



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

LOCAL IDD PLAN

FY 2024-2025

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Mission

Mission:

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

We will do this by:

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

Agency History

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

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

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

Criminal Justice. Community Healthcore is designated as a Local Intellectual & Developmental Disabilities Authority (LIDDA). This designation carries with it the delegation of the State's authority for planning, policy development, coordination, resource allocation and resource development for and oversight of the intellectual & developmental disabilities services in the local service area.

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

In serving the local area Community Healthcore has expanded from a service system of 12 staff members and an operating budget of \$2,180,000 in 1970 to employing over five hundred staff positions, full time and part time, and a current budget in excess of \$38 million (Fiscal Year 2022). Community Healthcore manages performance agreements with public, private for-profit and private non-profit providers.

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Demographic Profile

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

	Population	Projected Prevalence of Intellectual Disabilities
Bowie	92,893	1,876
Cass	28,454	575
Gregg	124,239	2,510
Harrison	68,839	1,391
Marion	9,725	196
Panola	22,491	454
Red River	11,587	234
Rusk	52,214	1,055
Upshur	40,892	826
Total		9,117

In FY22, Community Healthcore served a total of 1,985 unique persons who had a diagnosis of intellectual or developmental disabilities.

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Priority Population Definitions

Intellectual & Developmental Disabilities:

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

The HHSC intellectual & developmental disabilities priority population consists of:

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

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

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IDD Array of Services

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

AUTHORITY SERVICES

- ACCESS services provide a single point of entry into services and provide community referrals when necessary. Activities include intake and determination of intellectual disabilities.
- Continuity of Care provides continuous services for individuals transitioning to and from state facilities and the Community
- Permanency Planning for children and adolescents living in Nursing Facilities.
- Preadmission Screening and Resident Review (PASRR)
- Service Coordination helps persons access medical, social, educational, and other services and supports that will help them achieve an acceptable quality of life and community participation. Service coordination is provided by LIDDA staff who are referred to as service coordinators.
- Community Living Assistance and Support Services – Case Management

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

PROVIDER SERVICES

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

Residential & Waiver Services

ICF Residential Services

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

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

Community Healthcore currently operates one licensed ICF/IDD homes.

Home and Community based Services (HCS)

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

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

Individualized Skills and Socialization (ISS)

ISS services provide assistance with getting, keeping or improving self-help, socialization and adaptive skills necessary to live successfully in the community and to participate in home and community life.

- Atlanta, Texas
- Carthage, Texas
- Longview, Texas
- Texarkana, Texas

Employment First and Vocational Apprenticeships

- The Percolator is unique vocational training program to persons who want to sample community employment in a controlled environment located within the Administration Building.
- Vocational Apprenticeships are partnerships between the individual, a local business of their choice, and the Center. Once the partnership is established, the individual works at a local business to gain experience. This usually lasts 20 weeks at which time the placement ends sometimes resulting in full time employment of the individual.

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Comprehensive Planning Advisory Committee

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

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

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

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All persons receiving services through Community Healthcore are mailed a Satisfaction Survey. Persons are encouraged to respond and return to Community Healthcore. All comments are reviewed, tracked and addressed to the degree possible. Below are the most recent results from the survey conducted for FY23.

Program	Sent Out	Received back	Survey comments
ICF	11	11	No comments
GR	135	26	<ol style="list-style-type: none"> 1. Would like to go to Day Hab five days a week. 2. Would like to know more about available Mental Health Services.
TxHmL	67	16	No comments
CLASS	272	61	<ol style="list-style-type: none"> 1. Getting gloves, wipes and Ensure. 2. DSA only has one recreational therapist. There is no back up when she is not there. 3. Questions about Housing.
PASRR	290	17	<ol style="list-style-type: none"> 1. I have not heard of PASRR since a week ago. 2. My uncle changed nursing homes and is now in Clarksville. 3. I do not know how PASRR works?
HCS	638	155	<ol style="list-style-type: none"> 1. I would like to receive notices of when the dances are, like night to shine. 2. Concerned about daily outings (ISS). 3. What ISS programs are in my area? 4. I am having a hardship getting my client tract Hoyer lift from the bed to the wheelchair.
HCS Provider	55	15	No comments
CFC	35	9	No comments

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Interest List Information

Intellectual & Developmental Disabilities Services

- Community Healthcore has 1,310 individuals living in the nine county catchment area who are on the HCS Interest List.

ACCOMPLISHMENTS & OPPORTUNITIES

RECENT ACCOMPLISHMENTS

- Achieved NCQA Accreditation for IDD Service Coordination.
- All IDD programs included in the Spring Joint Commission recertification. Glowing comments from the reviewers.
- All four ISS facilities have received their ISS License.
- From March until June of 2023, day habilitation services were provided at local nursing facilities in the catchment area.
- Received a grant from United Healthcare titled Strengthening Qualities in Texas Communities. Through this grant the Center is providing educational resources and materials regarding IDD Services to STAR+ individuals.
- Implemented three rounds of Vocational Apprenticeship Classes. Through this for a total of 36 graduates of this program. These individuals worked 12 to 20 weeks employed at a business of their choice gaining vocational experience.
- Implemented a new Electronic Health Record titled Credible. This is a more powerful system with real time and data and reporting. In a later phase, this new system will provide a portal for the individual or LAR to look up services information.
- Participated in Night to Shine International Event at three locations – Marshall, Texarkana, and Longview.
- Hosted Provider Meetings with area providers to discuss key issues and support the HCBS settings rule. Meeting held Sep 2022 and June of 2023. Guest speakers included Fire Chief, Crisis Law Enforcement, and Behavior Analyst.

OPPORTUNITIES

- Continue to build the practice of “ISS”.
- Community Education with the Public and legislative representatives regarding IDD Services.
- Continue to host the Provider Meetings
- Retain staff

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Network Planning

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

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

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

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Appendix A – Contact Information

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

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

- 800-832-1009

- **Intake/Admission**

- 800-4-INTAKE

- **Administration**

- 903-758-2471

- **Internet/Web Site**

- www.communityhealthcore.org

- **Mailing Addresses**

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

Appendix B – Quarterly Reports to the Comprehensive Planning Advisory Committee

November 4, 2021

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

In September, 2 new staff participated in Person-Centered training, offered virtually by HHSC. The training was divided into 6 modules covering two days. Both received certificates upon their completion.

Complaints

General Revenue/Texas Home Living – 1 program complaint.

Resolution - The complaint was resolved within a reasonable timeframe, due to the nature of the complaint. The family was satisfied with the resolution.

HCS- 1 program complaint

Resolution - Program services were resolved within 2 days of the complaint.

Preadmission screening and resident review (PASRR), Community Living Assistance & Support Services (CLASS), Community First Choice (CFC)- Did not receive any complaints.

1. Vocational Apprenticeship Training – Over 30 applicants applied for the Vocational Apprenticeship Program. Intellectual Developmental Disabilities (IDD) Director and Program Manager reviewed the applications and selected 14 individuals to interview for the 12 vocational – Interviews were held virtual and in-person at Dimples Edwards. 12 individuals were selected.

2. The Percolator reopened on Tuesday, October 5. Vocational Apprenticeship applicants living in Longview will work 2 weeks in the Percolator to gain customer service skills. Two Vocational apprentices' workers were hired to recruit employers and provide supportive employment to the Vocational apprentice workers. Types of employers the apprentice have indicated an interest in are Information Technologies (IT) companies, car dealerships, retail sales, clerical work, working with animals in a shelter, working on a ranch. Apprentice workers are meeting with potential employers to match the apprentice.

4. Update on National Committee Quality Assurance (NCQA) Application – application was submitted; phase 1 review was completed – next phase will allow.

5. Community Healthcore to submit additional documents and file; chart review is scheduled for Monday, October 25 at 8:30 am.

6. Local Intellectual Developmental Disabilities Authority (LIDDA) Quality Review is scheduled for the week of October 25.

Case Management

IDD Director, Intellectual Developmental (ID) Authority Service Manager, Home, and Community Based Services (HCS) Authority Service Manager met on Tuesday, October 5 to review The Local Authority Handbook and Your Rights Handbook to ensure the Ombudsman phone number and Community Healthcore's Rights Officer's contact information was correct in each of the brochures. It was noted that some did not have the correct information. The HCS Authority Service Manager addressed the missing information with the Support Staff. A follow-up meeting will be held with the Support Staff to ensure all brochures have the correct information.

The Diversion Coordinator on Tuesday, October 5 addressed with the Pre-Admission Screening and Resident Review (PASRR) staff, staff not using the most current documents. Staff was instructed to always go to Texas Health and Human Services Commission (HHSC) website and use the most current documents.

Service Coordinators still are not required to make face-to-face visits due to COVID- Although some face-to-face visits have been made. Service Coordinators have been advised to continue providing individuals with brochures on community resources that could help with social determinants. The following brochures are available several in Spanish:

- East Texas Aging and Disabilities Center (ETxADRC)
- My Strength
- Core Health Systems
- Prevention Network for North East Texas
- 2-1-1
- ETxADRC Housing Navigation
- HHS Guide Employment for People with Disabilities

Participation Rates

LIDDA receives a monthly A (Face to Face) and B (Collateral) report from Billing Dept. In addition, IDD Authority Service Manager and HCS Authority Service Manager pull a weekly Anasazi report. This report is shared with staff in each of their departments. The report is a detailed listing of all individuals who have received an A contact. IDD Director, ID Authority Service Manager, HCS Authority Service Manager discuss monthly strategies to encourage participation.

For example:

1. Ensure individuals know their service coordinator's phone numbers since face-to-face contacts can be made by phone. The service Coordinator states individuals have become reluctant in answering their phone calls.
2. Send a letter to the individuals to schedule the phone visit
3. If the Service Coordinator is comfortable with making a face-to-face visit.

Needs and Concerns

2 staff vacancies in Local Authority – 1 position in HCS and one in General Revenue (GR)/Texas Home Living (TxHmL) Intermediate Care Facilities (ICF) homes – 8 staff vacancies and 3-bed vacancies.

Community Healthcore Board of Trustees met on September 23, 2021, and reviewed the report from the CPAC (serving as the Planning & Network Advisory Committee (PNAC) on August 5, 2021. No questions or comments from the Board of Trustees.

Any questions from the CPAC committee regarding today's report or the review from the Board of Trustees?

January 6, 2022

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

1. Vocational Apprenticeship Training - 10 of the 12 vocational apprentices are matched with host employers. We are currently waiting on two sites for possible placements for the remaining two.
2. Update on National Committee Quality Assurance (NCQA Application- December 13, 2021 Community Healthcare was informed; as a result of the findings of the Case Management for Long-Term Services and Supports Program we did not meet NCQA's 2020 Standards for CMLTSS Accreditation; Community Healthcare missed the threshold by 4 points. Two options have been given regarding future consideration:
 - a. (1) Reconsideration- Committee will review prior findings
 - b. (2) Introductory Survey Options- Introductory Follow- up Survey- Community Healthcare can decline the status of its Introductory Initial Survey. The follow-up survey must occur within 12 months of receipt of initial survey results and will have a look-back period of six months. Introductory Follow -up surveys require re-evaluation of elements scored 50 percent or lower during the initial survey. Community Healthcare has the option to also be reevaluated on element which scored 51-80 percent during initial survey. NCQA will determine the final survey score and accreditation status for the organization by combining the results of the Introductory Initial Survey and Introductory Follow-up survey.
Community Healthcare has selected option 2 the Introductory Survey Option.
3. Update on Local Intellectual Developmental Disabilities Authority Quality (LIDDA) review held during week of October 25:
 - a. General Revenue 95.08%
 - b. Quality Assurance 99.17%
 - c. Home and Community Services 81.51%
 - d. Texas Home Living 92.81%
 - e. Preadmission Screening and Resident Review 89.87%
4. Two Infection Control surveys performed on January 4, 2022 by HHSC- for Intermediate Care Facilities (ICF) Teri Lyn and Concord- uptick in Covid cases - No deficiencies found. 90% is the threshold for compliance Low score for Home and Community Services program was due to annual paperwork not having signatures of the individuals / Legally Authorized Representatives

Opportunities for Improvement - Home and Community Services program

- Ensure all annual paperwork has individuals/Legally Authorized Representatives signatures-
- Face to Face visits scheduled to ensure paperwork has required signatures
- If unable to have face to face visits- annual paperwork with self- addressed envelopes will be provided to individuals/Legally Authorized Representatives to ensure compliance

Opportunities for Improvement -Preadmission Screening and Resident Review

- Improvement noted from Last year 2020 review
- Scored 86 % in 2020- this year 2021- 89.87%
- Ensure all individuals have individual goals written in their plans

Case Management:

Intellectual Developmental Disabilities {IDD) Director met with IDD management staff on 11/16/2021 to discuss: Discover process: - Person Centered Training

Lauri Collins-General Revenue/Texas Home living/ Intake Supervisor provided the following training:

Discovery Process - (Review of PDP Prompt)

- Lauri Collins discussed the PDP Prompts and how to prioritize goals/outcomes (justify each outcome) she also discussed explanation of Prioritization (explain why the goals/outcomes are prioritized in that order) what are the most important outcomes for the individual.
- Lauri Collins asked staff if they like the look of the way they are requiring the information to be documented and if staff had any suggestions. Staff had no suggestions on the way the prompts were stated.
- Lauri Collins stated to observe the client and gather information from those also actively involved with the person. She also stated we needed back-up plans/resources put in place for the individual for health and safety. Things to help the caregiver to help with the individual and to make sure they are adequately trained.
- Lauri Collins stated that if you are asking questions on the one-page profile and gathering as much information as possible it will help you with the rest of the plan and you will be able to gather information for the outcomes and pertinent information.
- Lauri Collins stated that one of the most important roles and responsibilities of the SC's is assessment and part of that role is observing the individual to obtain information to better serve their health and safety. She also stated that NCQA requires us to let individuals know what services are available that this service was discussed and these services are available.
- Lauri Collins discussed back-up plans what the individual is choosing. BackUp plans may not be needed for group homes. But they are needed for individuals for example individuals receiving CFC services PAS/HAB or CDS services, Respite, Transportation or Host Home there is a requirement to have a back-up plan. Because if you don't have a back-up plan host home cannot perform the duties or responsibilities. A back-up plan is put into place to help that individual with health and safety. If the service provided is not going to be needed or does not impact it indicate that there is no need for a back-up plan.
- Lauri Collins discussed the section in the plan summary that states the provider staff reported that of their staff who will work with the individual has received special needs training. (Note: you can also explore if the caregivers need resources such as My Strength, CIS Service, Support groups etc.) She provided examples for the SC's such an infant with Down syndrome getting with another family as one example for them.
- Lauri Collins discussed communication to also state what language they communicate and what language they prefer.
- Sandra Taylor stated that going forward that training in each meeting will be discussing our Discovery Processes.

Sherry Maxwell - Preadmission Screening and Resident Review/ Community Living Assistance and Support Services Supervisor and IDD Director discussed Social Needs Assessment and Risk Factors.

Social Needs

Sandra Taylor discussed that Nick Wesson has created a form for our surveys for Social Determinates of Health that will be sent out every January and June of each year for you to review with your clients/family/LAR/guardians/providers. These surveys can be printed and placed in the charts for NCQA requirements. The survey will address the following areas of social determinates of health: gender, age, sex, ethnicity, language, housing, child care, employment, physical disability, physical health, mental illness, or any unmet need(s).

- Sandra Taylor also discussed that staff Nick Wesson, Camisa Wolfe and Cynthia Edwards and herself or also looking at creating a survey for the IDD Satisfaction Survey that goes out in January. We are challenged to increase the return of participation for those surveys by 10% for NCQA requirements.

Risk Factors and Barriers - (How to identify risk factors)

- Sherry Maxwell discussed Common Risk Factors and Barriers

1. Common Risk Factors include

1. Falls - at risk of breaking bones
2. Decline in ADL- at risk of not being able to live in the community may need NF placement
3. Mobility Issues - at risk of tripping
4. Psychiatric Issues - (depression, suicidal ideation, aggression, self-injuries behavior) at risk of causing self-harm
5. Behaviors that affect others in the home - at risk of losing placement
6. Choking and Aspiration - at risk of bed sores, skin ulcers
7. Skin Break down

2. Barriers include

1. Falls - May not be able to stay in a group home if health continues to decline.
2. Diabetic- PASSR cannot go to a group home on a sliding scale insulant.
3. Lack of Family- Cannot move to OHFH or find family member to provide host home.
4. Behaviors - Can be a barrier to getting a job.
5. Lack of transportation - Can be a barrier to getting a job or going to a doctor's appointment
6. Wheelchair - have a hard time finding a host home that is wheelchair accessible
7. Non-Verbal - cannot speak up for themselves
8. Language - speaks a different language then others can understand

It was asked where this was noted Sherry Maxwell stated it should be addressed in the PDP under risk and in progress notes.

Sherry Maxwell also stated that we would have to give resources to address the risk factors and barriers.

Complaints:

General Revenue (GR)/Texas Home Living(TxHmL) - 2 complaints

Resolution- Provider could not reach Service Coordinator. Needed a copy of Person Centered Plan. The complaint was resolved within a reasonable timeframe. Supervisor was able to provide the requested documents to the provider.

HCS-1 program complaint-

Resolution- Service Coordinator did not follow chain of command in addressing an issue with a Provider. Supervisor provided training to Service Coordinator in proper chain of command. The complaint was resolved within a reasonable timeframe.

Community First Choice - Complaint was resolved within a reasonable timeframe. Legally Authorized Representative wanted more nursing hours added to the plan. Filed a complaint to the Ombudsman. Decision was made to reduce the number of nursing hours rather than increase the number of

Nursing hours.

Preadmission screening and resident review (PASRR), CRISIS, and Community Living Assistance & Support Services (CLASS) Did not receive any complaints

Effective December 1, 2021 Service Coordinators began making face to face visits for annual reviews unless individuals/Legally Authorized Representative fail to agree with the face to face visits due to concerns regarding COVID-19; Service Coordinators must justify reasons for denial of face to face visits in a progress note.

Participation Rates- Targeted Case Management:

LIDDA receives a monthly A (Face to Face) and B (Collateral) report from Billing Dept. In addition, ID Authority Service Manager, and HCS Authority Service Manager pull a weekly Anasazi report. This report is shared with staff in each of their departments. The report is a detail listing of all individuals who have received an A contact.

IDD Director, ID Authority Service Manager, and HCS Authority Service Manager discuss monthly strategies to encourage participation.

For example:

1. Ensure individuals know their service coordinator's phone numbers, since face to face contacts can be made by phone. Service Coordinator's state individuals have become reluctant in answering their phone calls.
2. Send a letter to the individuals to schedule the phone visit
3. If Service Coordinator is comfortable with making a face to face visit.

IDD Needs and Concerns:

Intermediate Care Facilities (ICF) homes - 9 staff vacancies and 1 bed vacancies. Two ICF beds have been filled since last meeting Community Healthcare Board of Trustees met on November 23, 2021 and reviewed the report from the CPAC (October 7, 2021). No questions or comment from Board of Trustees.

Any questions from CPAC committee regarding today's report or the review from the Board of Trustees?

May 5, 2022

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

1. Vocational Apprenticeship program update – The 15-week classroom curriculum was completed on April 22, 2022. Guest speakers from various professional backgrounds provided tools and support for a successful transition to integrated supported employment. Vocational Apprenticeship staff monitored the placement of apprentices in host sites and percolator coffee shops for customer service skills training. Glynn Health, HHSC visited in March and was complimentary of the apprenticeship services. The final host employer rotation concluded on April 27, 2022. 5 apprentices were offered jobs at Subway, Cici's Pizza, Big lots, and the Community Healthcare maintenance department. The first Vocational Apprenticeship graduation is scheduled for May 27th, 2-4 p.m. at Community Connections.
2. Update on National Committee Quality Assurance (NCQA) Application

On December 13, 2021, Community Healthcare was informed; that as a result of the findings of the Case Management for Long-Term Services and Supports Program we did not meet NCQA's 2020 Standards for CM-LTSS Accreditation; Community Healthcare missed the threshold by 4 points. Two options have been given regarding future consideration:

- (1) Reconsideration- Committee will review prior findings
- (2) Introductory Survey Options - Introductory Follow-up Survey

Community Healthcare can decline the status of its Introductory Initial Survey. The follow-up survey must occur within 12 months of receipt of initial survey results and will have a look-back period of six months. Introductory Follow-up surveys require a re-evaluation of elements scored 50 percent or lower during the initial survey. Community Healthcare has the option to also be reevaluated on an element that scored 51-80 percent during the initial survey. NCQA will determine the final survey score and accreditation status for the organization by combining the results of the Introductory Initial Survey and Introductory Follow-up survey.

Community Healthcare has selected option 2 the Introductory Survey Option.

February 29, 2022 - IDD Director, QA, and Technical Writer are completing and reviewing prior submissions. All submissions must be submitted by August 2, 2022. National Committee Quality Assurance (NCQA) staff will review the submissions on September 15, 2022.

3. Community Living Assistance & Support Services (CLASS) Survey
March 21, 2022 – Scored 96.92%

4. LIDDA Corrective Action Plan Compliance Review/Self-Assessment (CCRSA) will be held May 17-19. Below are the results of the review, held from October 23-29, 2021:
- General Revenue 95.08%
 - Quality Assurance 99.17%
 - Home and Community Services 81.51%
 - Texas Home Living 92.81%
 - Preadmission Screening and Resident Review 89.87%

5. ICF- Annual Survey – Concord – no deficiencies. On May 1, 2022, Teri Lyn Group home closed – (staff shortage) – all individuals relocated to other ICF and nursing facilities

6. Save the Date

The 5th Annual IDD Crisis Conference – “Back in Action” July 28-29, 2022 will be held at Margaritaville Lake Resort – Lake Conroe- Conroe, Texas topics to include: Trauma-Informed Care, Panel Discussion on lessons learned from COVID, IDD, and Bullying, and more.

7. Case Management

The Intellectual Developmental Disabilities (IDD) Director met with IDD management staff on March 23, 2022, and April 27, 2022, to discuss:

Materials for individuals and staff that are consistent with current evidence and professional standards

Reviewed the following documents for cultural and linguistic appropriateness:

- Financial Assessment
- Care, Treatment & Service Screening & Suicide Screening Service Coordination Assessment
- Person Directed Plan
- Planning conference Signature Sheet
- Verification of Receipt of Rights & annual Paperwork
- Authorization and Consent to Treatment
- Authorization for Disclosure of Confidential Information (i.e. consent for family members, school, etc.).

Opportunities for improvement:

It was determined that a Spanish version of each of the documents as needed. All documents listed above have been translated into Spanish

Documents individuals will complete in Spanish will be translated into English. Both English and Spanish documents will be placed in the individual's chart.

Language:

1. Preadmission Screening and Resident Review (PASRR) Service Coordinator used language line to connect an individual with a sign language interpreter – January 20, 2022
2. Referral from CHC website- needed bilingual speaker regarding services. Staff contacted the individual and assisted in Spanish with registering for services – on February 20, 2022

Social Needs Assessment:

Social Needs Assessment survey was released in January. Results were:

- 76 assessments were returned
- 31 responses
- Specific needs identified:

Bath equipment, transportation aide, child care, guardianship, housing, additional counseling services, and assistance in the community. All needs were identified and referrals were made for assistance

Complaints

February 2022	There was one complaint from the IDD department for February. An individual in the HCS program was not able	The opportunity for improvement is the Service Coordinator should reach out to the individuals on their caseloads that are known to have a high call volume first thing in the morning. Allowing the Service Coordinators to be increasingly proactive with those individuals on
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	to reach the Service Coordinator by phone.	their caseload that tend to call several times a day.
March 2022	There was one complaint from the IDD department for March. An individual who served using General Revenue funding reported that a Service Coordinator's tone was negative, harsh, and aggressive.	The opportunity for improvement was the Service Coordinator received coaching from the Supervisor and a new Service Coordinator was assigned to the individual.

Participation Rates- Targeted Case Management

LIDDA receives a monthly A (Face to Face) and B (Collateral) report from the Billing Department. In addition, the ID Authority Service Manager and HCS Authority Service Manager pull a weekly Anasazi report. This report is shared with staff in each of their departments. The report is a detailed listing of all individuals who have received an A contact.

The IDD Director, ID Authority Service Manager, and HCS Authority Service Manager discuss monthly strategies to encourage participation.

For example:

1. Ensure individuals know their service coordinator's phone numbers since face-to-face contacts can be made by phone. The Service Coordinator states individuals have become reluctant in answering their phone calls.
2. Send a letter to the individuals to schedule the phone visit.
3. Make unannounced visits- Be observant of individual's living conditions

8. IDD Needs and Concerns

Intermediate Care Facilities (ICF) homes – 2 staff vacancies and 0-bed vacancies.

Community Healthcare Board of Trustees met on January 27, 2022, and reviewed the report from the CPAC dated January 6, 2022. No questions or comments from the Board of Trustees.

Any questions from the CPAC regarding today's report or the review from the Board of Trustees?

Presented by Sandra Taylor, IDD Director

August 4, 2022

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

1. Vocational Apprentice program update: The first Vocational Apprentice graduation was held on May 27th, 2022; 2-4 pm at Community Connections. Guest Speakers were: Anne Cozart, Vocational Rehabilitation Services (VRS) Business Relations Coordinator, Glenn Heath, Health and Human Services Commission (HHSC) Program Manager, and Inman White, Executive Director, Community Healthcare.
2. Update on National Committee Quality Assurance (NCQA) Application: The Introductory Initial Survey and Introductory Follow-up survey were submitted on August 2, 2022. The survey will be completed on September 15, 2022.
3. 5th Annual IDD Crisis Conference – “Back in Action” July 28-29, 2022 was held at Margaritaville Lake Resort – Lake Conroe- Conroe, Texas topics included: Trauma Informed Care, Panel Discussion on lessons learned from COVID, IDD, and Bullying, and more. Community Healthcare sponsored: 44 Community Healthcare employees and 10 Community Partners. Community Partners were: 2 Longview Police Officers, 2 Educators; 1 Professor; 5 Social Workers/ Counselors.

4. Case Management

The Intellectual Developmental Disabilities (IDD) Director met with IDD management staff on July 20, 2022, to discuss:

Materials for individuals and staff that are consistent with current evidence and professional standards

Reviewed documents for cultural and linguistic appropriateness. The following documents were reviewed:

- Person Directed Plan
- Person Directed Plan Prompt
- Opportunities for improvement:
 - No need for improvement was identified

Social Needs Assessment

Social Needs Assessment surveys were released in June 2022.

Results were:

- 1,345 assessments were sent out

- 282 surveys returned responses
- 25 comments noted

Specific needs identified:

Food assistance, attendance care, home modifications, help with paying bills, primary care, and dental. All needs were identified and referrals were made for assistance.

Complaints – April, May, June 2022

Complaint / Date of Complaint	Resolution	Improvement Opportunity
SC requested a new Service Coordinator	ID Authority Manager reassigned a new Service Coordinator	None needed
04.11.2022 – T. Revised a Person Directed Plan (PDP) that was sent to R. that had someone’s name listed that he did not want on the PDP. T. was upset because the name was left on the PDP. R. and T. requested a new Service Coordinator.	ID Services Manager revised the PDP and sent it to R. again. It was discussed with the Service Coordinator that all PDPs need to be proofread before sending them out. A new Service Coordinator was assigned on 4/12/22.	The Service Coordinator will ensure that they proofread all PDPs before sending them.
06.07.2022 - P. called to state she needed psychiatric services for IB	Supervisor spoke to the Service Coordinator regarding the psychiatry services and PDP. The Service Coordinator states she has sent the PDP multiple times. She told P. the Home and Community-Based Services (HCS) provider needs to assist in finding a psychiatrist. The Service Coordinator stated she suggested to P. that they contact the Managed Care Organization (MCO). The Service Coordinator has also spoken to the HCS provider about finding psych services. She will follow up with P. Psychiatry services were obtained the next week. The PDP was sent by the supervisor on 6/7/22	None needed

Participation Rates- Targeted Case Management

IDD Authority receives a monthly A (Face to Face) and B (Collateral) report from the Billing Department. In addition, the IDD Authority Service Manager and HCS Authority Service Manager pull a weekly Anasazi report. This report is shared with staff in each of their departments. The report is a detailed listing of all individuals who have received an A contact.

The IDD Director, ID Authority Service Manager, and HCS Authority Service Manager discuss monthly strategies to encourage participation.

For example:

4. Ensure individuals know their service coordinators' phone numbers since face-to-face contact can be made by phone. The Service Coordinator states individuals have become reluctant in answering their phone calls.
 5. Send a letter to the individuals to schedule the phone visit
 6. Make unannounced visits - Be observant of individual's living condition
8. IDD Needs and Concerns

Intermediate Care Facilities (ICF) homes – 1 staff vacancy and 0-bed vacancies.

Community Healthcore Board of Trustees met on May 26, 2022, and reviewed the report from the CPAC dated May 10, 2022. No questions or comments from the Board of Trustees.

Any questions from the CPAC committee regarding today's report or the review from the Board of Trustees?

November 3, 2022

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

1. October 24, 2022 – October 27, 2022, Contract Accountability & Oversight (CAO) Quality Assurance Authority Review
2. Held Intellectual Developmental Disabilities (IDD) Provider meeting- September 28, 2022, at the Hilton Garden Inn, Longview, Texas. 9 Providers with 20 staff in attendance; Community Healthcore (CHC) staff – 23. Mr. White, ED, Community Healthcore(CHC) opened the meeting with a Welcome- Presenters were: Longview Fire Chief, Officer Hooten - Greater Longview Optimum Wellness (GLOW); Officer Birdsong, Longview Police Dept. Topics- Individualized Skills and Socialization (ISS) – Home and Community-Based Services (HCBS) Settings Rule, Crisis Intervention, Texas Medicaid & Healthcare Partnership (TMHP) Conversion and State Supported Living Centers (SSLC) admissions procedure

3. Case Management

Intellectual Developmental Disabilities (IDD) Director met with IDD staff on September 27, 2022, to discuss:

Community Healthcore Dress Code and Community Healthcore Communication Procedures

Complaints – July, August, and September 2022

SC/ Complainant	Complaint/date of complaint	Resolution	Opportunity for improvement
L.B/ Mrs. B General Revenue (GR)	08.04.2022 Family received a letter stating there was going to be a change in Service Coordinator (SC). The family and individual did not want to change SC.	The supervisor instructed SC to call the family and let the family know they can keep the SC.	SC was encouraged to continue to build healthy relationships with each family and the individual.
L.B/ Ms. R Texas Home Living (TxHmL)	08.04.2022 Family received a letter stating there was going to be a change in SC. The family and individual did not want to change SC.	The supervisor instructed SC to call the family and let the family know they can keep the SC.	SC was encouraged to continue to build healthy relationships with each family and the individual.
L.B/ Ms. M TxHmL	08.01.2022 Family received a letter stating there was going to be a change in SC. The family and individual did not want to change SC.	The supervisor instructed SC to call the family and let the family know they can keep the SC.	SC was encouraged to continue to build healthy relationships with each family and the individual.
M.H/ J.L Home and Community- Based Services (HCS)	09.12.2022 Provider called to say that she nor Case Manager had received a requested revised	The supervisor spoke with SC to ask why the revised PD had not been sent. SC stated that it had. SC sent the	The supervisor spoke with SC about the importance of responding to request for

	Person Directed Plan (PDP) from the SC showing a change in guardianship.	revised PDP to the provider on 09.12.2022.	paperwork promptly.
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Participation Rates- Targeted Case Management

IDD Authority receives a monthly A (Face to Face) and B (Collateral) report from the Billing Department. In addition, the IDD Authority Service Manager and HCS Authority Service Manager pull a weekly Anasazi report. This report is shared with staff in each of their departments. The report is a detailed listing of all individuals who have received an A contact.

The IDD Director, ID Authority Service Manager, and HCS Authority Service Manager discuss monthly strategies to encourage participation.

For example:

- Ensure individuals know their service coordinators’ phone numbers since face-to-face contact can be made by phone. The Service Coordinator states individuals have become reluctant in answering their phone calls.
- Send a letter to the individuals to schedule the phone visit.
- Make unannounced visits- Be observant of the individual’s living conditions.

September - Service Coordinators made mostly A contacts and only B contacts for individuals who were in crisis. The reason for the reduced contacts was 4 staff vacancies in the Home and Community Based (HCS) program. The average caseload in September for 8 Service Coordinators was 70 normal caseload is 45. New staff has been hired effective 10/19/2022.

4. IDD Needs and Concerns

Intermediate Care Facilities (ICF) homes – 1 staff vacancy and 1-bed vacancy.

On October 4, 2022 staff and individuals were notified Concord Manor had bed bugs- individuals were moved to two vacant ICF homes.

Community Healthcore Board of Trustees met on September 22, 2022, and reviewed the report from the CPAC dated August 4, 2022. No questions or comments from the Board of Trustees.

Any questions from the CPAC committee regarding today’s report or the review from the Board of Trustees?

March 3, 2023

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

1. October 24, 2022 – October 27, 2022 Contract Accountability & Oversight (CAO) Quality Assurance Authority Review –
General Revenue (GR) 86.26%
Home and Community Based Services (HCS) 96.30%
Preadmission Screening and Resident Reviews (PASRR) 94.99%
Quality Assurance (QA) 99.44%
Texas Home Living (TxHmlvg) 99.30%

Improvement from last year's performance FY 2021

General Revenue (GR) 95.08%
Home and Community Based Services (HCS) 81.51%
Preadmission Screening and Resident Reviews (PASRR) 89.87%
Quality Assurance (QA) 99.17%
Texas Home Living (TxHmlvg) 92.18%

Reasons for improvement:

Service Coordinators able to make face to face visits
Annual paperwork completed and signed
More supervisory oversight

2. Held 2nd Health and Human Services Commission (HHSC) Vocational Apprentice Graduation on December 20, 2023. 8 Graduates. Employment opportunities at: Texarkana Central Mall, Abraham Grocery Store, CiCi Pizza, Subway and Ollie's Bargain Outlet. Key note speaker was Kristin Johnson, Regional Transition Specialist, Texas Workforce Commission. Words of encouragement from Marilyn Wyman, Community Healthcore (CHC) Director, Business Operations
3. December 6, 2022 received \$6900 grant from Intermediate Care Facilities, COVID-19 in Healthcare Relief Grant Program. Funds may be used to give an enhanced one-time payment to Direct Care workers in Intermediate Care Facilities.
4. Individualized Skills and Socialization (ISS) – Atlanta, Carthage, Longview and Texarkana have received their temporary ISS license. Awaiting visit from Auditor. ISS Services will begin March 1, 2023. Service Coordinators began meeting with individuals/families/providers to discuss ISS and HCBS settings rules in the January.
5. 11 ICF individuals enrolled in Special Olympics- 2 placed in first basketball tournament held in Nacogdoches on February 12, 2023. Track and Field practices began on Monday, February 13, 2023.
6. Night to Shine- in person event, February 10, 2023 in Marshall, Texas Immanuel Baptist Church; Longview, Texas New Beginnings Church; Texarkana, Texas, Civic Center.
7. 6th IDD Crisis Conference, scheduled for July 27-28 Conroe, Texas- Margaritaville Resort- confirmed speakers: Dr. Tony Stafford, who will discuss Human Trafficking, Raven Solomon- Generational differences; Crisis panel discussion; Rachel Workman- Certified Yoga Instructor- discuss wellness- (other speakers will be announced later). CPAC members may attend this conference- per diem(mileage, hotel and conference registration will be paid).

8. Case Management

Intellectual Developmental Disabilities (IDD) Director met with IDD staff on December 13, 2022 Christmas Party.

October, November and December Complaint Report

SC/ Complainant	Complaint/ date of complaint	Resolution	Opportunity for improvement
P.S/ C.C Home and Community Based Services (HCS)	10.11.2022. C.C called to say she could not complete a transfer on BV due to SC not sending completed 3617 to her.	Supervisor emailed SC to see why incomplete paperwork was sent. SC stated she did not understand how to fill out billing sheet. Supervisor was able to complete the transfer on 10/12/22	SC will receive additional training from Supervisor on how to complete the 3617. SC's are encouraged to inform the Supervisor when there are forms they do not understand how to complete.
L.W/ Mr. F.G Community First Choice (CFC)	12.23.2022. Authorization wasn't updated for CDS payment.	MCO updated authorization. MCO was notified and the MCO updated CDS authorization and the payment was processed. Complaint was resolved on 01.09.2023	The SC will continue to respond to concerns from individuals on the CFC caseload and respond in a timely and effect manner.

Participation Rates- Targeted Case Management

IDD Authority receives a monthly A (Face to Face) and B (Collateral) report from the Billing Department. In addition, the IDD Authority Service Manager and HCS Authority Service Manager pull a weekly Anasazi report. This report is shared with staff in each of their departments. The report is a detailed listing of all individuals who have received an A contact.

The IDD Director, ID Authority Service Manager, and HCS Authority Service Manager discuss monthly strategies to encourage participation.

For example:

- a. Ensure individuals know their service coordinators' phone numbers since face-to-face contacts can be made by phone. The Service Coordinator states individuals have become reluctant in answering their phone calls.
- b. Send a letter to the individuals to schedule the phone visit
- c. Make unannounced visits- Be observant of individual's living condition
- d. IDD Director on January 9 implement A and B target dates for each month to ensure A and B contacts are completed.

9. IDD Needs and Concerns

Intermediate Care Facilities (ICF) homes –and 1-bed vacancies. Update on Bedbug infestation – no citing of any bedbugs since October 2022.

Community Healthcore Board of Trustees met on January 26, 2023, and reviewed the report from the CPAC dated November 3, 2022. No questions or comments from the Board of Trustees.

Questions from the CPAC committee regarding today's report or the review from the Board of Trustees.

May 4, 2023

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

1. Local Authority and Community Healthcore Individualized Skills and Socialization (ISS) departments held town hall meetings in Longview, Atlanta, Texarkana, Carthage, and Marshall in March and April to discuss ISS Services and to answer questions from individuals and family members regarding the transition from day habilitation services to ISS services.
2. March 15, 2022, Community Healthcore received \$225,471 American Rescue Plan Act for completing the Determination of Intellectual Disabilities (DIDs) Funds. Funds may also be used to give an enhanced one-time payment to designated Local Authority staff. Additional \$55,000 for Electronic Health Records.
3. 4 ICF individuals enrolled in Special Olympics Track and Field Events- All 4 placed and received ribbons. The event was held in Longview on April 15, 2023. Winners will be allowed to participate in State Special Olympic events, which will be held in San Antonio in May.
4. 6th IDD Crisis Conference, scheduled for July 27-28 Conroe, Texas- Margaritaville Resort- confirmed speakers: Dr. Tony Stafford, who will discuss Human Trafficking, Raven Solomon- Generational differences; Crisis panel discussion; Rachel Workman- Certified Yoga Instructor- discuss wellness- (other speakers will be announced later). CPAC members may attend this conference- per Diem (mileage, hotel, and conference registration will be paid).

5. Case Management

COMPLAINTS FOR JANUARY, FEBRUARY, AND MARCH

SC/ Complainant	Date and Complaint	Resolution	Opportunity for Improvement
MCO	01.05.2023 MCO did not provide the correct authorization to CDSA for payment.	CFC Staff worked with MCO to resolve the CDS authorization issue and payment was able to be sent. The complaint was resolved on 1/19/23.	The service Coordinator will continue to communicate with the MCOs and individuals promptly to correct or address any concerns about delay of payments.

Participation Rates- Targeted Case Management

IDD Authority receives a monthly A (Face to Face) and B (Collateral) report from the Billing Department. In addition, the IDD Authority Service Manager and HCS Authority Service Manager pull a weekly Anasazi report. This report is shared with staff in each of their departments. The report is a detailed listing of all individuals who have received an A contact.

The Home and Community-Based Services (HCS) Program has Three (3) Service Coordinator Openings

The IDD Director, ID Authority Service Manager, and HCS Authority Service Manager discuss monthly strategies to encourage participation.

For example:

- a. Ensure individuals know their service coordinators' phone numbers since face-to-face contact can be made by phone. The Service Coordinator states individuals have become reluctant in answering their phone calls.
- b. Send a letter to the individuals to schedule the phone visit.
- c. Make unannounced visits- Be observant of the individual's living condition.

- d. IDD Director on January 9 implement A and B target dates for each month to ensure A and B contacts are completed.
- e. Due to staff openings in the HCS program, all service coordinators have at least 2 additional individuals on their caseload.

6. IDD Needs and Concerns

Intermediate Care Facilities (ICF) homes –and 2-bed vacancies and 1 staff opening (weekend position).

Community Healthcore Board of Trustees met on April 27, 2023, and reviewed the report from the CPAC dated March 2, 2023. No questions or comments from the Board of Trustees.

Questions from the CPAC committee regarding today's report or the review from the Board of Trustees.

August 3, 2023

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

1. Texarkana, Atlanta and Carthage Individualized Skills and Socialization (ISS) facilities have received their ISS certifications. Awaiting Longview ISS review.
2. Community Healthcore received \$100,000 6- month grant from United Healthcare- Strengthening Quality in Texas Communities. The grant will focus on 1. Providing care management, delivery and patient experience; 2. Identifying and addressing social determinants of health; 3. Provide education of IDD services and supports. The grant will provide support to STAR KIDS and STAR Plan members. The following services may be offered: referrals to community partners, gas cards, food, school clothes, school supplies, gift cards to community integration activities (movies, bowling etc).
3. Community Living Assistance & Support Services (CLASS) audit for Lufkin Catchment- held on June 20, 2023 – scored 80.49%:(1) sending paperwork to DSA within 10 days (2) stating progress or lack of progress.
4. TMHP(Texas Medicaid & Healthcare Partnership) Review – Home and Community Based Services (HCS) Provider services - CLASS- Carthage and Concord- All are pending recertified by Centers for Medicare & Medicaid (CMS)
5. Home and Community Based Services (HCS) Provider meeting was held on June 27, at Hilton Garden Inn. 15 providers attended the meeting. Guest Speaker: Brian Findlay, Board Certified Behavioral Analysis presented resources and strategies to assist with individuals who have behaviors.

6. Vocational Apprenticeship program- 9 Apprentice- host employer sites are Tia Juanita's: Fat Boyzz, City of Longview, Hopes Closet and Boys & Girls Club.
7. 6th IDD Crisis Conference, held on July 27-28 Conroe, Texas- Margaritaville Resort- confirmed speakers: Dr. Tony Stafford, who discussed Human Trafficking, Raven Solomon- Generational differences; Crisis panel discussion; Rachel Workman- Certified Yoga Instructor- discuss wellness- attending the conference were: 4 community partners and 16 Community Healthcore employees
8. July 1, 2023 conversion of Electronic Health Record from Anasazi to Credible

Case Management

Complaints for April, May and June

Individual's initials	Program	Date of complaint	Person filing complaint	Complaint Made	Resolution to Complaint
P. A	HCS (Home and Community Based Services)	5/30/23	A. T	(Provider rep) stated that she had been trying to contact the Assigned SC(Service Coordinator), but could not get her to respond. She wanted to confirm that she had the right phone number and stated that she needed to schedule a SPT meeting to discuss P's host home arrangement.	The phone number was confirmed. SC was contacted on 5/31/23 and a meeting was scheduled that day. The issue was resolved.
J.R	TxHmL (Texas Home Living)	5.1.23	S.J	ID/RC (Intellectual Disability/Related Condition) and IPC (Individual Plan of Care)haven't been entered into TMHP(Texas Medicaid & Healthcare Partnership) for E.F. and they have expired, preventing the CDSA from being able to fill for services.	Attempted to contact SC regarding forms and her mailbox was full. Sent an email requesting that forms be entered ASAP. The matter was resolved on 5.2.23

J. S	TxHmL(Texas Home Living)	6.27.23	S.S	Mr. S reported that he hasn't been able to reach S's SC. In addition, the IPC renewal hasn't been entered into TMHP(Texas Medicaid & Healthcare Partnership) and it's now expired. He stated that S.S needs dental services and the IPC needs to be entered so funding is available.	Attempted to contact the assigned SC; left a voicemail message. Also sent an email requesting that forms be entered ASAP and that she return Mr. S phone call. The matter was resolved on 6.26.23
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Participation Rates- Targeted Case Management

IDD Authority receives a monthly A (Face to Face) and B (Collateral) report from the Billing Department. In addition, the IDD Authority Service Manager and HCS Authority Service Manager pull a weekly Anasazi report. This report is shared with staff in each of their departments. The report is a detailed listing of all individuals who have received an A contact.

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For example:

- a. Ensure individuals know their service coordinators' phone numbers since face-to-face contacts can be made by phone. The Service Coordinator states individuals have become reluctant in answering their phone calls.
- b. Send a letter to the individuals to schedule the phone visit
- c. Make unannounced visits- Be observant of individual's living condition
- d. IDD Director on January 9 implement A and B target dates for each month to ensure A and B contacts are completed.

9. IDD Needs and Concerns

Intermediate Care Facilities (ICF) homes – 1-bed vacancies and 1 staff opening (weekend position).

Community Healthcare Board of Trustees met on May 25, 2023, and reviewed the report from the CPAC dated May 4, 2023. No questions or comments from the Board of Trustees.

Appendix C – IDD Network Table

Service	# of providers	Amount of money spent to provide this service by contract (estimated cost FY 22)
ACCESS & 24/7Crisis Services	1	\$20,000
Determination of Intellectual Disabilities	1	\$38,000
Crisis Respite	1	\$10,000
ISS	1	\$50,000
Dietitian	1	\$3,000
Behavioral Health Plans	1	\$7,000

Open Enrollment or Informal Solicitation are the two primary means of Competitive Procurement being utilized in FY24 for IDD Services.

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