR Center                | 38                                                           |
| LifePath Systems                          | 59                                                           |
| Lubbock Regional MHMR Center              | 44                                                           |
| MHMR Authority of Brazos Valley           | 26                                                           |
| MHMR Authority of Harris County           | 399                                                          |
| MHMR Center of Nueces County              | 73                                                           |
| MHMR of Tarrant County                    | 185                                                          |
| MHMR Services for Concho Valley           | 20                                                           |
| MHMR Services of Texoma                   | 16                                                           |
| Northeast Texas MHMR Center               | 24                                                           |
| Pecan Valley MHMR Region                  | 19                                                           |
| Permian Basin Community Centers for MHMR  | 20                                                           |
| Sabine Valley Center                      | 53                                                           |
| Spindletop MHMR Services                  | 5                                                            |
| Texana MHMR Center                        | 83                                                           |
| Texas Panhandle MHMR                      | 52                                                           |
| Tri-County MHMR Services                  | 51                                                           |
| Tropical Texas Center for MHMR            | 114                                                          |
| West Texas Centers for MHMR               | 26                                                           |
| Total                                     | 2,674                                                        |

## Program of All-Inclusive Care for the Elderly (PACE)

### Description

The Program of All-inclusive Care for the Elderly (PACE) provides community-based services to frail and elderly people who qualify for nursing facility placement. PACE uses a comprehensive care approach, providing an array of services for a capitated monthly fee that is below the cost of comparable institutional care.

Any and all health-related services needed by the client, including in-patient and out-patient medical care, and specialty services (dentistry, podiatry, social services, in-home care, meals, transportation, day activities, and housing assistance) are provided under the capitated rate.

SB 908, 77th Legislature requires the Department to “use its best efforts” to increase the number of PACE sites in Texas. As part of this effort, DADS is evaluating the PACE model to determine its cost effectiveness compared to the Community Based Alternatives (CBA) Waiver or nursing facility care.

Two PACE sites, El Paso and Amarillo, are operating. DADS continues to accept inquiries and meet with individuals interested in opening PACE sites.

Statutory Authority: Social Security Act, §§1905(a)(26), 1902(a)(10)(A)(1)(I)-(VII), and 1934.

### Eligibility Requirements

To be eligible, applicants must be over age 55, qualify for a nursing facility level of care, qualify for Medicaid nursing facility care, and choose to receive PACE services. Financial eligibility requirements allow an individual to receive up to \$1,737 in gross monthly income and have no more than \$5,000 in countable resources. A couple may receive up to \$3,384, and have resources that do not exceed \$6,000.

### Client Profile

As of August 31, 2004, 96.5 percent of persons receiving PACE services were age 65 or older and 3.5 percent were in the age category 18-64. Females comprised 62.0 percent of the client population and males accounted for 38 percent. Almost 76 percent of the clients were Hispanic, 1.7 percent were Black (not of Hispanic origin), 20 percent were White (not of Hispanic origin), and the remainder (2.8 percent) were American Indian, Asian or Pacific Islander, or their ethnicity was not known.

### Data Elements

PACE Statistics

| Data Element                               | FY 2003    | FY 2004    |
|--------------------------------------------|------------|------------|
| Average number of clients served per month |            |            |
| • El Paso                                  | 625        | 684        |
| • Amarillo                                 | -          | 23         |
| • Total Clients Served                     | 625        | 707        |
| Average monthly cost per client served     |            |            |
| • El Paso                                  | \$2,385.72 | \$2,386.45 |
| • Amarillo                                 | -          | \$2,035.34 |
| • Total Average Cost                       | \$2,385.72 | \$2,374.01 |

## Nursing Facility Services

### Description

The Nursing Facility program provides institutional care to Medicaid recipients whose medical condition requires the skills of licensed nurses on a regular basis. The nursing facility must provide for the total medical, social, and psychological needs of each client, including room and board, social services, over-the-counter drugs, medical supplies and equipment, and personal needs items. Components of the nursing facility program include:

Nursing Facility Care -- provides institutional nursing care to Medicaid recipients whose medical condition requires the skills of a licensed nurse on a regular basis. The nursing facility must provide for the total medical, nursing, and psychosocial needs of each client, to include room and board, social services, over-the-counter drugs (prescription drugs are covered through the Medicaid Vendor Drug program), medical supplies and equipment, personal needs items, and rehabilitative therapies. Daily Medicare skilled nursing facility co-insurance payments are also paid for persons who are eligible for both Medicare and Medicaid.

Rehabilitative Services -- provides physical, occupational, and speech therapy to eligible nursing facility residents who may have had an acute onset of illness or an injury and are able to participate in a rehabilitative program. Rehabilitative services for persons outside nursing facilities are provided by other agencies.

Medicaid Swing Bed Program -- permits participating rural hospitals to use their beds interchangeably to provide acute hospital and long-term nursing facility care to Medicaid recipients, when no Medicaid beds are available in skilled nursing facilities in the same geographic area.

Hospice Services -- provides palliative care consisting of medical, social, and support services for a period of six months to persons who are terminally ill.

Emergency Dental Services -- provides reimbursement for emergency dental services to Medicaid recipients residing in nursing facilities.

Specialized Services -- provides physical, occupational, and speech therapy, as well as restorative nursing services, to Medicaid recipients who have been determined in the Pre-admission Screening and Annual Resident Review process to need these services.

Statutory Authority: Social Security Act, Title XIX, 42 USC §1396, et. seq.

### Eligibility Requirements

To be eligible for Medicaid coverage in a nursing facility, an applicant

- may be of any age;
- must reside in a Medicaid-certified facility for 30 consecutive days;
- must have a monthly income that is within 300 percent of the income eligibility level for SSI (\$1,737/month);
- must have countable resources of no more than \$2,000; and
- must meet medical necessity requirements -- certification by a physician that the client has a medical condition that requires daily skilled nursing care. The need for custodial care only does not constitute medical necessity.

### Client Profile

As of August 31, 2004, 84.8 percent of persons receiving nursing facility services were age 65 or older, 15.0 were in the age category 18-64 and .2 percent were in the 0-17 age category. Females comprised 70.0 percent of the client population and males accounted for 30 percent. Almost 69 percent of the clients were White (not of Hispanic origin), 14.3 percent were Hispanic, 14.4 percent were Black (not of Hispanic origin), and the remainder (2.8 percent) were American Indian or their ethnicity was not known.

**Data Elements****Statewide Nursing Facility Program Statistics**

| <b>Data Element</b>                                                                                                                                                                                                                                                                                    | <b>FY 2003</b>                             | <b>FY 2004</b>                             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|--------------------------------------------|
| <ul style="list-style-type: none"> <li>Average number of nursing facility clients served per month</li> <li>Average daily nursing home rate</li> <li>Average amount of client income applied to the cost of care per day</li> <li>Net nursing facility cost per Medicaid resident per month</li> </ul> | 60,064<br>\$96.18<br>\$18.10<br>\$2,375.09 | 59,684<br>\$94.97<br>\$18.99<br>\$2,317.29 |
| <ul style="list-style-type: none"> <li>Average number of clients receiving co-paid Medicaid/Medicare nursing facility services per month</li> <li>Net payment per client per month for co-paid Medicaid/Medicare nursing facility services per month</li> </ul>                                        | 4,634<br>\$1,460.22                        | 5,439<br>\$1,495.48                        |
| <ul style="list-style-type: none"> <li>Average number of clients per month receiving Hospice services</li> <li>Average monthly cost per Hospice client served</li> </ul>                                                                                                                               | 3,582<br>\$2,134.12                        | 4,170<br>\$2,138.55                        |
| <ul style="list-style-type: none"> <li>Average number of clients per month receiving personal needs allowance</li> <li>Average monthly cost per client receiving personal needs allowance</li> </ul>                                                                                                   | 13,889<br>\$30.00                          | 13,889<br>\$15.00                          |

**Monthly Average Number of Nursing Facility Clients By Region**

| <b>Region</b>   | <b>Fiscal Year 2003</b> |                               | <b>Fiscal Year 2004</b> |                               |
|-----------------|-------------------------|-------------------------------|-------------------------|-------------------------------|
|                 | <b>Clients Served</b>   | <b>Percent of State Total</b> | <b>Clients Served</b>   | <b>Percent of State Total</b> |
| 1 Lubbock       | 3,027                   | 5.04                          | 2,972                   | 4.98                          |
| 2 Abilene*      | 3,430                   | 5.71                          | 3,312                   | 5.55                          |
| 3 Grand Prairie | 12,961                  | 21.58                         | 12,971                  | 21.73                         |
| 4 Tyler         | 6,379                   | 10.62                         | 6,195                   | 10.38                         |
| 5 Beaumont      | 3,694                   | 6.15                          | 3,683                   | 6.17                          |
| 6 Houston       | 7,922                   | 13.19                         | 8,093                   | 13.56                         |
| 7 Austin        | 8,307                   | 13.83                         | 8,177                   | 13.70                         |
| 8 San Antonio   | 7,130                   | 11.87                         | 7,084                   | 11.87                         |
| 9 Abilene*      | 1,832                   | 3.05                          | 1,796                   | 3.01                          |
| 10 El Paso      | 871                     | 1.45                          | 865                     | 1.45                          |
| 11 Edinburg     | 4,511                   | 7.51                          | 4,536                   | 7.60                          |
| State Total     | 60,064                  | 100.00                        | 59,684                  | 100.00                        |

*\*Abilene has served as the headquarters for both regions 2 and 9.*

**Monthly Average Number of Promoting Independence Clients  
By Region**

| <b>Region</b>   | <b>Fiscal Year 2004</b> |                               |
|-----------------|-------------------------|-------------------------------|
|                 | <b>Clients Served</b>   | <b>Percent of State Total</b> |
| 1 Lubbock       | 39                      | 3.26                          |
| 2 Abilene*      | 83                      | 6.97                          |
| 3 Grand Prairie | 360                     | 30.29                         |
| 4 Tyler         | 138                     | 11.64                         |
| 5 Beaumont      | 53                      | 4.51                          |
| 6 Houston       | 43                      | 3.66                          |
| 7 Austin        | 109                     | 9.19                          |
| 8 San Antonio   | 148                     | 12.51                         |
| 9 Abilene*      | 44                      | 3.75                          |
| 10 El Paso      | 18                      | 1.51                          |
| 11 Edinburg     | 151                     | 12.71                         |
| State Total     | 1,186                   | 100.00                        |

*\*Abilene has served as the headquarters for both regions 2 and 9.*

## Intermediate Care Facilities – Mental Retardation Services

### Description

Intermediate Care Facilities for Mental Retardation (ICF/MR) are residential facilities of four or more beds in the community. The federal government issues rules and standards of care with which the ICF/MR facilities must comply. Community ICF/MR programs are largely operated by the private sector. Community Mental Health and Mental Retardation Centers also operate some ICF/MR facilities.

Other activities of this program include administering the Quality Assurance Fee, life safety code inspections of group homes, and allocated costs of contracts for dental and information technology services.

Statutory Authority: Social Security Act, Title XIX (Medicaid).

### Eligibility Requirements

To be eligible for the ICF/MR Program, a person must:

- (1) meet the LOC I or LOC VIII criteria described in §419.238 of this title (relating to Level of Care I Criteria) and §419.239 of this title (relating to Level of Care VIII Criteria);
- (2) be in need of and able to benefit from the active treatment provided in the 24-hour supervised residential setting of an ICF/MR; and
- (3) be eligible for Supplemental Security Income (SSI) or be determined to be financially eligible for Medicaid.

Circumstances under which a person is not in need of and able to benefit from active treatment include when the person:

- (1) has been diagnosed by a licensed physician as having “brain death”;
- (2) does not respond in any way to the living environment;
- (3) has a health condition that prevents participation in active treatment; or
- (4) is generally able to function with little supervision or without a program of continuous active treatment.

### Data Elements

Statewide ICF/MR Statistics

| Data Element                                                | FY 2003 | FY 2004 |
|-------------------------------------------------------------|---------|---------|
| Average number of ICF/MR Medicaid beds per month            | 7,692   | 7,630   |
| Average number of persons in ICF/MR Medicaid beds per month | 7,308   | 7,308   |
| Average monthly cost per ICF/MR Medicaid eligible consumer  | \$4,279 | \$4,227 |

## State Mental Retardation Facilities

### Description

This program provides direct services and supports to persons with mental retardation admitted to the eleven state school campuses and two state centers providing mental retardation residential services. State schools are located in Abilene, Austin, Brenham, Corpus Christi, Denton, Lubbock, Lufkin, Mexia, Richmond, San Angelo, and San Antonio. Two state centers, El Paso and Rio Grande, also provide campus-based mental retardation services.

Each school/center is certified as an Intermediate Care Facility for Persons with Mental Retardation (ICF-MR), a Medicaid-funded federal/state service program. Approximately 60% of the operating funds for the facilities are received from the federal government and 40% are provided through State General Revenue or third-party revenue sources.

With the agency consolidation under H. B. 2292, Rio Grande State Center is being operated by the Department of State Health Services (DSHS). The Department of Aging and Disability Services (DADS) has contracted with the DSHS to continue to provide services to persons with mental retardation.

State schools and centers provide 24-hour residential services, comprehensive behavioral treatment services and health care services including physician services, nursing services and dental services. Other services include skills training, occupational, physical and speech therapies, vocational programs, and services to maintain connections between residents and their families/natural support systems.

Statutory Authority: Health and Safety Code, Chapters 551-554.

### Eligibility Requirements

Residential services in a state mental retardation facility are intended to serve individuals with severe or profound mental retardation and those individuals with mental retardation who are medically fragile or who have behavioral problems.

### Client Profile

As of November 30, 2004, 60% of individuals residing at state mental retardation facilities were male and 40% were female. Approximately 5% of residents were 21 years of age or under, 74% between the ages of 22 and 54, and 21% were 55 years of age or older. Approximately 15% of residents had a diagnosis of mild mental retardation, 10% had a diagnosis of moderate mental retardation, 17% had a diagnosis of severe mental retardation, 57% had a diagnosis of profound mental retardation, and 1% had a diagnosis of unspecified mental retardation.

### Data Elements

#### Statewide Statistics

| Data Element                                  | FY 2003    | FY 2004    |
|-----------------------------------------------|------------|------------|
| Average monthly number of MR campus residents | 5,006      | 4,991      |
| Average monthly cost per MR campus resident   | \$6,447.84 | \$6,453.20 |

**Monthly Average Number of Persons Served in State Schools**

| <b>State Schools</b> | <b>Fiscal Year 2003</b> | <b>Fiscal Year 2004</b> |
|----------------------|-------------------------|-------------------------|
| Abilene              | 524                     | 520                     |
| Austin               | 437                     | 437                     |
| Brenham              | 395                     | 392                     |
| Corpus Christi       | 365                     | 365                     |
| Denton               | 655                     | 649                     |
| Lubbock              | 348                     | 346                     |
| Lufkin               | 426                     | 424                     |
| Mexia                | 521                     | 512                     |
| Richmond             | 526                     | 522                     |
| San Angelo           | 289                     | 295                     |
| San Antonio          | 296                     | 298                     |
| <b>State Centers</b> |                         |                         |
| El Paso              | 144                     | 143                     |
| Rio Grande           | 80                      | 77                      |
| <b>TOTAL</b>         | 5,006                   | 4,991                   |

## Long-term Care Facility Regulation

### Description

According to the Health and Safety Code, Chapters 242, 247 and 252, and the Human Resources Code, Chapter 103, all long-term care facilities/agencies that meet the definition of nursing homes, assisted living facilities, adult day care facilities, privately owned intermediate care facilities for persons with mental retardation or related condition (ICF-MR/RC) and home and community support services agencies (HCSSAs) must be licensed and maintain compliance with all licensure rules in order to operate in the State of Texas.

Licensed facilities/agencies wishing to participate in Medicare and/or Medicaid programs must be certified and maintain compliance with certification regulations according to Titles XVIII and/or XIX of the Social Security Act. State-owned ICF-MR/RCs and skilled hospital units are also required to be certified in order to participate in Medicare and/or Medicaid.

DADS survey teams conduct standard licensing and/or certification surveys routinely to determine the entities' compliance with all applicable state and federal regulations. Nursing homes are surveyed every nine to 15 months. ICF-MR/RCs and Adult Day Care facilities are surveyed yearly. Assisted Living facilities are surveyed twice within the two-year licensure period. HCSSAs are surveyed for licensure 18 months after the initial survey and every three years thereafter. HCSSAs are surveyed for certification in accordance with the applicable federal survey cycle.

In addition to conducting standard surveys, survey teams also investigate all complaints and self-reported incidents received by the department. Survey teams consist of one to five skilled professionals in the healthcare, social work, mental retardation, or life safety code fields. Survey teams determine if providers are meeting minimum standards and requirements for service, look for conditions that may jeopardize health and safety, and identify areas of deficient practice. When deficiencies are identified and cited, regional survey staff monitor the provider's plan of correction to ensure that the provider complies with state and federal requirements.

In addition to on-site surveys of long-term care facilities/agencies, Regulatory Services is responsible for obtaining detailed information on the owner/operator and controlling persons for all licensed facilities to allow for denial of a license based on the applicant's history as a provider. Other responsibilities include pursuing enforcement actions against facilities/agencies cited for non-compliance with regulations, and providing information and releasing records to the public.

The types of programs regulated by the department and the department's specific roles are as follows:

**Nursing Facility Licensure and Certification** – Under the direction of a physician, a nursing facility provides organized and structured nursing care and related services (above the level of room and board). A nursing facility also provides rehabilitation services for the injured, disabled, or sick. DADS licenses nursing facilities and certifies facilities that choose to serve Medicaid and Medicaid patients. The Department is also responsible for investigating complaints and self-reported incidents, as well as for monitoring facilities that are out of compliance with state and federal regulations.

**Intermediate Care Facility for Persons with Mental Retardation/Related Condition –**

This type of facility serves four or more persons with mental retardation or related condition who are unrelated to the owner, and whose physical and mental condition requires institutional care. Services include continuous evaluation, planning, 24-hour supervision, as well as coordination and integration of health or rehabilitative services to help each resident function at the resident's greatest ability. All privately owned facilities must be licensed by DADS. State-owned facilities and other facilities serving Medicaid recipients must be certified. The Department investigates complaints and self-reported incidents, as well as monitors facilities that are out of compliance with regulations.

**Assisted Living Facility Licensure** – Assisted Living facilities provide food and shelter to four or more persons unrelated to the owner. Facility types range from adult foster care homes, or from facilities serving residents capable of self-evacuation to facilities services residents who may require nighttime attendance and assistance with evacuation. The Department's responsibilities include licensing these facilities, investigating complaints and self-reported incidents, and monitoring facilities that are out of compliance with regulations.

**Adult Day Care Facility Licensure** – Adult Day Care facilities provide day services to four or more elderly or disabled people unrelated to the owner on a daily basis Monday through Friday but not overnight. Services include counseling, activities, and/or food on a regular basis. The Department is responsible for licensing these facilities, investigating complaints and monitoring facilities that are out of compliance with regulations.

**Home and Community Support Service Agencies** – HCSSAs provide one or more home health services to individuals in a residence or independent living environment. The Department is responsible for licensing these agencies, and for certifying their participation in the Medicare program. The department also investigates complaints and self-reported incidents, and monitors facilities that are out of compliance with regulations. HCSSA services include:

- Home Health Services – provide one or more health services required by an individual in a residence or independent living environment. Health services include nursing, physical, occupational, speech, respiratory therapy, medical social services, or intravenous therapies; dialysis; services by unlicensed personnel; medical equipment and supplies (excluding drugs); or nutritional counseling.
- Hospice Services – provide intervention services that focus primarily on the reduction or abatement of physical, psychological, and spiritual symptoms of a terminally ill client and support services for clients and their families.
- Personal Assistance Services – provide routine ongoing care or services required by an individual in a residence or independent living environment that enable the individual to engage in the activities of daily living.

**Waiver Programs** – The Department conducts certification surveys of providers of the Home and Community-based Services (HCS) Waiver program and the Texas Home Living (TxHmL) Waiver program. The Department is responsible for investigating certain types of complaints. The Department also receives and follows up on findings related to abuse, neglect, or exploitation investigations of HSC and TxHmL providers.

Statutory Authority: Human Resources Code, Chapters 48 and 103; Health and Safety Code, Chapters 142, 242, 247 and 533.

## Data Elements

### Statewide LTC Facility Regulation Statistics

|                                          | FY 2003 | FY 2004 |
|------------------------------------------|---------|---------|
| LTC Facility Licenses Issued             | 2,659   | 2,751   |
| LTC Facility Inspections Completed       | 4,232   | 4,274   |
| LTC Facility Investigations Completed    | 14,643  | 15,986  |
| Number of HCSSA Licenses Issued          | 2,817   | 3,056   |
| Number of HCSSA Inspections Completed    | 1,592   | 1,684   |
| Number of HCSSA Investigations Completed | 1,053   | 951     |

**Number of Facilities Regulated By Region: FY 2004**

| <b>Region</b>      | <b>Nursing<br/>Facilities</b> | <b>ICF/MR<br/>Facilities</b> | <b>Assisted<br/>Living<br/>Facilities</b> | <b>Adult<br/>Day/Health<br/>Care<br/>Facilities</b> | <b>Home and<br/>Community<br/>Support Services<br/>Agencies</b> |
|--------------------|-------------------------------|------------------------------|-------------------------------------------|-----------------------------------------------------|-----------------------------------------------------------------|
| 1 Lubbock          | 78                            | 36                           | 66                                        | 4                                                   | 113                                                             |
| 2 Abilene*         | 86                            | 48                           | 52                                        | 3                                                   | 102                                                             |
| 3 Grand Prairie    | 237                           | 235                          | 293                                       | 24                                                  | 721                                                             |
| 4 Tyler            | 117                           | 78                           | 100                                       | 12                                                  | 176                                                             |
| 5 Beaumont         | 69                            | 52                           | 36                                        | 7                                                   | 127                                                             |
| 6 Houston          | 150                           | 125                          | 396                                       | 55                                                  | 747                                                             |
| 7 Austin           | 166                           | 118                          | 144                                       | 7                                                   | 229                                                             |
| 8 San Antonio      | 136                           | 117                          | 208                                       | 59                                                  | 284                                                             |
| 9 Abilene*         | 43                            | 38                           | 23                                        | 2                                                   | 85                                                              |
| 10 El Paso         | 13                            | 14                           | 49                                        | 17                                                  | 72                                                              |
| 11 Edinburg        | 67                            | 38                           | 37                                        | 228                                                 | 350                                                             |
| <b>State Total</b> | <b>1,162</b>                  | <b>899</b>                   | <b>1,404</b>                              | <b>418</b>                                          | <b>3,006</b>                                                    |

\* Abilene has served as the headquarters for both regions 2 and 9.

## Long-term Care Facility Regulation Statistics

| Data Item                                                                      | Fiscal Year 2003 | Fiscal Year 2004 |
|--------------------------------------------------------------------------------|------------------|------------------|
| <b>Facilities/Agencies Regulated</b>                                           |                  |                  |
| Nursing Facilities                                                             | 1,176            | 1,162            |
| ICF-MR/RC Facilities                                                           | 907              | 899              |
| Assisted Living Facilities                                                     | 1,385            | 1,404            |
| Adult Day Health Care Facilities                                               | 404              | 418              |
| Home and Community Support Services Agencies                                   | 2,597            | 3,006            |
| <b>Complaint and Incident Intakes</b>                                          |                  |                  |
| Nursing Facilities                                                             | 14,089           | 14,252           |
| ICF-MR/RC Facilities                                                           | 3,225            | 2,993            |
| Assisted Living Facilities                                                     | 2,273            | 2,132            |
| Unlicensed Facilities                                                          | 342              | 281              |
| Adult Day Health Care Facilities                                               | 416              | 503              |
| Home and Community Support Services Agencies                                   | 1,397            | 1,708            |
| <b>Total</b>                                                                   | <b>21,742</b>    | <b>21,869</b>    |
| <b>Enforcement Actions – Nursing Facilities</b>                                |                  |                  |
| Recommended Action to Deny or Revoke License                                   | 3                | 14               |
| Administrative Penalties Imposed                                               | 163              | 100              |
| Civil Monetary Penalties Imposed                                               | 206              | 171              |
| Referrals to the Attorney General for Civil Penalties                          | 23               | 9                |
| Emergency Closure and Suspension of License                                    | 0                | 0                |
| Suspension of Admissions                                                       | 5                | 5                |
| Facilities Under Trusteeship                                                   | 3                | 0                |
| Facilities Closed by Trustee                                                   | 1                | 0                |
| <b>Enforcement Actions – ICF-MR/RC Facilities</b>                              |                  |                  |
| Recommended 23- or 90-Day Termination Actions                                  | 132              | 88               |
| Administrative Penalties Imposed                                               | 8                | 12               |
| Recommended Action to Deny or Revoke License                                   | 1                | 3                |
| Referrals to the Attorney General for Civil Penalties                          | 12               | 4                |
| Suspension of License                                                          | 0                | 0                |
| Facilities Under Trusteeship                                                   | 0                | 0                |
| <b>Enforcement Actions – Assisted Living Facilities</b>                        |                  |                  |
| Recommended Action to Deny or Revoke a License                                 | 63               | 60               |
| Administrative Penalties Imposed                                               | 19               | 30               |
| Referral to Attorney General for Civil Penalties                               | 8                | 3                |
| Referral to Attorney General for Injunctive/Other Relief                       | 2                | 3                |
| Referral to County/District Attorney for Civil Penalties or Injunctive Relief  | 0                | 1                |
| Facilities Under Trusteeship                                                   | 1                | 0                |
| Facilities Closed by Trustee                                                   | 0                | 0                |
| <b>Enforcement Actions – Unlicensed Facilities</b>                             |                  |                  |
| Recommended Action to Deny or Revoke a License                                 | 13               | 28               |
| Referral to Attorney General for Injunctive/Other Relief                       | 18               | 6                |
| Referrals to County/District Attorney for Civil Penalties or Injunctive Relief | 21               | 16               |
| <b>Enforcement Actions – Adult Day Care Facilities</b>                         |                  |                  |
| Recommended Action to Revoke or Deny a License                                 | 12               | 16               |
| Referral to Attorney General for Injunctive/Other Relief                       | 0                | 1                |
| Emergency Suspension of License and Closing                                    | 0                | 0                |
| Suspension of License                                                          | 0                | 0                |
| <b>Enforcement Actions – Home and Community Support Services Agencies</b>      |                  |                  |
| Administrative Penalties Imposed                                               | -                | 24               |
| Recommended Action to Revoke a License                                         | 12               | 30               |
| Recommended Emergency Suspension of License                                    | 0                | 1                |
| Surrender of License in Lieu of Further Action                                 | 4                | 12               |
| Expiration of License in Lieu of Further Action                                | 2                | 1                |
| Monitoring Agreement                                                           | 0                | 1                |
| Recommended Denial of License Renewal                                          | 11               | 20               |
| Referrals to Attorney General for Civil Penalties or Injunctive Relief         | 0                | 0                |

## Long-term Care Credentialing

### Description

Under the authority of federal and state law, DADS licenses, certifies, permits, and monitors individuals for the purpose of employability in facilities and agencies regulated by the Department. The four credentialing programs are:

Nursing Facility Administrator (NFA) Licensing and Enforcement – Responsibilities include licensing and continuing education activities; investigating complaints or referrals, coordinating sanction recommendations and other licensure activities with the Governor appointed Nursing Facility Administrators Advisory Committee (NFAAC); imposing and monitoring sanctions; providing due process considerations; and developing educational, training and testing curricula.

Nurse Aide Registry (NAR) and Nurse Aide Training and Competency Evaluation Program (NATCEP) – Responsibilities include nurse aide certification and sanction activities; approving or renewing Nurse Aide Training and Competency Evaluation Programs (NATCEPS); withdrawing NATCEP approval; and providing due process considerations and a determination of nurse aide employability in nursing facilities regulated by the department via the Nurse Aide Registry.

Employee Misconduct Registry (EMR) – Responsibilities include providing due process considerations and a determination of unlicensed staff employability in facilities and agencies regulated by the department via the Employee Misconduct Registry. Pursuant to the passage of Senate Bill 1245, the EMR expanded to include Home and Community Support Service Agency (HCSSA) personnel, effective January 1, 2002.

Medication Aide Program – Responsibilities include medication aide permitting and continuing education activities, issuance and renewal; imposing and monitoring of sanctions; providing due process considerations; approving and monitoring of medication aide training programs in educational institutions; developing educational, training, and testing curricula; and coordinating and administering examinations.

Statutory Authority: Health and Safety Code, Chapter 242.

**Data Elements****Statewide Credentialing Statistics**

| <b>Data Element</b>                                                        | <b>Fiscal Year<br/>2003</b> | <b>Fiscal Year<br/>2004</b> |
|----------------------------------------------------------------------------|-----------------------------|-----------------------------|
| Number of Nursing Facility Administrators Licensed                         | 906                         | 1,231                       |
| Number of Disciplinary Actions Imposed                                     | 108                         | 47                          |
| Number of Nurse Aides Certified                                            | 75,179                      | 96,758                      |
| Number of Disciplinary Actions Imposed                                     | 90                          | 96                          |
| Number of Nurse Aide Training and Competency Evaluation Programs Conducted | 811                         | 788                         |
| Number of Medication Aides Permitted                                       | 7,746                       | 8,228                       |
| Number of Disciplinary Actions Imposed                                     | 7                           | 1                           |
| Number of Medication Aide Training Programs Conducted                      | 130                         | 139                         |
| Number of Persons on Employee Misconduct Registry                          | 250                         | 358                         |
| Number of Disciplinary Actions Imposed                                     | 250                         | 250                         |

## Long-term Care Quality Outreach

### Description

The Long-term Care (LTC) Facility Improvement Act requires the establishment of an early warning system to predict when conditions in long-term care facilities might be detrimental to patient health and safety. Facilities covered by this Act are nursing facilities, assisted living facilities and Intermediate Care Facilities for Persons with Mental Retardation that are licensed under Chapters 242, 247, or 252, or certified under Chapter 32, Human Resources Code.

The responsible state agency (DADS) is required to establish regional offices with one or more quality-of-care monitors, based on the number of LTC facilities in the region, to monitor the facilities in the region on a regular, unannounced, aperiodic basis, including nights, evenings, weekends, and holidays. The agency also promotes communication through semi-annual joint training events including both surveyors and providers and by identifying challenges and facilitating resolutions through agency Facility Liaison staff.

Quality-of-care Monitoring focuses on specific clinical problems that represent statewide opportunities for improvement in the quality of resident care. The program uses the approach of systems analysis to identify and address the causes of lapses in the use of evidence-based practices supported by clinical research that shows which practices yield the best resident outcomes. The monitoring process itself involves unannounced facility visits prioritized by an Early Warning System that directs monitors to the facilities most likely to need assistance. Monitors perform structured resident assessments that identify lapses in the use of evidence-based best practice in resident assessment, care planning and care delivery in order to detect systems issues that need to be addressed.

The development of evidence-based best practices involves research of the clinical literature and the use of clinical expert panels comprised of clinical educators, practicing clinicians and DADS clinical staff. The program disseminates these practices through the visit process itself, through its provider knowledge resource web site, through collaborative joint training opportunities and through in-service education.

The purpose of Joint Training is to provide additional opportunities for providers and regulators of long term care services to participate in an educational process that addresses both clinical knowledge and knowledge of regulations. The process fosters a common and shared understanding of what is clinically appropriate as well as what is required or mandated by law. The emphasis of joint training is on the care issues that lead to the ten most frequently cited deficiencies in long-term care. A secondary goal of this program is to address through training some of the same clinical issues that are the focus of quality monitoring.

The Facility/Surveyor Liaison component acts as liaison for facility staff and survey team members. It works to resolve medical issues and improve nursing performance in long-term care facilities in Texas while furthering communications with all parties; maintains excellent medical/nursing knowledge regarding state and federal facility surveys; and performs advanced technical and professional clinical/nursing reviews of certification surveys, licensure inspections, and investigations conducted in long-term care facilities to determine medical compliance with state/federal requirements and protocols, to ensure clients receive optimal care.

LTC providers can also request technical assistance in the form of a Rapid Response Team visit. Rapid response teams may be comprised of one or more quality-of-care monitors who visit LTC facilities identified through the early warning system. Rapid response teams assess the overall quality of life in the LTC facility and specific conditions in the facility directly related to patient care. A quality-of-care monitor is a registered nurse, pharmacist, or nutritionist who is employed by the Department; is trained and experienced in LTC standards of practice and evaluation of patient care; and functions independently of other divisions of the Department.

Statutory Authority: Health and Safety Code, Chapter 255.

## Data Elements

### Statewide LTC Quality Outreach Statistics

| Data Element                                                      | FY 2003 | FY 2004 |
|-------------------------------------------------------------------|---------|---------|
| Number of quality of care monitoring visits to nursing facilities | 2,199   | 2,127   |
| Number of rapid response team visits to nursing facilities        | 129     | 113     |

*Note: Data shown in this table reflect the number of visits, regardless of the number of monitors and/or the number to days involved.*

## Indirect Administration

Indirect Administration is comprised of three primary areas, Central Administration, Information Technology Program Support, and Other Support Services. Each of these areas is described below:

**Central Administration** supports administrative functions for all DADS programs. These include executive direction and leadership, legal, civil rights, hearings of provider appeals, planning, budget management, fiscal accounting and reporting, asset management, program statistics, human resources, public information, state and federal government relations, internal audit, and program support. Under the Older Americans Act, central administration supports functions such as building system capacity to meet service needs; serving as a comprehensive resource on aging issues via research, policy analysis, public information, and marketing; and advocating for the needs of older Texans through the LTC Ombudsman program and in partnership with public and private organizations.

Statutory Authority: Human Resource Code, Chapters, 21, 22, 32, 49, and 106; Social Security Act, Titles IV-A (42USC601 et seq.), IV-F, and XIX (42USC1396 et seq.); Food Stamp Act (7USC2011 et seq.); Older Americans Act (42USC3001 et seq.) Texas Revised Civil Statutes Annotated, Article 6252-5d; Americans with Disabilities Act; Rehabilitation Act of 1973 as amended, §504; Senate Bill 298, 70th Texas Legislature, as amended by Senate Bill 417, 71st Texas Legislature; House Bill 7, 72nd Texas Legislature; Vernon's Texas Civil Statutes, Article 601b, §1.03(1); Senate Bill 381, §1.06, 73rd Texas Legislature; House Bill 2626, 73rd Texas Legislature; and General Appropriations Act, §101, 73rd Texas Legislature.

**Information Technology (IT)** provides services including application development and support, desktop and LAN support and troubleshooting, coordination of cabling and hardware repair, and liaison with external automation services providers (such as mainframe and mid-tier data center processing and telecommunications services). These services are distributed in a network-computing environment that spans the DADS offices statewide. Included are staff costs; professional services and contracted staff costs; network data circuits, mainframe, mid-tier, and network equipment costs; software licenses; and computer equipment maintenance related to the support of DADS programs. The application systems developed, deployed, and supported under this strategy cover financial systems, including revenue systems; human resource systems; consumer information systems; facility management systems; and decision support systems. Functions performed include project management, software applications development, and documentation.

Statutory Authority: Human Resource Code, Chapters 21, 22, 32, 49, and 106; Social Security Act, Titles IV-A (42USC601 et seq.), IV-F, & XIX (42USC1396 et seq.); Food Stamp Act, 7USC2011 et seq.; and Older Americans Act (42USC3001 et seq.).

**Other Support Services** includes statewide policy and oversight of support services including contract management policy, historically underutilized businesses, forms and handbook management, records management and storage, building maintenance, mailroom, and inventory. This strategy also includes direct support to staff in all programs in headquarters office. Although HHSC will assume responsibility for procurement and facility acquisition and management, DADS will continue to be responsible for implementing appropriate process and procedures within service level agreements. Other Support Services also includes the Health and Human Services Consolidated Print Shop, which is cooperatively managed by DADS and the DSHS under franchise agreement with the General Services Commission. The Print Shop operates on a full cost recovery basis. Under this agreement, DADS maintains the account into which all revenue is deposited and all payments are made.

Statutory Authority: Appropriations Act, Sec 124, 75th Texas Legislature; VTCA Government Code, Title 10, Chap. 2161; Article 601b, Article 15, Texas Civil Statutes.

## **Section III.**

# **Demographic and Economic Data**

**Texas Total and Poverty Population By Region and Age Group**

| Region and Age Group | Calendar Year 2004 |                    |                   | Calendar Year 2005 |
|----------------------|--------------------|--------------------|-------------------|--------------------|
|                      | Total Population   | Poverty Population | Poverty Ratio/100 | Total Population   |
| 1 Lubbock            |                    |                    |                   |                    |
| Age 0-17             | 212,578            | 52,340             | 24.6              | 212,914            |
| Age 18-64            | 495,155            | 74,556             | 15.1              | 501,075            |
| Age 65 +             | 102,297            | 15,796             | 15.4              | 102,905            |
| Total                | 810,030            | 142,692            | 17.6              | 816,894            |
| 2/9 Abilene          |                    |                    |                   |                    |
| Age 0-17             | 279,796            | 68,204             | 24.4              | 278,839            |
| Age 18-64            | 656,221            | 93,543             | 14.3              | 661,396            |
| Age 65 +             | 156,227            | 26,306             | 16.8              | 157,256            |
| Total                | 1,092,244          | 188,053            | 17.2              | 1,097,491          |
| 3 Grand Prairie      |                    |                    |                   |                    |
| Age 0-17             | 1,668,457          | 271,391            | 16.3              | 1,704,469          |
| Age 18-64            | 3,899,449          | 366,074            | 9.4               | 4,006,789          |
| Age 65 +             | 495,752            | 63,463             | 12.8              | 508,749            |
| Total                | 6,063,658          | 700,928            | 11.6              | 6,220,007          |
| 4 Tyler              |                    |                    |                   |                    |
| Age 0-17             | 260,839            | 63,710             | 24.4              | 261,703            |
| Age 18-64            | 634,033            | 87,233             | 13.8              | 641,096            |
| Age 65 +             | 162,122            | 28,205             | 17.4              | 164,967            |
| Total                | 1,056,994          | 179,148            | 16.9              | 1,067,766          |
| 5 Beaumont           |                    |                    |                   |                    |
| Age 0-17             | 187,826            | 50,217             | 26.7              | 187,531            |
| Age 18-64            | 462,488            | 70,764             | 15.3              | 466,659            |
| Age 65 +             | 110,552            | 19,536             | 17.7              | 111,873            |
| Total                | 760,866            | 140,518            | 18.5              | 766,063            |
| 6 Houston            |                    |                    |                   |                    |
| Age 0-17             | 1,482,454          | 304,703            | 20.6              | 1,505,144          |
| Age 18-64            | 3,396,806          | 407,564            | 12.0              | 3,482,508          |
| Age 65 +             | 418,149            | 65,436             | 15.6              | 429,188            |
| Total                | 5,297,409          | 777,702            | 14.7              | 5,416,840          |
| 7 Austin             |                    |                    |                   |                    |
| Age 0-17             | 629,152            | 109,703            | 17.4              | 639,249            |
| Age 18-64            | 1,644,366          | 210,982            | 12.8              | 1,683,122          |
| Age 65 +             | 238,313            | 33,178             | 13.9              | 243,237            |
| Total                | 2,511,831          | 353,863            | 14.1              | 2,565,608          |
| 8 San Antonio        |                    |                    |                   |                    |
| Age 0-17             | 626,482            | 163,898            | 26.2              | 630,935            |
| Age 18-64            | 1,394,025          | 189,168            | 13.6              | 1,420,547          |
| Age 65 +             | 265,400            | 47,755             | 18.0              | 269,534            |
| Total                | 2,285,907          | 400,822            | 17.5              | 2,321,016          |
| 10 El Paso           |                    |                    |                   |                    |
| Age 0-17             | 226,555            | 82,890             | 36.6              | 227,996            |
| Age 18-64            | 452,287            | 92,115             | 20.4              | 462,664            |
| Age 65 +             | 74,131             | 18,670             | 25.2              | 75,187             |
| Total                | 752,973            | 193,674            | 25.7              | 765,847            |
| 11 Edinburg          |                    |                    |                   |                    |
| Age 0-17             | 615,638            | 284,933            | 46.3              | 628,425            |
| Age 18-64            | 1,107,468          | 291,425            | 26.3              | 1,139,066          |
| Age 65 +             | 194,124            | 56,243             | 29.0              | 197,532            |
| Total                | 1,917,230          | 632,601            | 33.0              | 1,965,023          |
| State Total          |                    |                    |                   |                    |
| Age 0-17             | 6,189,777          | 1,451,990          | 23.5              | 6,277,205          |
| Age 18-64            | 14,142,298         | 1,883,423          | 13.3              | 14,464,922         |
| Age 65 +             | 2,217,067          | 374,587            | 16.9              | 2,260,428          |
| Total                | 22,549,142         | 3,710,000          | 16.5              | 23,002,555         |

Sources: U.S. Census Bureau, Texas State Data Center, and Texas Health and Human Services Commission (HHSC).

**Texas Population Trends By Age Group\***

| <b>Year</b>           | <b>Total</b> | <b>Age 0-17</b> | <b>Age 18-64</b> | <b>Age 65 +</b> |
|-----------------------|--------------|-----------------|------------------|-----------------|
| 2005 Total Population | 23,002,555   | 6,277,205       | 14,464,922       | 2,260,428       |
| 2004 Total Population | 22,549,142   | 6,189,777       | 14,142,298       | 2,217,067       |
| 2003 Total Population | 22,107,403   | 6,108,292       | 13,820,953       | 2,178,158       |
| 2002                  |              |                 |                  |                 |
| Total Population      | 21,482,249   | 6,002,334       | 13,354,512       | 2,125,403       |
| Poverty Population    | 3,361,969    | 1,318,889       | 1,714,977        | 328,103         |
| Poverty Rate          | 15.6%        | 22.0%           | 12.8%            | 15.4%           |
| 2001                  |              |                 |                  |                 |
| Total Population      | 21,029,504   | 6,172,817       | 12,774,814       | 2,081,873       |
| Poverty Population    | 3,128,759    | 1,302,586       | 1,562,377        | 263,796         |
| Poverty Rate          | 14.9%        | 21.1%           | 12.2             | 12.7%           |

\* Age group data may not add to total due to rounding.

Sources: Texas State Data Center, U. S. Census Bureau and HHSC. Note: Total population data are based on the U.S. Census; poverty population data are estimated.

**U.S. Population Trends By Age Group (In Thousands)\***

| <b>Year</b>           | <b>Total</b> | <b>Age 0-17</b> | <b>Age 18-64</b> | <b>Age 65 +</b> |
|-----------------------|--------------|-----------------|------------------|-----------------|
| 2005 Total Population | 295,507,134  | 73,639,057      | 185,172,173      | 36,695,904      |
| 2004 Total Population | 292,800,571  | 73,382,741      | 183,166,670      | 36,251,160      |
| 2003 Total Population | 290,809,777  | 73,043,506      | 181,847,097      | 35,919,174      |
| 2002 Total Population | 287,973,924  | 72,846,774      | 179,519,609      | 35,607,541      |
| 2001                  |              |                 |                  |                 |
| Total Population      | 281,475,000  | 72,021,000      | 175,686,000      | 33,768,000      |
| Poverty Population    | 32,907,000   | 11,733,000      | 17,761,000       | 3,413,000       |
| Poverty Rate          | 11.7%        | 16.3%           | 10.1%            | 10.1%           |

\* Age group data may not add to total due to rounding.

Source: U.S. Census Bureau and HHSC.

**2004 Texas Population By Race and Region**

| <b>Region</b>      | <b>Anglo</b>      | <b>Black</b>     | <b>Hispanic</b>  | <b>Other</b>   |
|--------------------|-------------------|------------------|------------------|----------------|
| 1 Lubbock          | 503,387           | 45,525           | 246,417          | 14,701         |
| 2/9 Abilene        | 703,481           | 60,105           | 312,198          | 16,460         |
| 3 Grand Prairie    | 3,502,121         | 807,686          | 1,455,342        | 298,509        |
| 4 Tyler            | 766,667           | 174,710          | 104,475          | 11,142         |
| 5 Beaumont         | 511,239           | 159,894          | 73,928           | 15,805         |
| 6 Houston          | 2,404,534         | 875,813          | 1,702,871        | 314,191        |
| 7 Austin           | 1,544,835         | 280,324          | 596,149          | 90,523         |
| 8 San Antonio      | 919,193           | 130,043          | 1,190,503        | 46,168         |
| 10 El Paso         | 117,112           | 21,005           | 602,324          | 12,532         |
| 11 Edinburg        | 329,148           | 25,553           | 1,543,059        | 19,470         |
| <b>State Total</b> | <b>11,301,717</b> | <b>2,580,658</b> | <b>7,827,266</b> | <b>839,501</b> |

Source: Texas State Data Center, and HHSC.

**2004 Texas Population By Sex and Region**

| <b>Region</b>      | <b>Male</b>       | <b>Female</b>     |
|--------------------|-------------------|-------------------|
| 1 Lubbock          | 403,760           | 406,270           |
| 2/9 Abilene        | 545,931           | 546,313           |
| 3 Grand Prairie    | 3,032,953         | 3,030,705         |
| 4 Tyler            | 526,959           | 530,035           |
| 5 Beaumont         | 380,745           | 380,121           |
| 6 Houston          | 2,656,524         | 2,640,885         |
| 7 Austin           | 1,269,812         | 1,242,019         |
| 8 San Antonio      | 1,122,153         | 1,163,754         |
| 10 El Paso         | 366,552           | 386,421           |
| 11 Edinburg        | 942,555           | 974,675           |
| <b>State Total</b> | <b>11,247,944</b> | <b>11,301,198</b> |

Source: Texas State Data Center and HHSC.

**2004 Texas Aged and Disabled (A&D) Population \***  
**By Region and Poverty Status**

| Region          | Aged and Disabled (A&D) Population |                        |                              |                        |
|-----------------|------------------------------------|------------------------|------------------------------|------------------------|
|                 | Total A&D Population               | Percent of State Total | A&D Population Below Poverty | Percent of State Total |
| 1 Lubbock       | 211,587                            | 3.9                    | 40,047                       | 3.9                    |
| 2/9 Abilene     | 308,620                            | 5.7                    | 60,610                       | 5.8                    |
| 3 Grand Prairie | 1,311,880                          | 24.3                   | 192,187                      | 18.5                   |
| 4 Tyler         | 330,011                            | 6.1                    | 65,943                       | 6.4                    |
| 5 Beaumont      | 226,912                            | 4.2                    | 47,271                       | 4.6                    |
| 6 Houston       | 1,162,847                          | 21.6                   | 208,923                      | 20.2                   |
| 7 Austin        | 555,128                            | 10.3                   | 89,012                       | 8.6                    |
| 8 San Antonio   | 610,259                            | 11.3                   | 121,450                      | 11.7                   |
| 10 El Paso      | 185,846                            | 3.4                    | 49,959                       | 4.8                    |
| 11 Edinburg     | 491,746                            | 9.1                    | 160,710                      | 15.5                   |
| State Total     | 5,394,835                          | 100.0                  | 1,036,113                    | 100.0                  |

\* The aged population includes persons age 65 and older. The disabled population includes persons with one or more limitations in a functional activity or a social role.

Sources: U.S. Census Bureau, Texas State Data Center, and HHSC.

**2004 Texas Disabled Population \***  
**By Region and Poverty Status**

| Region          | Total Disabled Population | % of State Total | Disabled Population Below Poverty | % of State Total |
|-----------------|---------------------------|------------------|-----------------------------------|------------------|
| 1 Lubbock       | 155,663                   | 3.7              | 31,199                            | 3.8              |
| 2/9 Abilene     | 223,072                   | 5.4              | 45,644                            | 5.5              |
| 3 Grand Prairie | 1,028,372                 | 24.7             | 156,302                           | 19.0             |
| 4 Tyler         | 242,830                   | 5.8              | 50,154                            | 6.1              |
| 5 Beaumont      | 168,833                   | 4.1              | 36,578                            | 4.4              |
| 6 Houston       | 926,916                   | 22.2             | 171,368                           | 20.8             |
| 7 Austin        | 419,732                   | 10.1             | 70,140                            | 8.5              |
| 8 San Antonio   | 464,420                   | 11.1             | 94,147                            | 11.4             |
| 10 El Paso      | 147,385                   | 3.5              | 39,350                            | 4.8              |
| 11 Edinburg     | 390,791                   | 9.4              | 129,042                           | 15.7             |
| State Total     | 4,168,014                 | 100.0            | 823,925                           | 100.0            |

\* The disabled population includes persons with one or more limitations in a functional activity or a social role.

Sources: U.S. Census Bureau, Texas State Data Center, and HHSC.

**Poverty Income Guidelines for the Continental United States**

| <b>Family Size</b>                                                                                                 | <b>2002 Actual</b> | <b>2003 Actual</b> | <b>2004 Actual</b> | <b>2005 Projected</b> |
|--------------------------------------------------------------------------------------------------------------------|--------------------|--------------------|--------------------|-----------------------|
| 1                                                                                                                  | \$8,860            | \$8,980            | \$9,310            | \$9,520               |
| 2                                                                                                                  | \$11,940           | \$12,120           | \$12,490           | \$12,780              |
| 3                                                                                                                  | \$15,020           | \$15,260           | \$15,670           | \$16,040              |
| 4                                                                                                                  | \$18,100           | \$18,400           | \$18,850           | \$19,300              |
| 5                                                                                                                  | \$21,180           | \$21,540           | \$22,030           | \$22,560              |
| 6                                                                                                                  | \$24,260           | \$24,680           | \$25,210           | \$25,820              |
| 7                                                                                                                  | \$27,340           | \$27,820           | \$28,390           | \$29,080              |
| 8                                                                                                                  | \$30,420           | \$30,960           | \$31,570           | \$32,340              |
| For each additional family member, add \$3,080 for 2002, \$3,140 for 2003, \$3,180 for 2004, and \$3,260 for 2005. |                    |                    |                    |                       |

**Texas State Median Income By Federal Fiscal Year**

| <b>Family Size</b>                                                                                                                                                                                                                            | <b>2002 Actual</b> | <b>2003 Actual</b> | <b>2004 Estimated</b> | <b>2005 Estimated</b> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|--------------------|-----------------------|-----------------------|
| 1                                                                                                                                                                                                                                             | \$27,711           | \$27,827           | \$29,435              | \$29,265              |
| 2                                                                                                                                                                                                                                             | \$36,238           | \$36,389           | \$38,492              | \$38,269              |
| 3                                                                                                                                                                                                                                             | \$44,764           | \$44,951           | \$47,549              | \$47,274              |
| 4                                                                                                                                                                                                                                             | \$53,291           | \$53,513           | \$56,606              | \$56,278              |
| 5                                                                                                                                                                                                                                             | \$61,818           | \$62,075           | \$65,663              | \$65,282              |
| 6                                                                                                                                                                                                                                             | \$70,344           | \$70,637           | \$74,720              | \$74,287              |
| For family sizes larger than six, for each additional person, add three percentage points to 132 percent, the percentage for a six person family, and multiply the new percentage by the state median income amount for a four person family. |                    |                    |                       |                       |

**Per Capita Personal Income**

| <b>Geographic Area</b> | <b>2002 Actual</b> | <b>2003 Preliminary</b> | <b>2004 Projected</b> | <b>2005 Projected</b> |
|------------------------|--------------------|-------------------------|-----------------------|-----------------------|
| Texas                  | \$29,039           | \$29,410                | \$29,786              | \$30,167              |
| U.S.                   | \$30,906           | \$31,450                | \$32,003              | \$32,567              |

Source: U.S. Department of Commerce, Bureau of Economic Analysis (BEA), and HHSC.

**Labor Force Statistics for Texas and the U.S.**

| <b>Year</b>                 | <b>Civilian Labor Force</b> | <b>Number of Unemployed</b> | <b>Unemployment Rate</b> |
|-----------------------------|-----------------------------|-----------------------------|--------------------------|
| <b>Texas</b>                |                             |                             |                          |
| 2002 Actual                 | 10,530,613                  | 510,261                     | 4.8%                     |
| 2003 Actual                 | 10,910,344                  | 737,516                     | 6.8%                     |
| 2004 Actual (through 10/04) | 10,963,016                  | 651,680                     | 5.9%                     |
| 2005 Projected              | 11,086,000                  | 623,000                     | 5.6%                     |
| <b>U.S.</b>                 |                             |                             |                          |
| 2002 Actual                 | 144,683,000                 | 8,378,000                   | 5.8%                     |
| 2003 Actual                 | 146,510,000                 | 8,774,000                   | 6.0%                     |
| 2004 Estimated              | 147,400,000                 | 8,107,000                   | 5.5%                     |
| 2005 Projected              | 149,500,000                 | 7,924,000                   | 5.3%                     |

Sources: Bureau of Labor Statistics, Department of Labor, and Fall 2004 State Long-term Tables, Global Insight.

**Texas Labor Force Statistics By HHS Region  
Calendar Year 2004\***

| <b>Region</b>   | <b>Civilian Labor Force</b> | <b>Number of Unemployed</b> | <b>Unemployment Rate</b> |
|-----------------|-----------------------------|-----------------------------|--------------------------|
| 1 Lubbock       | 396,124                     | 15,069                      | 3.8%                     |
| 2/9 Abilene     | 512,857                     | 21,246                      | 4.1%                     |
| 3 Grand Prairie | 3,133,569                   | 184,829                     | 5.9%                     |
| 4 Tyler         | 486,411                     | 25,030                      | 5.1%                     |
| 5 Beaumont      | 333,907                     | 26,615                      | 8.0%                     |
| 6 Houston       | 2,664,821                   | 171,281                     | 6.4%                     |
| 7 Austin        | 1,261,690                   | 55,044                      | 4.4%                     |
| 8 San Antonio   | 1,102,220                   | 58,184                      | 5.3%                     |
| 10 El Paso      | 311,419                     | 24,117                      | 7.7%                     |
| 11 Edinburg     | 759,998                     | 70,264                      | 9.2%                     |
| State Total     | 10,963,016                  | 651,680                     | 5.9%                     |

\* Data reflect the monthly average through October 2004.

Source: Texas Workforce Commission.

## State Rankings

- In 2003, Texas ranked second in the nation in **Total Population** (22,107,000). The only state with a larger population was California with a population of 35,484,000. *Source: Texas State Data Center, and U.S. Census Bureau.*
- From 2001 through 2003, Texas had the seventh highest **rate of poverty** in the nation, with an average rate of 15.8 percent per year. Arkansas had the highest poverty rate (18.5 percent) while New Hampshire had the lowest poverty rate (6.0 percent). The U.S. poverty rate was 12.1 percent. *Source: U.S. Census Bureau.*
- From 2001 through 2003, Texas ranked 32<sup>nd</sup> in the nation with a **Median Household income** that averaged \$40,934 per year. New Jersey had the highest median household income (\$55,221); West Virginia had the lowest (\$31,210). The U.S. amount was \$41,789. *Source: U.S. Census Bureau.*
- In 2003, Texas ranked 30<sup>th</sup> in the nation with a **Per Capita Personal Income** of \$29,076. The District of Columbia had the highest per capita personal income (\$47,305); Mississippi had the lowest (\$23,343). The U.S. per capita personal income was \$31,459. *Source: Bureau of Economic Analysis, U.S. Department of Commerce.*
- As of October 2004, Texas had the 16<sup>th</sup> highest **Unemployment Rate** (5.8 percent) in the nation. The highest unemployment rate was in the District of Columbia (8.4 percent); the lowest was in North Dakota (2.5 percent). The U.S. unemployment rate was 5.5 percent\*. *Source: Bureau of Labor Statistics.*
- In FFY 2002, Texas ranked 46<sup>th</sup> in the nation in **Total Per Capita Welfare Expenditures** (\$703). New York had the highest per capita welfare expenditure amount (\$1,808) while Nevada had the lowest (\$480). The total per capita welfare expenditure amount for the U.S. was \$999. *Source: U.S. Census Bureau.*
- In FFY 2003, Texas ranked first in the nation in **Total Value of Food Stamps Issued** (\$1.9 billion). California had the second highest issuance (\$1.8 billion); New York was ranked third with \$1.7 billion. Nationally, the total value of food stamps issued was \$21.3 billion. *Source: Food and Nutrition Service, U.S. Department of Agriculture.*
- From 2001 through 2003, Texas ranked first in the nation in the **Percent of Population Not Covered by Health Insurance**, with an average of 24.6 percent of the population without health insurance per year. The state with the second highest percentage was New Mexico (21.3 percent), while Rhode Island had the lowest percentage (9.3 percent). The U.S. rate was 15.1 percent. *Source: U.S. Census Bureau.*
- In FFY 2001, Texas ranked third in the nation in the number of **Medicaid Beneficiaries** (2,835,462) and in the **Amount of Medicaid Expenditures** on direct medical services (\$9,6446,000,358). Only California and New York ranked higher. *Source: CMS-State Medicaid Statistical Information System data.*
- In FFY 2001, Texas ranked 40<sup>th</sup> in the nation in the amount of **Medicaid Expenditures per Beneficiary** (\$3,626). In ranking the 15 most populous states, Texas was 11<sup>th</sup> in the amount of Medicaid expenditures per beneficiary. *Source: CMS-State Medicaid Statistical Information System data.*

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\* Data are preliminary.

## **Section IV.**

# **Appendices**

## Headquarters Directory

|                         |                                                                |
|-------------------------|----------------------------------------------------------------|
| <b>Location:</b>        | John H. Winters Human Services Center                          |
| <b>Street Address:</b>  | 701 West 51 <sup>st</sup> Street,<br>Austin, Texas, 78751-2312 |
| <b>Mailing Address:</b> | P.O. Box 149030<br>Austin, Texas 78714-9030                    |
| <b>Phone:</b>           | (512) 438-3011                                                 |

### DADS Council Members

| <b>Name</b>                                    | <b>Term Expiration Date</b> |
|------------------------------------------------|-----------------------------|
| Terry Durkin Wilkinson, Chair                  | 02/01/2009                  |
| Abigail Rios Barrera, M. D.                    | 02/01/2009                  |
| Fran A. Brown                                  | 02/01/2007                  |
| Thomas E. Oliver                               | 02/01/2007                  |
| David E. Young                                 | 02/01/2007                  |
| Sharon Swift Butterworth                       | 02/01/2005                  |
| Jean L. Freeman, Ph.D.                         | 02/01/2005                  |
| Gilberto Aguirre, M.D.                         | 02/01/2005                  |
| Phone: (512) 438-3046      Fax: (512) 438-4220 |                             |

### DADS Executive Team

| <b>Position/Title</b>                                          | <b>Name</b>        | <b>Phone</b> |
|----------------------------------------------------------------|--------------------|--------------|
| Commissioner                                                   | James R. Hine      | 438-3033     |
| Deputy Commissioner                                            | Adelaide Horn      | 438-3035     |
| Chief Financial Officer                                        | Gordon Taylor      | 438-3355     |
| Chief Operating Officer                                        | Lawrence Parker    | 438-3021     |
| Assistant Commissioner, Aging and Disability Access and Intake | Jacquelyn McDonald | 438-3111     |
| Assistant Commissioner, Provider Services                      | Barry Waller       | 438-4165     |
| Assistant Commissioner, Regulatory Services                    | Veronda Durden     | 438-2635     |
| General Counsel                                                | Phoebe Knauer      | 438-3091     |
| Director, Internal Audit                                       | Penny Rychetsky    | 438-5638     |
| Director, Center for Program Coordination                      | Mary Sapp          | 438-4296     |
| Director, Center for Consumer and External Affairs             | Penny Steele       | 438-4156     |
| Director, Information Technology                               | Kim Weatherford    | 438-2303     |
| Director, Center for Policy and Innovation                     | Jon Weizenbaum     | 438-2165     |

### Regional Directors for Long-term Care Services

|                                                                                             |                |
|---------------------------------------------------------------------------------------------|----------------|
| Beverly Tucker (Region 01)<br>5806 34 <sup>th</sup> Street<br>Lubbock, Texas 79407          | 1-806-791-7572 |
| Rea Barry (Region 02/09)<br>4601 S. 1 <sup>st</sup><br>P.O. Box 521<br>Abilene, Texas 79604 | 1-325-795-5724 |
| Alvin Johnson (Region 03)<br>801 W Freeway<br>Grand Prairie, Texas 75051                    | 1-972-337-6140 |
| Jerry Lutz (Region 04)<br>302 East Rieck Road<br>Tyler, Texas 75703                         | 1-903-509-5139 |
| Dorothea Raiford (Region 05)<br>285 Liberty<br>Beaumont, Texas 77701                        | 1-409-951-3236 |
| Janina Sodus (Region 06)<br>5425 Polk Street<br>Houston, Texas 77023                        | 1-713-767-2155 |
| Daniel Bravo (Region 07)<br>6400 Highway 290, Suite 100<br>Austin, Texas 78723              | 1-512-832-7628 |
| Valerie Houston (Region 08)<br>11307 Roszell Rd<br>San Antonio, Texas 78217                 | 1-210-619-8148 |
| Lynn Garner (Region 10)<br>401 E. Franklin<br>El Paso, Texas 79901                          | 1-915-834-7563 |
| Rogelio Fuentes (Region 11)<br>2520 South I Rd<br>Edinburg, Texas 78540                     | 1-956-316-8341 |

### Regional Directors for Regulatory Services

|                                                                                                |                |
|------------------------------------------------------------------------------------------------|----------------|
| Beverly Tucker (Region 01)<br>5806 34 <sup>th</sup> Street<br>Lubbock, Texas 79407             | 1-806-791-7572 |
| Roger Barnes (Region 02/09)<br>4601 S. 1 <sup>st</sup><br>P.O. Box 521<br>Abilene, Texas 79604 | 1-325-795-5550 |
| Kay Savant (Region 03)<br>2561 Matlock<br>Arlington, Texas 76015                               | 1-817-792-7229 |
| Jerry Lutz (Region 04)<br>302 East Rieck Road<br>Tyler, Texas 75703                            | 1-903-561-5359 |
| Dorothea Raiford (Region 05)<br>285 Liberty<br>Beaumont, Texas 77701                           | 1-409-951-3236 |
| Brenda McCoy (Region 06)<br>5425 Polk St.<br>Houston, Texas 77023                              | 1-713-767-2291 |
| Carol Meyers (Region 07)<br>301 N. 3 <sup>rd</sup> , Suite A.<br>Temple, Texas 76501           | 1-254-742-3813 |
| George Jones (Region 08)<br>1067 Bandera Rd<br>San Antonio, Texas 78228                        | 1-210-438-6300 |
| Roger Barnes (Region 10)<br>4601 S. 1 <sup>st</sup><br>P.O. Box 521<br>Abilene, Texas 79604    | 1-325-795-5550 |
| Elva Longoria (Region 11)<br>4410 Dillion Lane, Suite 28<br>Corpus Christi, Texas 78415        | 1-361-878-7712 |

## Area Agencies on Aging

|                                                                                                                                              |                |
|----------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| <b>Alamo Area Agency on Aging</b>                                                                                                            |                |
| Mr. Israel Zuniga, Director                                                                                                                  | 1-210-362-5200 |
| 8700 Tesoro, Suite 700                                                                                                                       | 1-886-231-4922 |
| San Antonio, Texas 78217                                                                                                                     |                |
| <i>Serves Atascosa, Bandera, Comal, Frio, Gillespie, Guadalupe, Karnes, Kendall, Kerr, Median and Wilson counties.</i>                       |                |
| <hr/>                                                                                                                                        |                |
| <b>Ark-Tex Area Agency on Aging</b>                                                                                                          |                |
| Ms. Judy Mattson, Director                                                                                                                   | 1-903-832-8636 |
| P.O. Box 5307                                                                                                                                | 1-800-372-4464 |
| Texarkana, Texas 75505-5307                                                                                                                  |                |
| <i>Serves Bowie, Cass, Delta, Franklin, Hopkins, Lamar, Morris, Red River and Titus counties.</i>                                            |                |
| <hr/>                                                                                                                                        |                |
| <b>Bexar County Area Agency on Aging</b>                                                                                                     |                |
| Ms. Deborah Billa, Director                                                                                                                  | 1-210-362-5268 |
| 8700 Tesora, Suite 700                                                                                                                       | 1-800-960-5201 |
| San Antonio, Texas 78217                                                                                                                     |                |
| <i>Serves Bexar County.</i>                                                                                                                  |                |
| <hr/>                                                                                                                                        |                |
| <b>Brazos Valley Area Agency on Aging</b>                                                                                                    |                |
| Mr. Ronnie Gipson, Director                                                                                                                  | 1-979-595-2800 |
| P.O. Box 4128                                                                                                                                | 1-800-994-4000 |
| Bryan, Texas 77805-4128                                                                                                                      |                |
| <i>Serves Brazos, Burleson, Grimes, Leon, Madison, Robertson, and Washington counties.</i>                                                   |                |
| <hr/>                                                                                                                                        |                |
| <b>Capital Area Agency on Aging</b>                                                                                                          |                |
| Ms. Glenda Rogers, Director                                                                                                                  | 1-512-916-6062 |
| 2512 South IH 35, Suite 340                                                                                                                  | 1-888-622-9111 |
| Austin, Texas 78704-5798                                                                                                                     |                |
| <i>Serves Bastrop, Burnet, Blanco, Caldwell, Fayette, Hays, Lee, Llano, Travis, and Williamson counties.</i>                                 |                |
| <hr/>                                                                                                                                        |                |
| <b>Central Texas Area Agency on Aging</b>                                                                                                    |                |
| Mr. H. Richard McGhee, Director                                                                                                              | 1-254-939-1886 |
| 302 East Central Avenue                                                                                                                      | 1-800-447-7169 |
| Belton, Texas 76513                                                                                                                          |                |
| <i>Serves Bell, Coryell, Hamilton, Lampasas, Milam, Mills, and San Saba counties.</i>                                                        |                |
| <hr/>                                                                                                                                        |                |
| <b>Coastal Bend Area Agency on Aging</b>                                                                                                     |                |
| Ms. Betty Lamb, Director                                                                                                                     | 1-361-883-3935 |
| P.O. Box 9909                                                                                                                                | 1-800-817-5743 |
| Corpus Christi, Texas 78469                                                                                                                  |                |
| <i>Serves Aransas, Bee, Brooks, Duval, Jim Wells, Kenedy, Kleberty, Live Oak, McMullen, Nueces, Refugio, and San Patricio counties.</i>      |                |
| <hr/>                                                                                                                                        |                |
| <b>Concho Valley Area Agency on Aging</b>                                                                                                    |                |
| Ms. Betty Ford, Director                                                                                                                     | 1-325-223-5704 |
| 4850 Knickerbocker Rd.                                                                                                                       | 1-877-944-9666 |
| San Angelo, Texas 76904                                                                                                                      |                |
| <i>Serves Coke, Concho, Crockett, Irion, Kimble, Mason, McCulloch, Menard, Reagan, Schleicher, Sterling, Sutton, and Tom Green counties.</i> |                |
| <hr/>                                                                                                                                        |                |

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|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------|--|
| <b>Dallas County Area Agency on Aging</b>                                                                                                       |                |  |
| Mr. Norman Moorehead, Director                                                                                                                  | 1-214-871-5065 |  |
| 1349 Empire Central, Suite 400                                                                                                                  | 1-800-548-1873 |  |
| Dallas, Texas 75247                                                                                                                             |                |  |
| <i>Serves Dallas county.</i>                                                                                                                    |                |  |
| <b>Deep East Texas Area Agency on Aging</b>                                                                                                     |                |  |
| Ms. Holly Anderson, Director                                                                                                                    | 1-409-384-7614 |  |
| 274 East Lamar                                                                                                                                  | 1-800-435-3377 |  |
| Jasper, Texas 75951                                                                                                                             |                |  |
| <i>Serves Angelina, Houston, Jasper, Nacogdoches, Newton, Polk, Sabine, San Augustine, San Jacinto, Shelby, Trinity, and Tyler counties.</i>    |                |  |
| <b>East Texas Area Agency on Aging</b>                                                                                                          |                |  |
| Mr. Claude I. Andrews, Director                                                                                                                 | 1-903-984-8641 |  |
| 3800 Stone Road                                                                                                                                 | 1-800-442-8845 |  |
| Kilgore, Texas 75662                                                                                                                            |                |  |
| <i>Serves Anderson, Camp, Cherokee, Gregg, Harrison, Henderson, Marion, Panola, Rains, Rusk, Smith, Upshur, Van Zandt, and Wood counties.</i>   |                |  |
| <b>Golden Crescent Area Agency on Aging</b>                                                                                                     |                |  |
| Ms. Cindy Cornish, Director                                                                                                                     | 1-361-578-1587 |  |
| 568 Big Bend Dr.                                                                                                                                | 1-800-574-9745 |  |
| Victoria, Texas 77904                                                                                                                           |                |  |
| <i>Serves Calhoun, DeWitt, Goliad, Gonzales, Jackson, Lavaca, and Victoria counties.</i>                                                        |                |  |
| <b>Harris County Area Agency on Aging</b>                                                                                                       |                |  |
| Ms. Charlene Hunter-James, Director                                                                                                             | 1-713-794-9001 |  |
| 8000 N. Stadium Dr., 3 <sup>rd</sup> Floor                                                                                                      | 1-800-213-8471 |  |
| Houston, Texas 77054                                                                                                                            |                |  |
| <i>Serves Harris County.</i>                                                                                                                    |                |  |
| <b>Heart of Texas Area Agency on Aging</b>                                                                                                      |                |  |
| Ms. Donnis Cowan, Manager                                                                                                                       | 1-254-756-7822 |  |
| 300 Franklin Avenue                                                                                                                             | 1-866-772-9600 |  |
| Waco, Texas 76701                                                                                                                               |                |  |
| <i>Serves Bosque, Falls, Freestone, Hill, Limestone, and McLennan counties.</i>                                                                 |                |  |
| <b>Houston-Galveston Area Agency on Aging</b>                                                                                                   |                |  |
| Mr. Curtis M. Cooper, Manager                                                                                                                   | 1-713-627-3200 |  |
| P.O. Box 22777                                                                                                                                  | 1-800-437-7396 |  |
| Houston, Texas 77227-2777                                                                                                                       |                |  |
| <i>Serves Austin, Brazoria, Chambers, Colorado, Fort Bend, Galveston, Liberty, Matagorda, Montgomery, Walker, Waller, and Wharton counties.</i> |                |  |
| <b>Lower Rio Grande Valley Area Agency on Aging</b>                                                                                             |                |  |
| Mr. Jose L. Gonzalez, Director                                                                                                                  | 1-956-682-3481 |  |
| 311 N. 15 <sup>th</sup> St.                                                                                                                     | 1-800-365-6131 |  |
| McAllen, Texas 78501-4705                                                                                                                       |                |  |
| <i>Serves Cameron, Hidalgo, and Willacy counties.</i>                                                                                           |                |  |
| <b>Middle Rio Grande Area Agency on Aging</b>                                                                                                   |                |  |
| Ms. Gloria Perez, Director                                                                                                                      | 1-830-876-3533 |  |
| P.O. Box 1199                                                                                                                                   | 1-800-224-4262 |  |
| Carrizo Springs, Texas 78834                                                                                                                    |                |  |
| <i>Serves Dimmit, Edwards, Kinney, LaSalle, Maverick, Real, Uvalde, Val Verde, and Zavala counties.</i>                                         |                |  |

|                                                                                                                                                                                                                                                                            |                |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|--|
| <b>North Central Texas Area Agency on Aging</b>                                                                                                                                                                                                                            |                |  |
| Ms. Doni Van Ryswyk, Manager                                                                                                                                                                                                                                               | 1-817-695-9194 |  |
| P.O. Box 5888                                                                                                                                                                                                                                                              | 1-800-272-3921 |  |
| Arlington, Texas 76005-5888                                                                                                                                                                                                                                                |                |  |
| <i>Serves Collin, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell and Wise counties.</i>                                                                                                                              |                |  |
| <b>North Texas Area Agency on Aging</b>                                                                                                                                                                                                                                    |                |  |
| Ms. Rhonda K. Pogue, Director                                                                                                                                                                                                                                              | 1-940-322-5281 |  |
| P.O. Box 5144                                                                                                                                                                                                                                                              | 1-800-460-2226 |  |
| Wichita Falls, Texas 76307-5144                                                                                                                                                                                                                                            |                |  |
| <i>Serves Archer, Baylor, Clay, Cottle, Foard, Hardeman, Jack, Montague, Wichita, Wilbarger and Young counties.</i>                                                                                                                                                        |                |  |
| <b>Panhandle Area Agency on Aging</b>                                                                                                                                                                                                                                      |                |  |
| Ms. Jamie Goldston, Director                                                                                                                                                                                                                                               | 1-806-331-2227 |  |
| P.O. Box 9257                                                                                                                                                                                                                                                              | 1-800-642-6008 |  |
| Amarillo, Texas 79105-9257                                                                                                                                                                                                                                                 |                |  |
| <i>Serves Armstrong, Briscoe, Carson, Castro, Childress, Collingsworth, Dallam, Deaf Smith, Donley, Gray, Hall, Hansford, Hartley, Hemphill, Hutchinson, Lipscomb, Moore, Ochiltree, Oldham, Parmer, Potter, Randall, Roberts, Sherman, Swisher, and Wheeler counties.</i> |                |  |
| <b>Permian Basin Area Agency on Aging</b>                                                                                                                                                                                                                                  |                |  |
| Ms. Sue Fielder, Director                                                                                                                                                                                                                                                  | 1-432-563-1061 |  |
| P.O. Box 60660                                                                                                                                                                                                                                                             | 1-800-491-4636 |  |
| Midland, Texas 79711-0660                                                                                                                                                                                                                                                  |                |  |
| <i>Serves Andrews, Borden, Crane, Dawson, Ector, Gaines, Glasscock, Howard, Loving, Martin, Midland, Pecos, Reeves, Terrell, Upton, Ward, and Winkler counties.</i>                                                                                                        |                |  |
| <b>Rio Grande Area Agency on Aging</b>                                                                                                                                                                                                                                     |                |  |
| Mr. Adan Dominguez, Director                                                                                                                                                                                                                                               | 1-915-533-0998 |  |
| 1100 North Stanton, Suite 610                                                                                                                                                                                                                                              | 1-800-333-7082 |  |
| El Paso, Texas 79902                                                                                                                                                                                                                                                       |                |  |
| <i>Serves Brewster, Culberson, El Paso, Hudspeth, Jeff Davis, and Presidio counties</i>                                                                                                                                                                                    |                |  |
| <b>South East Texas Area Agency on Aging</b>                                                                                                                                                                                                                               |                |  |
| Ms. Roxanne Smith Parks, Director                                                                                                                                                                                                                                          | 1-409-899-8444 |  |
| 2210 Eastex Freeway                                                                                                                                                                                                                                                        | 1-800-395-5465 |  |
| Beaumont, Texas 77703                                                                                                                                                                                                                                                      |                |  |
| <i>Serves Hardin, Jefferson, and Orange counties.</i>                                                                                                                                                                                                                      |                |  |
| <b>South Plains Area Agency on Aging</b>                                                                                                                                                                                                                                   |                |  |
| Mr. Pete H. Lara, Director                                                                                                                                                                                                                                                 | 1-806-762-8721 |  |
| P.O. Box 3730/Freedom Station                                                                                                                                                                                                                                              | 1-800-858-1809 |  |
| Lubbock, Texas 79452                                                                                                                                                                                                                                                       |                |  |
| <i>Serves Bailey, Cochran, Crosby, Dickens, Floyd, Garza, Hale, Hockley, King, Lamb, Lubbock, Lynn, Motley, Terry, and Yoakum counties.</i>                                                                                                                                |                |  |
| <b>South Texas Area Agency on Aging</b>                                                                                                                                                                                                                                    |                |  |
| Mr Alberto Rivera, Jr., Aging Services Director                                                                                                                                                                                                                            | 1-956-722-3995 |  |
| P.O. Box 2187                                                                                                                                                                                                                                                              | 1-800-292-5426 |  |
| Laredo, Texas 78044-2187                                                                                                                                                                                                                                                   |                |  |
| <i>Serves Jim Hogg, Starr, Webb and Zapata counties.</i>                                                                                                                                                                                                                   |                |  |

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|                                           |                |
|-------------------------------------------|----------------|
| <b>Tarrant Count Area Agency on Aging</b> |                |
| Mr. Steve Cordio, Acting Director         | 1-817-258-8081 |
| 210 E. Ninth St.                          | 1-877-886-4833 |
| Fort Worth, Texas 76102                   |                |
| <i>Serves Tarrant County.</i>             |                |

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|                                                    |                |
|----------------------------------------------------|----------------|
| <b>Texoma Area Agency on Aging</b>                 |                |
| Ms. Janis Thompson, Director                       | 1-903-813-3580 |
| 1117 Gallagher                                     | 1-800-677-8264 |
| Gallagher Professional Building, Suite 200         |                |
| Sherman, Texas 75090                               |                |
| <i>Serves Cooke, Fannin, and Grayson counties.</i> |                |

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|                                                                                                                                                                                                        |                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| <b>West Central Texas Area Agency on Aging</b>                                                                                                                                                         |                |
| Ms. Gail Kaiser, Director                                                                                                                                                                              | 1-325-672-8544 |
| 1025 East North 10 <sup>th</sup> St.                                                                                                                                                                   | 1-800-928-2262 |
| Abilene, Texas 79601                                                                                                                                                                                   |                |
| <i>Serves Brown, Callahan, Coleman, Comanche, Eastland, Fisher, Haskell, Jones, Kent, Knox, Mitchell, Nolan, Runnels, Scurry, Shackelford, Stephens, Stonewall, Taylor, and Throckmorton counties.</i> |                |

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## Mental Retardation Authorities

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**Anderson/Cherokee (ACCESS)**

1-903-586-5507

Cathy Newman, Board Chair  
Allyn Lang, Executive Director  
913 N. Jackson Street  
Jacksonville, Texas 75766

*Counties served: Anderson and Cherokee.*

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**Andrews Center**

1-903-597-1351

George Hall, Board Chair  
Richard DeSanto, Executive Director  
P.O. Box 4730  
Tyler, Texas 75712

*Counties served: Henderson, Rains, Smith, Van Zandt, and Wood.*

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**Austin-Travis County MHMR Center**

1-512-447-4141

Robert Chapa, Board Chair  
David Evans, Executive Director  
P.O. Box 3548  
Austin, Texas 78764-3548

*Counties served: Travis.*

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**Betty Hardwick Center**

1-325-690-5100

Larry Hopkins, Board Chair  
Bill Dillard, Executive Director  
2616 South Clack, Suite 160  
Abilene, Texas 79606

*Counties served: Callahan, Jones, Schackelford, Stephens, and Taylor.*

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**Bluebonnet Trails Community MHMR Center**

1- 512-255-1720

Bob Heinrich, Board Chair  
Nancy Gettelfinger, Executive Director  
1009 Georgetown Street  
Round Rock, Texas 78664

*Counties served: Bastrop, Burnet, Caldwell, Fayette, Gonzales, Guadalupe, Lee, and Williamson.*

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**Border Region MHMR Community Center**

1- 956-794-3000

Roberto Vela, Board Chair  
Juan Sanchez, Executive Director  
1500 Pappas Street  
Laredo, Texas 78041

*Counties served: Jim Hogg, Starr, Webb, and Zapata.*

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**Burke Center**

1-936-639-1141

Murphy George, Board Chair  
 Susan Rushing, Executive Director  
 4101 South Medford Drive  
 Lufkin, Texas 75901

*Counties served: Angelina, Houston, Jasper, Nacogdoches, Newton, Polk, Sabine, San Augustine, San Jacinto, Shelby, Trinity, and Tyler.*

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**Camino Real Community MHMR Center**

1-210-357-0300

Marie Skaggs, Board Chair  
 Emma Garcia, Executive Director  
 P.O. Box 725  
 Lytle, Texas 78052

*Counties served: Atascosa, Dimmit, Frio, Karnes, LaSalle, Maverick, McMullen, Wilson, and Zavala.*

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**Center for Health Care Services**

1-210-731-1300

Robert Jimenez, M.D., Board Chair  
 Leon Evans, Executive Director  
 3031 IH 10 West  
 San Antonio, Texas 78201

*Counties served: Bexar.*

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**Center for Life Resources**

1-325-646-9574

David Williams, Board Chair  
 Ghasem Nahvipour, Executive Director  
 P.O. Box 250  
 Brownwood, Texas 76801

*Counties served: Brown, Coleman, Comanche, Eastland, McCulloch, Mills, and San Saba.*

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**Central Counties Center for MHMR Services**

1-254-298-7000

Louella Tate, Ph.D., Board Chair  
 Eldon L. Tietje, Executive Director  
 304 South 22<sup>nd</sup> Street  
 Temple, Texas 76501-4726

*Counties served: Bell, Coryell, Hamilton, Lampasas, and Milam.*

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**Central Plains MHMR Center**

1-806-293-2636

Pat Moore, Board Chair  
 Ron Trusler, Executive Director  
 2700 Yonkers  
 Plainview, Texas 79072

*Counties served: Bailey, Briscoe, Castro, Floyd, Hale, Lamb, Motley, Parmer, and Swisher.*

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|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <b>Coastal Plains Community MHMR Center</b><br>L. Arnoldo Saenz, Board Chair<br>Charles Sportsman, Executive Director<br>P.O. Box 1336<br>Portland, Texas 78374-1336<br><br><i>Counties served: Aransas, Bee, Brooks, Duval, Jim Wells, Kenedy, Kleberg, Live Oak, and San Patricio.</i> | 1-361-777-3991  |
| <b>Dallas MetroCare Services</b><br>Charles Cooper, Board Chair<br>James G. Baker, M.D., Executive Director<br>1380 River Bend Drive<br>Dallas, Texas 75247-4914<br><br><i>Counties served: Dallas.</i>                                                                                  | 1-214-743-1200  |
| <b>Denton County MHMR Center</b><br>Judi Swayne, Board Chair<br>Bill Drybread, Executive Director<br>P.O. Box 2346<br>Denton, Texas 76202<br><br><i>Counties served: Denton.</i>                                                                                                         | 1- 940-381-5000 |
| <b>El Paso Community MHMR Center</b><br>Rosemary Neill, Board Chair<br>Gary Larcenaire, Chief Executive Officer<br>P.O. Box 9997<br>El Paso, Texas 79990<br><br><i>Counties served: El Paso.</i>                                                                                         | 1-915-783-6520  |
| <b>Gulf Bend MHMR Center</b><br>Comm. Chris Rivera, Board Chair<br>Don Polzin, Executive Director<br>1502 East Airline, Suite 25<br>Victoria, Texas 77901<br><br><i>Counties served: Calhoun, DeWitt, Goliad, Jackson, Lavaca, Refugio, and Victoria.</i>                                | 1-361-575-0611  |
| <b>Gulf Coast Center</b><br>Jamie Travis, Board Chair<br>Mike Winburn, Executive Director<br>P.O. Box 2490<br>Galveston, Texas 77553<br><br><i>Counties served: Brazoria and Galveston.</i>                                                                                              | 1-409-763-2373  |
| <b>Heart of Texas Region MHMR Center</b><br>Peter Kultgen, Board Chair<br>Dean Maberry, Executive Director<br>P.O. Box 890<br>Waco, Texas 76703<br><br><i>Counties served: Bosque, Falls, Freestone, Hill, Limestone, and McLennan.</i>                                                  | 1-254-752-3451  |

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**Helen Farabee Regional MHMR Centers**

1-940-397-3100

Ken Andrews, Board Chair  
Raymond Atkins, Executive Director  
P.O. Box 8266  
Wichita Falls, Texas 76307

*Counties served: Archer, Baylor, Childress, Clay, Cottle, Dickens, Foard, Hardeman, Haskell, Jack, King, Knox, Montague, Stephens, Stonewall, Throckmorton, Wichita, Wilbarger, Wise, and Young.*

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**Hill Country Community MHMR Center**

1- 830-792-3300

Comm. John Kight, Board Chair  
Linda Parker, Executive Director  
819 Water Street, Suite 300  
Kerrville, Texas 78028

*Counties served: Bandera, Blanco, Comal, Edwards, Gillespie, Hays, Kendall, Kerr, Kimble, Kinney, Llano, Mason, Medina, Menard, Real, Schleicher, Sutton, Uvalde, and Val Verde.*

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**Johnson-Ellis-Navarro MHMR Services**

1-817-558-1121

Eddye Ables, Board Chair  
Joe Mirisciotti, Executive Director  
1601 N. Anglin Street  
Cleburne, Texas 76031

*Counties served: Ellis, Johnson, and Navarro.*

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**Lakes Regional MHMR Center**

1- 972-524-4159

Jim Nickerson, Board Chair  
John Delaney, Executive Director  
400 Airport Rd.  
Terrell, Texas 75160

*Counties served: Camp, Delta, Franklin, Hopkins, Hunt, Kaufman, Lamar, Morris, Rockwall and Titus.*

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**LifePath Systems**

1-972-562-0190

Ronald Crawford, Board Chair  
Randy Routon, Ph.D., Executive Director  
P.O. Box 828  
McKinney, Texas 75070

*Counties served: Collin.*

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**Lubbock Regional MHMR Center**

1-806-766-0202

Byron Edwards, Board Chair  
Danette Castle, Executive Director  
P.O. Box 2828  
Lubbock, Texas 79408

*Counties served: Cochran, Crosby, Hockley, Lubbock, and Lynn.*

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**MHMR Authority of Brazos Valley**

1-979-822-6467

Hon. Dorothy Morgan, Board Chair  
 Leon Bawcom, Executive Director  
 P.O. Box 4588  
 Bryan, Texas 77805

*Counties served: Brazos, Burleson, Grimes, Leon, Madison, Robertson, and Washington.*

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**MHMR Authority of Harris County**

1- 713-970-7190

Lynne Cleveland, Board Chair  
 Steve Schnee, Ph. D., Executive Director  
 2850 Fannin  
 Houston, Texas 77002

*Counties served: Harris.*

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**MHMR Authority of Tarrant County**

1-817-569-4300

Bob Brown, Board Chair  
 Jim McDermott, Ph.D., Executive Director  
 3840 Hulen Tower North  
 Fort Worth, Texas 76107

*Counties served: Tarrant.*

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**MHMR Center of Nueces County**

1-361-886-6900

John Jackson, Board Chair  
 Diane Staley, Executive Director  
 1630 S. Brownlee  
 Corpus Christi, Texas 78404-3178

*Counties served: Nueces.*

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**MHMR Services for the Concho Valley**

1-325-658-7750

Donna Kidd, Board Chair  
 Lynn Rutland, Executive Director  
 1501 West Beauregard  
 San Angelo, Texas 76901

*Counties served: Coke, Concho, Crockett, Irion, Reagan, Sterling, and Tom Green.*

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**MHMR Services of Texoma**

1-903-957-4700

Margie Morris, Board Chair  
 Tony Maddox, Executive Director  
 P.O. Box 1087  
 Sherman, Texas 75091

*Counties served: Cooke, Fannin, and Grayson.*

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**Northeast Texas MHMR Center**

1- 903-831-3646

James Cothren, Board Chair  
 Mark Blockus, Executive Director  
 P.O. Box 5637  
 Texarkana, Texas 75505

*Counties served: Bowie, Cass, and Red River.*

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**Pecan Valley MHMR Region**

1-254-965-7806

Tommy Wright, Board Chair  
 Theresa Mulloy, Ed.D., Executive Director  
 650 West Green Street  
 Stephenville, Texas 76401

*Counties served: Erath, Hood, Palo Pinto, Parker, and Somervell.*

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**Permian Basin Community Centers for MHMR**

1-432-570-3300

Michael Conaway, Board Chair  
 Larry Carroll, Executive Director  
 401 East Illinois  
 Midland, Texas 79701

*Counties served: Brewster, Culberson, Ector, Hudspeth, Jeff Davis, Midland, Pecos, and Presidio.*

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**Sabine Valley Center**

1-903-758-2471

Sharon Putman, Board Chair  
 Inman White, Executive Director  
 P.O. Box 6800  
 Longview, Texas 75608

*Counties served: Gregg, Harrison, Marion, Panola, Rusk, and Upshur.*

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**Spindletop MHMR Services**

1-409-839-1000

Gus Harris, Board Chair  
 Charles Harris, Ph.D., Executive Director  
 655 South 8<sup>th</sup> Street  
 Beaumont, Texas 77701

*Counties served: Chambers, Hardin, Jefferson, and Orange.*

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**Texana MHMR Center**

1-281-342-9387

Ann Uher, Board Chair  
 George Patterson, CEO  
 4910 Airport Avenue  
 Rosenberg, Texas 77471

*Counties served: Austin, Colorado, Fort Bend, Matagorda, Waller, and Wharton.*

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**Texas Panhandle MHMR**

1-806-359-6699

Hon. Willis Smith, Board Chair  
 Bud Schertler, Executive Director  
 P.O. Box 3250  
 Amarillo, Texas 79116-3250

*Counties served: Armstrong, Carson, Collingsworth, Dallam, Deaf Smith, Donley, Gray, Hall, Hansford, Hartley, Hemphill, Hutchinson, Lipscomb, Moore, Ochiltree, Oldham, Potter, Randall, Roberts, Sherman, and Wheeler.*

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**Tri-County MHMR Services**

1-936-756-8331

Donald Kraemer, Board Chair  
Cindy Sill, Executive Director  
P.O. Box 3067  
Conroe, Texas 77305

*Counties served: Liberty, Montgomery and Walker.*

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**Tropical Texas Center for MHMR**

1- 956-383-0121

Hermes Villarreal, Board Chair  
Terry Crocker, Executive Director  
P.O. Drawer 1108  
Edinburg, Texas 78540

*Counties served: Cameron, Hidalgo, and Willacy.*

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**West Texas Centers for MHMR**

1-432-263-0007

Hon. Ben Lockhart, Board Chair  
Shelley Smith, Executive Director  
319 Runnels Street  
Big Spring, Texas 79720

*Counties served: Andrews, Borden, Crane, Dawson, Fisher, Gaines, Garza, Glasscock, Howard, Kent, Loving, Martin, Mitchell, Nolan, Reeves, Runnels, Scurry, Terrell, Terry, Upton, Ward, Winkler, and Yoakum.*

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## State Mental Retardation Facilities

State Mental Retardation Facilities include 11 state schools, the El Paso State Center and the mental retardation campus-based component of the Rio Grande State Center. Mental Retardation campus-based operations are an integral part of the mental retardation service delivery system with specific emphasis on the regions served by each facility.

The mission of the State Mental Retardation Facilities is to provide residential services and supports that assist people who may benefit from 24-hour supervision and active treatment. Based on the needs of the surrounding communities, portions of State Mental Retardation Facilities may become resources that provide specialized or adjunctive services to fill the needs of their local areas.

Each of the state's mental retardation facilities are identified in the table that follows:

| <b>State Facility</b>                                                                                             | <b>Service Area<br/>(Mental Retardation Authority)</b>                                                                                                                                                                  | <b>Phone<br/>1+</b> |
|-------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Abilene State School<br>2501 Maple Street<br>Abilene, Tx 79601<br><br>Bill Waddill, Superintendent                | <ul style="list-style-type: none"> <li>➤ Betty Hardwick Center</li> <li>➤ Center for Life Resources</li> <li>➤ Pecan Valley DADS</li> </ul>                                                                             | 325-692-4053        |
| Austin State School<br>2203 W. 35 <sup>th</sup> Street<br>Austin, Tx 78703<br><br>Ray Wells, Superintendent       | <ul style="list-style-type: none"> <li>➤ Austin-Travis County MHMR Center</li> <li>➤ Bluebonnet Trails Community MHMR Center</li> <li>➤ Hill Country MHMR Center</li> </ul>                                             | 512-454-4731        |
| Brenham State School<br>4001 Highway 36 South<br>Brenham, Tx 77833<br><br>Rick Browder, Superintendent            | <ul style="list-style-type: none"> <li>➤ MHMRA of Brazos Valley</li> <li>➤ Tri-County MHMR Services</li> </ul>                                                                                                          | 979-836-4511        |
| Corpus Christi State School<br>902 Airport Blvd.<br>Corpus Christi, Tx 78405<br><br>Dianne Vanoss, Superintendent | <ul style="list-style-type: none"> <li>➤ Border Region MHMR Center</li> <li>➤ Coastal Plains Community MHMR Center</li> <li>➤ Gulf Bend MHMR Center</li> <li>➤ Nueces County MHMR Center</li> </ul>                     | 361-888-5301        |
| Denton State School<br>3980 State School Road<br>Denton, Tx 76210<br><br>Jim Sibley, Superintendent               | <ul style="list-style-type: none"> <li>➤ Dallas MetroCare Services</li> <li>➤ Denton County MHMR Center</li> <li>➤ Lakes Regional MHMR Center</li> <li>➤ LifePath Systems</li> <li>➤ MHMR Services of Texoma</li> </ul> | 940-891-0342        |
| El Paso State Center<br>6700 Delta Dr.<br>El Paso, Tx 79905<br><br>Chuck Jones, Superintendent                    | <ul style="list-style-type: none"> <li>➤ El Paso Community MHMR Center</li> </ul>                                                                                                                                       | 915-782-6300        |
| Lubbock State School<br>3401 University Ave<br>Lubbock, Tx 79417<br><br>Jackie Porch, Superintendent              | <ul style="list-style-type: none"> <li>➤ Central Plains MHMR Center</li> <li>➤ Helen Farabee Regional MHMR Centers</li> <li>➤ Lubbock Regional MHMR Center</li> <li>➤ Texas Panhandle MHMR</li> </ul>                   | 806-763-7041        |

| <b>State Facility</b>                                                                                                    | <b>Service Area<br/>(Mental Retardation Authority)</b>                                                                                                                                                                      | <b>Phone<br/>1+</b> |
|--------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Lufkin State School<br>Highway 69 North<br>Lufkin, Tx 75902<br><br>Randy Spence, Superintendent                          | <ul style="list-style-type: none"> <li>➤ ACCESS</li> <li>➤ Andrews Center</li> <li>➤ Burke Center</li> <li>➤ Northeast Texas MHMR Center</li> <li>➤ Sabine Valley Center</li> </ul>                                         | 936-634-3353        |
| Mexia State School<br>P.O. Box 1132<br>Mexia, Tx 76667<br><br>Bill Lowry, Superintendent                                 | <ul style="list-style-type: none"> <li>➤ Central Counties Center for MHMR Services</li> <li>➤ Heart of Texas Region MHMR Center</li> <li>➤ Johnson-Ellis-Navarro MHMR Services</li> <li>➤ MHMR of Tarrant County</li> </ul> | 254-562-2821        |
| Richmond State School<br>2100 Preston<br>Richmond, Tx 77469<br><br>Al Barrera, Superintendent                            | <ul style="list-style-type: none"> <li>➤ MHMRSA of Harris County</li> <li>➤ Spindletop MHMR Services</li> <li>➤ Gulf Coast Center</li> <li>➤ Texana MHMR Center</li> </ul>                                                  | 281-232-2075        |
| Rio Grande State Center<br>1401 Rangerville Rd., Bldg 503<br>Harlingen, Tx 78551<br><br>Sonia Hernandez-Kebble, Director | <ul style="list-style-type: none"> <li>➤ Tropical Texas Center for MHMR</li> <li>➤ Rio Grande State Center</li> </ul>                                                                                                       | 956-425-8900        |
| San Angelo State School<br>P.O. Box 0038<br>Carlsbad, Tx 76934<br><br>Philip Baugh, Superintendent                       | <ul style="list-style-type: none"> <li>➤ MHMR Services for the Concho Valley</li> <li>➤ Permian Basin Community Centers for MHMR</li> <li>➤ West Texas Centers for MHMR</li> </ul>                                          | 325-465-4391        |
| San Antonio State School<br>6711 S New Braunfels Av.<br>San Antonio, Tx 78223<br><br>Ric Savage, Superintendent          | <ul style="list-style-type: none"> <li>➤ Camino Real Community MHMR Center</li> <li>➤ Center for Health Care Services</li> </ul>                                                                                            | 210-532-9610        |

## Contacts

The following list of state office contacts is provided for those persons seeking additional information.

| <b>Area of Interest</b>               | <b>Contact Person</b>       | <b>Telephone<br/>1+512+</b> |
|---------------------------------------|-----------------------------|-----------------------------|
| Accounting                            | Tammy Callaway              | 438-3166                    |
| Area Agencies on Aging (AAAs)         | William (Gary) Jessee       | 438-4245                    |
| Budget and Data Management            | Kevin Nolting               | 438-3346                    |
| Business Planning                     | Kalunde Wambura             | 438-4703                    |
| Community Services                    | Kimberly Wedel              | 438-4543                    |
| Consumer Rights and Services          | Pamela Carley               | 438-4694                    |
| Contract Monitoring and Oversight     | Diane Borden                | 438-2479                    |
| Executive and Staff Operations        | Walter (Barry) Frederickson | 438-4143                    |
| Government Relations                  | Cynthia Nottingham          | 438-3654                    |
| Guardianship                          | Guardianship                | 438-3335                    |
| Information Technology                | Kim Weatherford             | 438-2303                    |
| Institutional Services                | Larry North                 | 438-3543                    |
| Legal                                 | Phoebe Knauer               | 438-3091                    |
| Licensing and Credentialing           | Anthony Chapple             | 438-3603                    |
| Mental Retardation Authorities (MRAs) | David Rollins               | 438-3528                    |
| Policy Analysis and Support           | Karl Urban                  | 438-4347                    |
| Program and Process Improvement       | Mohan Joshi                 | 438-3533                    |
| Policy Development and Oversight      | Frank Genco                 | 438-3215                    |
| Public Information Officer            | Michael Jones               | 438-3047                    |
| Quality Assurance and Improvement     | Don Henderson               | 438-4507                    |
| Regional and Local Services           | Deborah Brookshire          | 438-4798                    |
| Regulatory Enforcement Services       | Carol Ahmed                 | 435-5015                    |
| Regulatory Services Survey Operations | Chris Adams                 | 438-5695                    |
| Stakeholder Relations                 | Barrett Markland            | 438-5419                    |
| State LTC Ombudsman                   | John Willis                 | 438-4356                    |
| State Schools                         | Robert Kifowit              | 438-3076                    |

## Toll-Free Hotline Numbers

| <b>Description</b>                                                                                                                                                        | <b>Hotline Number</b>                              |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| AARP Elder Care Locator                                                                                                                                                   | 1-800-677-1116                                     |
| Abuse/Neglect Reports                                                                                                                                                     | 1-800-252-5400                                     |
| Adopt-A-Nursing Home                                                                                                                                                      | 1-800-889-8595                                     |
| Alzheimer's Association                                                                                                                                                   | 1-800-272-3900                                     |
| Area Agencies on Aging                                                                                                                                                    | 1-800-252-9240                                     |
| Attorney General's Consumer Helpline (Texas)                                                                                                                              | 1-800-621-0508                                     |
| Deaf Services                                                                                                                                                             | 1-800-332-3873                                     |
| Emergency Dental, Rehab/Specialized Services                                                                                                                              | 1-800-792-1109                                     |
| Food Stamps <ul style="list-style-type: none"> <li>• Complaints</li> <li>• Inquiry</li> </ul>                                                                             | 1-800-252-9330<br>1-800-448-3927                   |
| Governor's Helpline                                                                                                                                                       | 1-800-843-5789                                     |
| HHSC Office of Ombudsman (Complaints and Issues on Food Stamps Medicaid, and TANF Eligibility)                                                                            | 1-877-787-8999                                     |
| Home Health Agency Abuse Reporting                                                                                                                                        | 1-800-228-1570                                     |
| Legal Hotline for Elder Texans                                                                                                                                            | 1-800-622-2520                                     |
| Lifeline                                                                                                                                                                  | 1-800-543-3546                                     |
| Long-term Care Facility Incident Reporting                                                                                                                                | 1-800-458-9858                                     |
| Long-term Care Ombudsman Program                                                                                                                                          | 1-800-252-2412                                     |
| Long-term Care Regulatory Credentialing (Employee Misconduct Registry, Nurse Aide Training and Competency Evaluation, and Nursing Administrator Licensing)                | 1-800-452-3934                                     |
| Long-term Care Regulatory Complaint Intake (Adult Day Care, Assisted Living, Home Health Agencies, MR Group Homes, Nursing Homes)                                         | 1-800-458-9858                                     |
| Medicaid <ul style="list-style-type: none"> <li>• Eligibility Requirements</li> <li>• General (for claims, services, and providers)</li> <li>• Medically Needy</li> </ul> | 1-800-834-7106<br>1-800-252-8263<br>1-800-335-8957 |
| Medicare <ul style="list-style-type: none"> <li>• Customer Center Claims and Appeals/Claims Part A and B</li> <li>• Second Opinion Surgery</li> </ul>                     | 1-800-442-2620<br>1-800-633-4227                   |
| MHMR Consumer Services                                                                                                                                                    | 1-800-252-8154                                     |
| Social Security                                                                                                                                                           | 1-800-772-1213                                     |
| State Mental Retardation Facilities (State Schools)                                                                                                                       | 1-800-647-7418                                     |

## Functional Needs Assessment Process

Functional need is defined as an individual's requirement for assistance with activities of daily living caused by a physical or mental limitation or disability. A functional needs assessment must be performed for most applicants of community care services before the individual's functional need can be determined. The Client Needs Assessment Questionnaire (Form 2060) is the instrument used to make this determination.

The needs assessment questionnaire determines the applicant's functional needs and assesses the individual's ability to carry out activities of daily living. Careful assessment yields information on what the individual can do for himself, what he should continue to do for himself to maintain his current level of self-sufficiency, and what he cannot do for himself because of physical limitations or mental limitations or both.

An individual's functional level is based on

- his physical condition,
- his medical problems and the limitations they impose
- his mental clarity and limitations and the effect they have on performing activities of daily living, and
- the condition of his home environment.

An individual's functional capacity should always be assessed in relation to the home environment in which the tasks are performed daily. The age of the individual being assessed for services should not be considered when determining the level of functional need.

The applicant's functional capabilities are evaluated on tasks such as bathing, dressing, exercising, feeding, grooming, toileting, mobility including walking and transferring from bed to chair, housekeeping and cleaning, laundry, meal preparation, and escort. Other activities such as shopping, assistance with medications, and telephone usage, are also taken into account

The caseworker doing the assessment must decide which of four impairment levels best fits the applicant being assessed. The four levels are:

- 1 = No impairment. The individual is able to conduct activities without difficulty and has no need for assistance.
- 2 = Minimal/mild impairment. The individual is able to conduct activities with minimal difficulty and needs minimal assistance.
- 3 = Extensive/severe impairment. The individual has extensive difficulty carrying out activities and needs extensive assistance.
- 4 = Total impairment. The individual is completely unable to carry out any part of the activity.

The caseworker scores each item on the questionnaire and then computes the total score to determine whether the client is eligible for services.

## Medical Necessity Determination Process

Medical Necessity (MN) is a prerequisite for participation in some Medicaid Title XIX long-term care programs.

To verify that medical necessity exists, a client must meet the conditions described in at least one of the following general qualifications:

- The client must demonstrate a medical disorder or disease or both with a related impairment that limits his/her ability to recognize problems, changes in his/her condition, and the need for or side effects of prescribed medications; is of sufficient seriousness that his needs exceed the routine care that may be given by an untrained person; and requires nurses' supervision, assessment, planning, and intervention.

OR

- The client must require medical/nursing services that are ordered by and remain under the supervision of a physician; are dependent upon the client's documented medical, physical, and/or functional disorders, conditions, or impairments; require the skills of registered or licensed vocational nurses; are provided either directly by or under the supervision of licensed nurses in an institutional setting; and are required on a regular basis.

OR

- The client must have been admitted to a nursing facility for a medically-related condition and must require medical/nursing services that are ordered by and remain under the supervision of a physician; that depend upon the client's documented medical or physical disorders with related functional disorder, conditions, or impairment; and because the client has lived in an intermediate care, skilled nursing or nursing facility for five consecutive years, and he lacks a readily available support system and adequate financial resources to maintain him in a community setting.

Specific criteria are used to determine if the client requires medical care in a nursing facility. Services that could qualify a client for MN determination include but are not limited to the following:

- routine monitoring of a client to determine responses to the treatment plan and to detect problems requiring the physician's attention and/or a change in the plan of care;
- administration of medications and observation of the client's response and side effects;
- administration and adjustment of medication for pain and monitoring of result and side effects; and
- rehabilitative/restorative care, passive range-of-motion (ROM) exercises and positioning, care and assistance application of braces/prosthetic devices, or reinforcement of maintenance rehabilitative procedures.

## Texas Counties By HHS Region

### Region 1 – Lubbock

|           |               |          |            |           |         |
|-----------|---------------|----------|------------|-----------|---------|
| Armstrong | Collingsworth | Garza    | Hockley    | Moore     | Roberts |
| Bailey    | Crosby        | Gray     | Hutchinson | Motley    | Sherman |
| Briscoe   | Dallam        | Hale     | King       | Ochiltree | Swisher |
| Carson    | Deaf Smith    | Hall     | Lamb       | Oldham    | Terry   |
| Castro    | Dickens       | Hansford | Lipscomb   | Parmer    | Wheeler |
| Childress | Donley        | Hartley  | Lubbock    | Potter    | Yoakum  |
| Cochran   | Floyd         | Hemphill | Lynn       | Randall   |         |

### Region 2 – Abilene\*

|          |          |          |          |             |              |
|----------|----------|----------|----------|-------------|--------------|
| Archer   | Coleman  | Foard    | Kent     | Runnels     | Taylor       |
| Baylor   | Comanche | Hardeman | Knox     | Scurry      | Throckmorton |
| Brown    | Cottle   | Haskell  | Mitchell | Shackelford | Wichita      |
| Callahan | Eastland | Jack     | Montague | Stephens    | Wilbarger    |
| Clay     | Fisher   | Jones    | Nolan    | Stonewall   | Young        |

### Region 3 – Grand Prairie

|        |        |         |         |            |           |
|--------|--------|---------|---------|------------|-----------|
| Collin | Ellis  | Grayson | Johnson | Palo Pinto | Somervell |
| Cooke  | Erath  | Hood    | Kaufman | Parker     | Tarrant   |
| Dallas | Fannin | Hunt    | Navarro | Rockwall   | Wise      |
| Denton |        |         |         |            |           |

### Region 04 – Tyler

|          |          |           |        |           |           |
|----------|----------|-----------|--------|-----------|-----------|
| Anderson | Cherokee | Harrison  | Marion | Red River | Upshur    |
| Bowie    | Delta    | Henderson | Morris | Rusk      | Van Zandt |
| Camp     | Franklin | Hopkins   | Panola | Smith     | Wood      |
| Cass     | Gregg    | Lamar     | Rains  | Titus     |           |

### Region 5 – Beaumont

|          |             |        |               |             |         |
|----------|-------------|--------|---------------|-------------|---------|
| Angelina | Jasper      | Newton | Sabine        | Shelby      | Trinity |
| Hardin   | Jefferson   | Orange | San Augustine | San Jacinto | Tyler   |
| Houston  | Nacogdoches | Polk   |               |             |         |

### Region 6 – Houston

|          |           |           |           |            |         |
|----------|-----------|-----------|-----------|------------|---------|
| Austin   | Colorado  | Galveston | Liberty   | Montgomery | Waller  |
| Brazoria | Fort Bend | Harris    | Matagorda | Walker     | Wharton |
| Chambers |           |           |           |            |         |

**Region 7 – Austin**

|         |          |           |           |          |            |
|---------|----------|-----------|-----------|----------|------------|
| Bastrop | Burleson | Fayette   | Hill      | Llano    | Robertson  |
| Bell    | Burnet   | Freestone | Lampasas  | McLennan | San Saba   |
| Blanco  | Caldwell | Grimes    | Lee       | Madison  | Travis     |
| Bosque  | Coryell  | Hamilton  | Leon      | Milam    | Washington |
| Brazos  | Falls    | Hays      | Limestone | Mills    | Williamson |

**Region 8 – San Antonio**

|          |           |           |         |          |           |
|----------|-----------|-----------|---------|----------|-----------|
| Atascosa | DeWitt    | Goliad    | Kendall | Maverick | Val Verde |
| Bandera  | Dimmit    | Gonzales  | Kerr    | Medina   | Victoria  |
| Bexar    | Edwards   | Guadalupe | Kinney  | Real     | Wilson    |
| Calhoun  | Frio      | Jackson   | LaSalle | Uvalde   | Zavala    |
| Comal    | Gillespie | Karnes    | Lavaca  |          |           |

**Region 9 – Abilene\***

|         |           |        |           |            |           |
|---------|-----------|--------|-----------|------------|-----------|
| Andrews | Crocket   | Howard | Mason     | Reagan     | Terrell   |
| Borden  | Dawson    | Irion  | McCulloch | Reeves     | Tom Green |
| Coke    | Ector     | Kimble | Menard    | Schleicher | Upton     |
| Concho  | Gaines    | Loving | Midland   | Sterling   | Ward      |
| Crane   | Glasscock | Martin | Pecos     | Sutton     | Winkler   |

**Region 10 – El Paso**

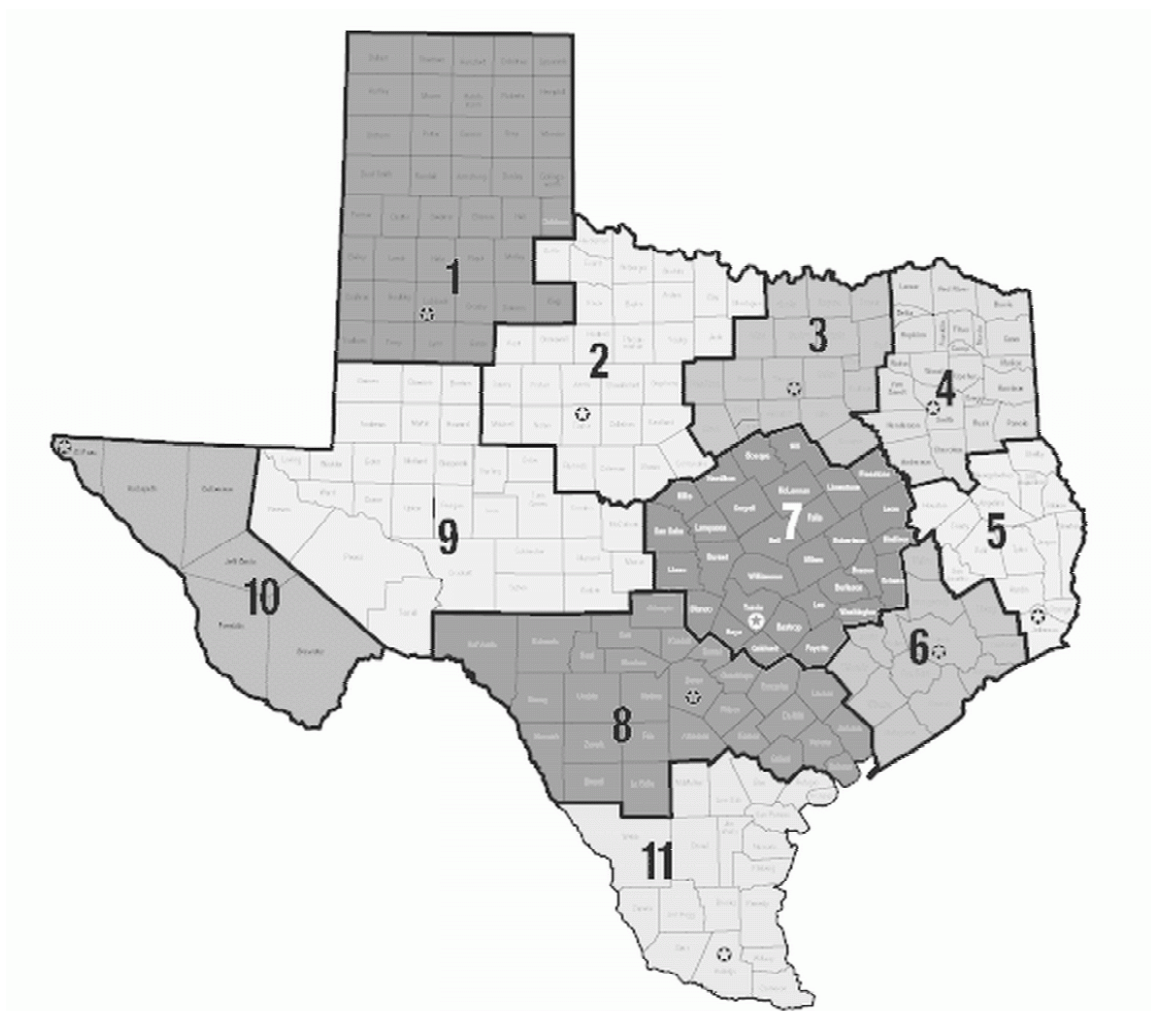
|          |           |         |          |            |         |
|----------|-----------|---------|----------|------------|---------|
| Brewster | Culberson | El Paso | Hudspeth | Jeff Davis | Presido |
|----------|-----------|---------|----------|------------|---------|

**Region 11– Edinburg**

|         |          |           |          |              |         |
|---------|----------|-----------|----------|--------------|---------|
| Aransas | Duval    | Jim Wells | Live Oak | Refugio      | Webb    |
| Bee     | Hidalgo  | Kenedy    | McMullen | San Patricio | Willacy |
| Brooks  | Jim Hogg | Kleberg   | Nueces   | Starr        | Zapata  |
| Cameron |          |           |          |              |         |

\* The headquarters for both regions 2 and 9 are located in Abilene.

## Texas Map with Regional and County Boundaries



## Glossary

**Activities of Daily Living** – Activities essential to daily self-care, such as bathing, dressing, grooming, toileting, housekeeping, shopping, and meal preparation.

**Abuse** – Any act or failure to act, done knowingly, recklessly or intentionally, including incitement to act, which causes or may cause major or minor physical and/or emotional injury to an individual. This includes exploitation and sexual activity.

**Active Treatment** – Service programs and treatments provided to clients based on each person's identified needs and designed to facilitate the individual's ability to function with as much self-determination and independence as possible. Active treatment also strives to prevent or decelerate the loss of the individual's current optimal ability to function.

**Adaptive Behavior** – In general, the effectiveness or degree with which an individual meets the standards of personal independence and social responsibility expected of his or her age and cultural group.

**Administrative Hearing** – A proceeding in which the legal rights, duties or privileges of a party are to be determined by a state agency after an opportunity for an adjudicative hearing.

**Adult Day Care** – An array of services provided in a congregate, non-residential setting to dependent older persons who need supervision but do not require institutionalization. These services may include any combination of social or recreational activities, health maintenance, transportation, meals and other supportive services.

**Adult Foster Care** – Residential services and care in a family's home or in a small group home.

**Advocate** – A person who represents his or her own interest publicly or a person who represents the interests of another individual.

**Aged** – Persons 65 years of age and older.

**Amount, Duration, and Scope** – How a Medicaid benefit is defined and limited in a state's Medicaid plan. Each state defines these parameters, thus state Medicaid plans vary in what they cover.

**Applicant** – A persons that has applied for benefits.

**Applied Income** -- That portion of a client's income that must be applied toward the cost of institutional care. Also used in Texas Works to indicate a household member's income that is counted in determining eligibility and benefits.

**Autism** – A pervasive developmental disorder characterized by (1) qualitative impairment in reciprocal social interactions; (2) qualitative impairment in verbal and non-verbal communications and in imaginative thinking; (3) markedly restricted repertoire of activities and interests; and (4) onset during infancy or childhood.

**Behavioral Health Care** – Assessment and treatment of mental or emotional disorders and chemical dependency disorders.

**Beneficiary** – One who benefits from a publicly funded program. Most commonly used to refer to persons enrolled in the Medicare program.

**Benefit Level** – The limit or degree of services a person is entitled to receive if the services are medically necessary.

**Capitation** – A prospective payment method that pays the provider of service a uniform amount for each person covered, usually on a monthly basis. Capitation is used in managed care alternatives such as HMOs.

**Care Coordination** – An ongoing process including assessing the needs of a client and effectively planning, arranging, coordinating and following-up on services which most appropriately meet the identified needs as mutually defined by the client, the access and assistance staff, and where appropriate, a family member or other caregiver.

**Caregiver Education and Training** – This includes developing a resource library, developing information resources, developing and/or facilitating support groups, seminars and focus groups, facilitating individual or group counseling and providing education services to groups or individuals.

**Case Management** – A process whereby covered persons with specific health care needs are identified and a plan that efficiently utilizes health care and other resources is formulated and implemented to achieve the optimum outcome in the most cost-effective manner.

**Centers for Medicare and Medicaid Services** – The federal agency responsible for administering Medicare and overseeing state administration of Medicaid, formerly known as the Health Care Financing Administration (HCFA).

**Certified Medicaid Eligible** – A persons who has gone through the Medicaid application process and has been determined by the state to be eligible for the Medicaid program.

**Children with Special Health Care Needs** – Defined by the Center for Medicare and Medicaid Services as Medicaid beneficiaries under 19 years of age who receive SSI, are eligible under 1902(e)(3), are in foster care and receiving foster care or adoption assistance, or are receiving Title V-funded care coordination services.

**Chore Maintenance** – Performing household chores such as heavy cleaning (e.g., scrubbing floors, washing walls, and washing outside windows), moving heavy furniture, yard and walk maintenance, which an older person is unable to handle on their own and which do not require the services of a trained homemaker.

**Client** – A person who has applied for a service or benefit and has been determined eligible.

**Client Assignment and Registration System** – An on-line data entry system that provides demographic and other data about individuals with mental retardation issues that are served by the Department.

**Client Managed Attendant Services** – Personal care program in which the attendant is supervised by the individual receiving the service.

**Community Attendant Services** – An optional state plan benefit that allows states to provide home and community-based services to functionally disabled individuals. In Texas, this optional benefit provides personal care services to people who have income in excess of SSI limitations but who would be financially qualified for services provided in an institutional setting.

**Community-based Alternative Waiver** – A waiver of the Medicaid state plan granted under Section 1915c of the Social Security Act that allows Texas to provide community-based services to adults as an alternative to nursing facility care.

**Community Based Services** – Services based within the community.

**Community Care for the Aged and Disabled** – A group of services that are provided in the community to aged or disabled persons who have functional limitations.

**Community Living Assistance and Support Services Waiver Program** – A Medicaid waiver granted under Section 1915© of the Social Security Act that allows Texas to provide community-based services to persons with developmental disabilities other than mental retardation as an alternative to ICF/MR VIII institutional care.

**Community Living Plan** – A written agreement developed by an individuals interdisciplinary team with active participation by the individual and legally authorized representative which details the responsibilities of all parties signing the plan during and after the individual's move from a facility into a community living arrangement.

**Community Mental Health and Mental Retardation Centers** – Public entities, locally governed components of the mental health and mental retardation service delivery system located in various communities throughout the state, providing community-based mental health and/or mental retardation services.

**Congregate Meal** -- Meals that comply with the Dietary Guidelines for Americans and provide a minimum of one-third (1/3) of the daily recommended dietary allowances (RDA) as established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Science and are served in a congregate setting. These include standard meals and therapeutic meals/liquid supplements.

**Consolidated Waiver Program** – A Medicaid waiver granted under Section 1915© of the Social Security Act that allows Texas to provide community-based services to people who meet intermediate care facility or nursing facility criteria.

**Consumer Directed Services** – A service delivery model in which the consumer or representative has the ability to hire, fire, train and supervise personal attendants, as well as the opportunity to directly purchase needed services.

**Continuity of Services** – Activities undertaken to ensure coordination of services to individual within and between components of the service delivery system.

**Co-pay** -- A cost-sharing arrangement in which a covered person pays a specified amount for a specified service. Payment is usually required at the time the service is rendered.

**Continuity of Care** – The degree to which the care of a patient is not interrupted.

**Contractor** – Persons or organization with which the State has negotiated an agreement for the provision of required tasks.

**Co-payment** – An amount a recipient must pay as a share of the cost of a service.

**Data Warehouse** – A system that stores data in formats useful for structured query and analysis.

**Day Activity and Health Services** – A long-term care service provided during the day, Monday through Friday, for persons living in the community. Services are provided at locations that are sometimes called adult day care centers and include nursing and personal care, meals, transportation, and social and recreational activities.

**Deaf-blind with Multiple Disabilities Waiver** – A Medicaid waiver granted under Section 1915© of the Social Security Act that allows Texas to provide community-based services to people who are deaf and blind and have a third disability, as an alternative to ICF/MR institutional care.

**Developmental Disability** – A serve, chronic disability manifested during the developmental period before age 22, which results in impaired intellectual functioning or deficiencies in essential skills.

**Direct Care Staff** – Any person who works directly with clients and assists clients with daily needs.

**Durable Medical Equipment** – Equipment that can stand repeated use, is primarily and customarily used to serve a medical purpose, generally is not useful to a person unless the person is ill or injured, and is appropriate for using at home.

**Dual Diagnosis** – A term used to describe a person's condition involving diagnosis or more than one type of mental disability, such a mental illness occurring with mental retardation, mental illness occurring with chemical dependency, or mental retardation occurring with chemical dependency.

**Dual Eligible** – A person who qualifies for both Medicare benefits and Medicaid assistance.

**Emergency Response Services (ERS)** – Services provided to the homebound, frail older person using an automatic monitoring system to link them to emergency medical services when their life or safety are in jeopardy. ERS services include the installation of the individual monitoring unit, training associated with the use of the system, periodic checking to ensure that the unit is functioning properly, equipment maintenance calls, response to an emergency call by a medical professional, paraprofessional or volunteer and follow-up with the client.

**Enhanced Match Rate** – Federal matching rate that is higher than the regular federal medical assistance percentage.

**Exploitation** – The illegal or improper act or process of an employee using the resources of a persons served by DADS for monetary or personal benefits, profit or gain.

**Fair Hearing** – A meeting conducted by a regional hearing officer with a client or his representative who disagrees with and wishes to appeal some action taken on the client's case.

**Family Care** – A community care service provided to aged and disabled adults who are functionally limited in performing activities of daily living. Services include assistance with personal care, housekeeping tasks, meal preparation and escort services.

**Federal Fiscal Year** – The Federal fiscal year is a 12-month period that begins on October 1 and ends September 30.

**Federal Medical Assistance Percentage** – The percentage of federal dollars available to a state to provide Medicaid services. This percentage is recalculated annually based on a formula designed to provide a higher Federal matching rate to states with a lower per capita income.

**Federal Poverty Levels** – Income amounts published annually by the federal government that are guidelines for determining eligibility for services.

**Fee-for-Service Reimbursement** – The traditional health care payment system under which physicians and other providers receive a payment for each unit of service they provide.

**Frail-elderly** – A Medicaid Community Care entitlement service that is now referred to as Community Attendant Services.

**Freedom of Choice** – In general, a state must ensure that Medicaid beneficiaries are free to obtain services from any qualified provider. Exceptions are possible through waiver of Medicaid and special contract options.

**Guardian** – A person lawfully invested with the power, and charged with the duty, of taking care of the person and managing the property and rights of another persons who, for deficit of age, understanding, or self-control, is considered incapable of administering his/her own affairs.

**Habilitation** – A broad term referring to procedures and intervention designed to help an individual with a developmental disability achieve greater mental, physical, and social development. The habilitation process enhances the well being of the individual, teaches skills and increases the possibility that he/she will make progressively independent and responsible decisions about social behavior, quality of life, job satisfaction and personal relationships.

**Health and Human Services Commission** – The oversight agency for health and human services in Texas, and is the single state Medicaid agency for Texas.

**Health Maintenance** – Services that include one or more of the following activities: medical treatment by a health professional; health education and counseling services for individuals or groups about lifestyles and daily activities; home health services including but not limited to nursing, physical therapy, speech or occupational therapy; and provision of medications, nutritional supplements, glasses, dentures, hearing aids or other assistive devices.

**Health Screening/Monitoring** – Investigation or analysis by a medical or health professional to determine the need for a health service, including routine testing for blood pressure, hearing, vision diabetes and anemia, or the periodic checking/monitoring of a known condition such as monthly blood pressure checks for hypertension or tests for anemia.

**Home and Community-based Services Waiver** – A Medicaid waiver granted under Section 1915© of the Social Security Act which allows Texas to provide community-based services to people with mental retardation as an alternative to ICF/MR institutional care.

**Home-delivered Meal** -- A meals that is delivered to an eligible person in his/her place of residence and that complies with the Dietary Guidelines for Americans, providing a minimum of one-third (1/3) of the daily recommended dietary allowances (RDA) as established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Science.

**Homemaker** – A service provided by trained and supervised homemakers involving the performance of housekeeping/home management, meal preparation and/or escort tasks and shopping assistance, provided to individuals who require assistance with these activities in their place of residence. The objective is to help the recipient sustain independent living in a safe and healthful home environment.

**Hospice** – An array of services provided either in the home or in a residential setting to older persons suffering from a terminal illness. Services include medical care under the supervision of a physician, counseling for the person and the family members, and other supportive services.

**Information, Referral and Assistance** – Assessing customers' needs; finding organizations capable of meeting the needs; evaluating all appropriate resources; providing enough information about each resource to help customers make informed choices; helping customers find alternative resources; actively linking people to needed services; and performing follow-up to ensure the services were provide.

**Individual Plan of Care** -- The information used to determine an individual's eligibility for home and community services and for the utilization review related to providers claims payments.

**In-home and Family Support Services** – A program that disburses funds as assistance to persons with a disability or their family for the purpose of purchasing services or items that are above and beyond the scope of usual needs, that are necessitated by the persons disability, and that directly support the person in living in his/her own home rather than living in a more restrictive setting at a higher cost.

**Instruction and Training** – These services provide the experience and/or knowledge for clients or professionals working with clients to acquire skills in a formal, informal, individual or group setting.

**Interdisciplinary Team** – A group of persons that is drawn from or represent those professions, disciplines, service areas, or agencies that are relevant to identifying an individual's needs and designing a program to meet those needs.

**Intermediate Care Facility for Persons with Mental Retardation** – An optional Medicaid service that provides residential care and services for individuals with developmental disabilities based on their functional needs.

Emergency Response Services

**Legal Awareness** – The dissemination of accurate, timely and relevant information, eligibility criteria, requirements and procedures to older persons about public entitlements, health/long-term care, individual rights, planning/protection options, housing and consumer issues in a group setting.

**Level of Care** -- An assessment of the type of care necessary to meet the client's individual needs. The assessment takes into consideration the client's needs in all aspects of development, level of functioning, and potential to benefit from a particular program.

**Local Mental Health Authority** – The local component of the mental health and mental retardation system designated to carry out the planning, policy development, coordination and resource development for mental health and mental retardation services in the community.

**Long-term Care** – Assistance and care for persons who are elderly or have some other chronic disabling condition. The goal of long-term care services is to help these individuals remain as independent as possible.

**Managed Care** – A system in which the overall care of a patient is overseen by a single provider or organization. Many state Medicaid programs include managed care components as a method of improving quality and controlling costs.

**Medicaid** – A federal medical assistance program for certain persons with low income. Medicaid is financed by both federal and state funds. Each state designs and administers its own program under the general oversight of the U.S. Department Of Health and Human Services. The program was enacted in 1965 under Title XIX of the Social Security Act.

**Medical Assistance Only** – MAO clients receive no income assistance but are eligible for Medicaid. Except for their income and resources, these clients would be eligible for money payments. This means they are in one of the categories of aged, blind, disabled, or families with dependent children.

**Medicaid Eligible** – In Texas, this term is used when referring to persons who have been determined eligible to receive Medicaid services after having gone through a certification process.

**Medical Necessity** – Health services that are reasonably necessary to prevent illness or medical conditions, or to provide interventions and or treatments for conditions that cause suffering or pain.

**Medically Dependent Children's Program** – A 1915c Medicaid waiver program that provides respite, minor home modifications, adaptive aids and Medicaid benefits to children as an alternative to nursing facility care.

**Medicare** – The nation's largest health insurance program financed by the federal government. The program provides insurance to people who are age 65 and older, who are disabled, or who have permanent kidney failure.

**Mental Illness** – A single severe mental disorder, excluding mental retardation, or a combination of several mental disorders as defined in the latest edition of the American Psychiatric Association's Diagnostic and Statistical Manual or Mental Disorders.

**Mental Retardation** – Significantly sub-average intellectual functioning existing concurrently with deficits in adaptive behavior and manifested during the developmental period.

**Mental Retardation Authority** – The local authority designated by the department to carry out the legislative mandate to provide certain community-based mental retardation services and coordinate continuity of services to consumers who are members of the department's defined priority population. The department designates one MRA for each local service area and is usually a community MHMR center.

**Neglect** – A negligent act or omission by any person responsible for providing services that caused or may have caused physical or emotional injury to a persons served by the department, or which placed a person served at risk of physical or emotional injury or death.

**Nursing Facility**—A facility approved and licensed by the State in which Medicaid eligible individuals receive nursing care and appropriate rehabilitative and restorative services.

**Nutrition Consultation** – Provision of information related to nutrition by a licensed dietician or other qualified person. Services are to be provided to AAAs or nutrition providers.

**Nutrition Counseling** – Provision of individualized advice and guidance to individuals who are at nutritional risk because of their health or nutritional history, dietary intake, medication(s) use or chronic illness, about options and methods for improving their nutritional status, and performed by a health professional in accordance with state law and policy.

**Nutrition Education** – Provision of information to participants to promote nutritional well being.

**Ombudsman** – Services that identify, investigate, and resolve complaints made by or on behalf of, residents of nursing facilities and assisted living facilities, and which relate to action, inaction, or decisions, that may adversely affect the health, safety, welfare, or rights of the residents, of providers, or representatives of providers of long-term care services, public agencies, or health and social services agencies.

**Omnibus Budget Reconciliation Act(s)** – Federal laws that provide direction regarding how federal monies are to be expended. Amendments to Medicaid eligibility and benefit rules are frequently made in these Acts.

**Part A** –Medicare hospital insurance that helps pay for medically necessary inpatient hospital care, and, after a hospital stay, for inpatient care in a skilled nursing facility, for home care by a home health agency or hospice care by a licensed and certified hospice agency.

**Part B** – Medicare medical insurance that helps pay for medically necessary physician services, outpatient hospital services, outpatient, physical therapy and speech pathology service, and a number of other medical services and supplies that are not covered by the hospital insurance.

**Part C** – Previously called Medicare+Choice, this part of the Medicare program was renamed to Medicaid Advantage and modified by the Medicare Prescription Drug, Improvement and Modernization Act of 2003. It provides for certain managed care coverage options in Medicare, under which managed care organizations receive a capitated monthly payment per covered beneficiary.

**Part D** – A new, voluntary Medicare prescription drug benefit created by the Medicare Prescription Drug, Improvement and Modernization Act of 2003 that will begin January 1, 2006. Beneficiaries who remain in traditional Medicare may choose a private drug-only plan; those who choose to enroll in a managed care organization may choose a plan that offers a drug benefit. Prior to Implementation of Part D, Medicare – sponsored drug discount cards will be available for beneficiaries to purchase. These cards, offered by private organizations will vary in price and coverage, but generally will offer moderate discounts on certain prescription drugs.

**Permanency Planning** – A philosophy and planning process that focuses on the outcome of family support for a minor by facilitating a permanent living arrangement in which the primary feature is an enduring an nurturing parental relationship.

**Person-directed Planning** – A process that empowers the individual to direct the development of a plan of supports and services that meet the individual's goals.

**Personal Assistance** – Assisting an older person that has difficulty performing a minimum of two activities of daily living identified through an assessment process, with tasks that an individual would typically perform if they were able. This covers hands-on assistance in all activities of daily living.

**Personal Care** – An optional Medicaid benefit that allows a state to provide attendant services to assist functionally impaired individuals in performing the activities of daily living such as bathing, dressing, grooming, feeding, etc.

**Preadmission Screening and Resident Review** – An evaluation process used to determine whether a person with mental illness, mental retardation and/or related condition is most appropriately placed in a nursing facility and needs training and/or treatment for the conditions.

**Preventive Care** – Comprehensive care that emphasizes prevention and early detection and treatment of conditions, generally including physical examination, immunization and well-person care.

**Primary Home Care** – Basic or general health care traditionally provided by family practice, pediatrics and internal medicine providers.

**Primary Home Care** – A optional Medicaid-funded community care program that provides personal care services to aged and disabled individuals.

**Priority Population** – Groups of persons with mental retardation identified by DADS as being most in need of mental retardation services.

**Program of All Inclusive Care for the Elderly** – A Medicaid waiver granted under Section 1115© of the Social Security Act. This waiver allows Texas to provide comprehensive community and medical services under a capitated, risk-based system to frail elder people (55 and Older) as a cost-effective alternative to institutional care. This waiver is part of a national demonstration project.

**Promoting Independence** – This is a State initiative in response to the U. S. Supreme Court Olmstead ruling regarding that mandated that states provide community-based services to persons with disabilities who would otherwise be entitled to institutional services when certain conditions are met.

**Provider** -- A person, group, or agency other than an agency staff person who performs a service for a client for a fee paid by DADS; sometimes called vendor.

**Qualified Disabled Working Individuals** – These are Medicare beneficiaries with an income limit of 200 percent of the federal poverty level who do not qualify for full Medicaid benefits. Medicaid pays Medicare Part A premiums for disabled working individuals.

**Qualified Individuals** – These are Medicare beneficiaries with an income limit of 175 percent of the federal poverty level who do not qualify for full Medicaid benefits. Medicaid pays a portion of their Medicare Part B premium.

**Qualified Medicare Beneficiary** – These are Medicare beneficiaries with an income limit of 100 percent of the federal poverty level who do not qualify for full Medicaid benefits. Medicaid pays all of their Medicare Part A and B premiums, deductibles, and coinsurance.

**Quality Improvement** – A continuous process that identifies problems in service delivery, test solutions to those problems and constantly monitor s the solutions for improvements.

**Quality Monitor** – A function that provides external review of the access to and the quality of care provided to Medicaid clients enrolled in Medicaid managed care.

**Recipient** – A person who receives services.

**Related Condition** – A severe, chronic disability found to be closely related to mental retardation because the conditions results in impairment of general intellectual functioning or adaptive behavior similar to that of persons with mental retardation and requires treatment or services similar to that of person with mental retardation. Onset of the disability must have occurred prior to the person's 22<sup>nd</sup> birthday.

**Residential Care** – A community care program that provides services to eligible adults who require access to services on a 24-hour basis, but who do not need daily nursing intervention.

**Residential Repair** – Repairs or modifications of client-occupied dwellings that are essential for the health and safety of the occupants.

**Respite Care** – A community care program that provides short-term services for elderly and disabled adults who require care and/or supervision, while allowing their caregiver temporary relief.

**Rehabilitative Services for Mental Illness** – Specialized services proved to people age 18 and over with severe and persistent mental illness and people under 18 with severe emotional disturbance. Includes plan of care oversight, community support services, and day program services for both children and adults.

**Related Condition** – A disability other than mental retardation that manifests itself during an individual's developmental period (before age 22) and results in substantial functional limitations in three of six major life activities (self-care, expressive/receptive language, learning, mobility, self-direction and capacity for independent living).

**Rider 28** – A rider in Article II of the General Appropriations Act (78<sup>th</sup> Texas Legislature) that stipulates that as clients relocate from nursing facility to community care services, the nursing facility funds will be transferred to the community care budget to cover the cost of the services of these clients. Also known as the "Money Follows the Person" rider.

**Service Coordination** – A system in which a single accountable staff person performs activities in the service of an individual, ensuring to the maximum extent possible that the individual has access to and receives all resources and services necessary to reach and maintain an optimal level of functioning.

**Service Delivery Area** – Regions of the State established by HHSC for the purpose of planning and providing services.

**Service Responsibility Option** – A service delivery model in which the consumer has the ability to train personal attendants.

**Skilled Nursing Facility** – An institution that is primarily engaged in providing skilled nursing care and related services for residents who require medical or nursing care, or rehabilitation services for the rehabilitation of injured, disabled, or sick persons, or on a regular based, health-related care and services to individuals who because of their mental or physical condition require care and services (above room and board) that can be made available to them only through institutional facilities and is not primarily for the care and treatment of mental disorders.

**Social Security Administration** – The Federal agency responsible for determining eligible for SSI benefits in Texas and most other states.

**Special Services for Persons with Disabilities** – A community care program that contracts with public or private agencies for services to help persons with disabilities achieve habilitative or rehabilitative goals that encourage maximum independence.

**Specified Low-income Medicare Beneficiaries** – Medicare beneficiaries with an income limit of 120 percent of the federal poverty level who do not qualify for full Medicaid benefits. Medicaid pays Medicare Part B premium.

**State Fiscal Year** – The Texas state fiscal year begins on September 1 and runs through August 31 of each year.

**State Mental Retardation Facility** – Any one of the thirteen facilities providing campus-based mental retardation services to persons in the mental retardation priority populations. Campus-based services include short- and long-term residential living, respite care, emergency admissions and diagnosis and evaluation.

**Supplemental Security Income** – A federal cash assistance program for low-income elderly people and people of all ages with disabilities, administered by the Social Security Administration.

**Texas Home Living Waiver** – A Medicaid waiver granted under Section 1915© of the Social Security Act that allows Texas to provide community-based services to current Medicaid recipient with mental retardation or related conditions as an alternative to ICF/MR institutional care.

**Texas Integrated Eligibility and Redesign System** – A project created to improve the delivery of state-funded services. The project will replace several outdated automated systems with a state of the art integrated eligibility system and will change business processes to improve service delivery.

**Titles of the 1965 Social Security Act:**

- II – Old age, Survivors and Disability Insurance Benefits.
- IV-A – Temporary Assistance for Needy Families; WIN Social Services
- IV-B – Child Welfare
- IV-D – Child Support
- IV-E – Foster Care and Adoption
- IV-F – Job Opportunities and Basic Skills Training
- V – Maternal and Child Health Services
- XVI – Supplemental Security Income
- XVIII – Medicare
- XIX – Medicaid
- XX – Social Services
- XXI – Children's Health Insurance Program

**Transportation** – Taking an older person or a person with disabilities from one location to another.

**Utilization Review** – A formal assessment of the medical necessity, efficiency or appropriateness of services and treatment plans on a prospective, concurrent or retrospective basis.

**Vendor Hold** – Temporary suspension of payment from the department to a service provider.

**Waiting List** – A list of individuals who meet the eligibility criteria for service(s).

**Waiver** – An exception to the usual requirements of Medicaid grant to a state by the Centers of Medicare and Medicaid Services.

## Acronyms

|       |                                                            |
|-------|------------------------------------------------------------|
| AA    | Adaptive Aids                                              |
| AAA   | Area Agencies on Aging                                     |
| AAMR  | American Association on Mental Retardation                 |
| AAPCC | Adjusted Average Per Capita Cost                           |
| ACS   | Affiliated Computer Services                               |
| ADA   | American with Disabilities Act                             |
| AFC   | Adult Foster Care                                          |
| AIC   | Area Information Center                                    |
| ALF   | Assisted Living Facility                                   |
| APS   | Adult Protective Services                                  |
| BBA   | Balanced Budget Act                                        |
| BHO   | Behavioral Health Organization                             |
| CARE  | Client Assignment and Registration System                  |
| CAS   | Community Attendant Services                               |
| CBA   | Community-based Alternative                                |
| CCAD  | Community Care for Aged and Disabled                       |
| CCAT  | Community Care Assessment Tool                             |
| CCP   | Comprehensive Care Program                                 |
| CHIP  | Children's Health Insurance Program                        |
| CLASS | Community Living Assistance and Support Services           |
| CLO   | Community Living Option                                    |
| CMPAS | Consumer Managed Personal Assistant Services               |
| CMS   | Centers for Medicare and Medicaid Services (formerly HCFA) |
| CMS   | Claims Management System                                   |
| CPS   | Child Protective Services                                  |
| CSHCN | Children with Special Health Care Needs                    |
| CWP   | Consolidated Waiver Program                                |
| DADS  | Department of Aging and Disability Services                |
| DAHS  | Day Activity and Health Services                           |
| DARS  | Department of Assistive and Rehabilitation Services        |
| DBMD  | Deaf-blind with Multiple Disabilities                      |
| DFPS  | Department of Families and Protective Services             |
| DME   | Durable Medical Equipment                                  |
| DMR   | Determination of Mental Retardation                        |
| DSHS  | Department of State Health Services                        |
| ECI   | Early Childhood Intervention                               |
| EMR   | Employee Misconduct Registry                               |
| EPSDT | Early Periodic Screening, Diagnosis and Treatment          |
| EOA   | Equity of Access                                           |
| ERS   | Emergency Response Services                                |
| EWS   | Early Warning System                                       |
| FC    | Family Care                                                |
| FE    | Frail Elderly                                              |
| FFP   | Federal Financial Participation                            |
| FFS   | Fee-for-service                                            |
| FFY   | Federal Fiscal Year                                        |
| FGP   | Foster Grandparents Program                                |
| FMAP  | Federal Medicaid Assistance Percentage                     |
| FPL   | Federal Poverty Level                                      |
| GOBPP | Governor's Office of Budget, Planning and Policy           |
| HB    | House Bill                                                 |
| HCFA  | Health Care Financing Administration (now CMS)             |
| HCS   | Home and Community-based Services                          |

|        |                                                                               |
|--------|-------------------------------------------------------------------------------|
| HCSSA  | Home and Community Support Services Agency                                    |
| HHS    | Health and Human Services                                                     |
| HHSC   | Health and Human Services Commission                                          |
| HICAP  | Health Information Counseling and Advocacy Program                            |
| HIPAA  | Health Insurance Portability and Accountability Act                           |
| HMO    | Health Maintenance Organization                                               |
| HUB    | Historically Underutilized Business                                           |
| ICF/MR | Intermediate Care Facility for Persons with Mental Retardation                |
| IHFS   | In-home Family Support                                                        |
| IPC    | Individual Plan of Care                                                       |
| IT     | Information Technology                                                        |
| LA     | Local Authority                                                               |
| LAR    | Legally Authorized Representative                                             |
| LAR    | Legislative Appropriations Request                                            |
| LBB    | Legislative Budget Board                                                      |
| LOC    | Level of Care                                                                 |
| LON    | Level of Need                                                                 |
| LTC    | Long Term Care                                                                |
| LTCS   | Long Term Care Services                                                       |
| MAC    | Medicaid Administrative Claiming                                              |
| MAO    | Medical Assistance Only                                                       |
| MCAC   | Medical Care Advisory Committee                                               |
| MDCP   | Medically Dependent Children's Program                                        |
| MDU    | Multiple Disabilities Unit (State Hospitals)                                  |
| MH     | Mental Health                                                                 |
| MMIS   | Medicaid Management Information System                                        |
| MN     | Medical Necessity                                                             |
| MOU    | Memorandum of Understanding                                                   |
| MR     | Mental Retardation                                                            |
| MR/RC  | Mental Retardation/Related Condition                                          |
| MRA    | Mental Retardation Authority                                                  |
| MRLA   | Mental Retardation Local Authority                                            |
| NATCEP | Nurse Aide Registry and Nurse Aide Training and Competency Evaluation Program |
| NF     | Nursing Facility                                                              |
| NFA    | Nursing Facility Administrator                                                |
| OAA    | Older Americans Act                                                           |
| OBRA   | Omnibus Budget Reconciliation Act                                             |
| OIG    | Office of Inspector General                                                   |
| OT     | Occupational Therapy                                                          |
| PACE   | Program of All-inclusive Care for the Elderly                                 |
| PASARR | Pre-admission Screening and Annual Resident Review                            |
| PCP    | Primary Care Physician                                                        |
| PDP    | Person Directed Plan                                                          |
| PHC    | Primary Home Care                                                             |
| PI     | Promoting Independence                                                        |
| PMAB   | Prevention and Management of Aggressive Behavior                              |
| PMO    | Project Management Office                                                     |
| POS    | Point of Service                                                              |
| PCS    | Provider Claims Services                                                      |
| PT     | Physical Therapy                                                              |
| QAIS   | Quality Assurance and Improvement Plan                                        |
| QI     | Qualified Individual                                                          |
| QDWI   | Qualified Disabled Working Individual                                         |
| QMB    | Qualified Medicare Beneficiary                                                |
| QMRP   | Qualified Mental Retardation Professional                                     |
| RC     | Related Condition                                                             |

|        |                                                                          |
|--------|--------------------------------------------------------------------------|
| RDA    | Recommended Daily Allowance                                              |
| RFO    | Request for Offers                                                       |
| RFP    | Request for Proposals                                                    |
| RSS    | Residential Support Services                                             |
| RSVP   | Retired Senior and Volunteer Program                                     |
| SAO    | State Auditor's Office                                                   |
| SAVERR | System for Application, Verification, Eligibility Referral and Reporting |
| SB     | Senate Bill                                                              |
| SC     | Service Coordination/Coordinator                                         |
| SCP    | Senior Companion Program                                                 |
| SDA    | Service Delivery Area                                                    |
| SFY    | State Fiscal Year                                                        |
| SHL    | Supported Home Living                                                    |
| SL     | Supervised Living                                                        |
| SLMB   | Specified Low-Income Medicare Beneficiary                                |
| SMI    | State Median Income                                                      |
| SMRF   | State Mental Retardation Facility                                        |
| SRA    | Service Responsibility Option                                            |
| SSA    | Social Security Administration                                           |
| SSDI   | Social Security Disability Income                                        |
| SSI    | Supplemental Security Income                                             |
| TANF   | Temporary Assistance for Needy Families                                  |
| TILE   | Texas Index for Level of Effort                                          |
| TLC    | Transition to Living in Community                                        |
| TMHP   | Texas Medicaid and Healthcare Partnership                                |
| TPR    | Third Party Recovery                                                     |
| TxHmL  | Texas Home Living Waiver Program                                         |
| UR     | Utilization Review                                                       |