

TEXANA CENTER
LOCAL PROVIDER NETWORK DEVELOPMENT PLAN
FY 2024 - 2025

The material in this Local Provider Network Development Plan is arranged as follows:

- Developmental Disability Services Overview
- Center Mission, Vision and Values
- Plan Development: Community Input, Assessment and Considerations
- State Goals/Objectives supported by Texana Center Goals and Planned Actions
- Opportunities for Innovation in Services and Service Delivery

Developmental Disability Services Overview

History

Texana Center is a 501(c) 3 public, not for profit, organization that provides behavioral healthcare and developmental disabilities services to residents of a six-county area that includes Austin, Colorado, Fort Bend, Matagorda, Waller and Wharton Counties. The center began operations on September 1, 1999, following a merger of two other healthcare organizations. Texana Center has its headquarters in Rosenberg in Fort Bend County, which is one of the fastest growing counties in the nation. The center has an annual operating budget of \$69,027,866 and a staff of 827.

Texana serves over 16,000 annually in its array of service programs that are in each of the six counties, covering about 6,000 square miles. Texas Health and Human Services Commission (HHSC) designates the Center as the Local Intellectual and Developmental Disability Authority (LIDDA) and the Local Mental Health Authority. The focus of this Local Plan are those services and supports provided by the Center as the Local Intellectual and Developmental Disability Authority.

Structure

There are three Divisions of Developmental Disability Services within Texana Center, each offering services to persons with a diagnosis of intellectual disability or Autism. The Divisions operate programs funded by General Revenue, Medicaid, private pay, private insurance, Children's Autism Program contract award and Early Childhood Intervention (ECI) contract award. The Medicaid funded programs include the following: Home and Community-Based Medicaid Waiver program (HCS), ICF/ID, Texas Home Living Medicaid program (TxHmL), Community First Choice, Service Coordination and ECI.

The three Divisions of Developmental Disabilities Services are Authority Services, Provider Services, and Specialized Services. The Authority Services Division focus is on access and coordination. The Provider Services Division focus is on services and supports for adults. The Specialized Services Division focus is on Applied Behavior Analysis and autism services for children and adults. The Directors of the three Divisions of Developmental Disabilities Services report to the Center's Chief Executive Officer.

Mission, Vision and Core Values

MISSION: To deliver positive life-changing services to children and adults with mental health issues, autism and developmental disabilities.

VISION: To be recognized and supported as the leading resource for people with mental health issues, autism and developmental disabilities.

Texana staff provide assessment, treatment and coordination to help children and adults navigate life with clarity. The core values supporting the Center mission and vision are CARE: **C**ollaboration, **A**ccountability, **R**espect and **E**xcellence.

Plan Development: Community Input, Assessment, Considerations

Community Input

In the development of the Local Provider Network Development Plan, Texana Center solicits information regarding community needs for intellectual and developmental disability services.

Representative of the local community: Texana Center leadership and staff representatives routinely meet with community partners to gain insights into their views of IDD services. Through these meetings, leadership learns what services are valued, what services are needed, and what services need improvement. Staff representatives participate in the following:

- Community Resource Coordination Groups in all six counties.
- Aging Disability and Resource Center in the Houston/Galveston region.
- Health and education fairs sponsored by the counties served or school districts.
- Transition fairs sponsored by school districts.
- Fort Bend Connect, a network of social service organizations.
- United Way sponsored events in all six counties.
- Case consultation with local law enforcement in all six counties.
- Families for Effective Autism Treatment.
- Friends and Families of Asians with Special Needs.
- Faith-based outreach events.
- Routinely scheduled meetings with Waiver Provider Agencies.

Individuals receiving community-based intellectual disability services and family members of those individuals: The Center's Strategic Planning process includes Opinion Surveys with stakeholders of IDD Services. Survey participants are asked to assess the service delivery elements most important to them. The survey

includes assessment of intake, service coordination, job services, residential services, support services, crisis services, behavior supports, Early Childhood Intervention, and the delivery of services. SLT considers the survey results in the development of the goals of the Local Provider Network Development Plan. Both Authority Services and IDD Provider services complete annual satisfaction surveys for a sample of clients receiving services and their family members.

Residents of the State Supported Living Center (SSLC), family members of those residents, and members of the SSLC volunteer services councils: Texana Center participates in Interagency Planning meetings with Richmond State Supported Living Center and surrounding LIDDAs (The Harris Center, Tri-County Services, Spindletop Center, Brazos Valley Center, and Gulf Coast Center). In addition, when invited to participate in a resident's Interdisciplinary Planning meetings, as part of the Community Living Options and Information Process, Texana Center staff solicit feedback about what services are needed to support the resident in a community setting. Texana Center participates in the annual training that RSSLC provides to its residents and their family members, inclusive of members of the RSSLC Volunteer Services Council. The goals of the Local Provider Network Development Plan include strategies for gathering the feedback of the RSSLC residents and family members in a measurable format in the future.

Assessment

Satisfaction Surveys

The Authority Services management team reviews the results of the Service Coordination Satisfaction surveys and identifies trends and opportunities for improvement. The Center's IDD Utilization Committee receives a report of the survey results and may make additional recommendations for improvements. The Authority Services Director is responsible for the implementing improvement strategies recommended by the management team and the IDD Utilization Committee. The Authority Services management team is responsible for assessing the success of the improvement strategies, and for revising strategies to attain desired improvements.

The Provider Services management team reviews the results of the client satisfaction surveys, conducted with participants in the Texana Center Home and Community Based Services program. The Texana Center HCS Advisory Committee also reviews the results of these surveys and identifies trends and opportunities for improvement. The Center's IDD Provider services management team receives a report of the survey results and may make additional recommendations for improvements. The Provider Services Director is responsible for implementing improvement strategies recommended by the HCS Advisory Committee.

NCQA Assessment Reports

In 2020, the Authority Services Division attained accreditation for Long Term Services and Supports – Case Management (LTSS-CM) through the National Committee for Quality Assurance (NCQA). In 2023, Authority Services Division attained renewal accreditation for the next three years. In compliance with the NCQA quality standards, Authority Services completed several annual assessments and considered the results in the development of this Local Provider Network Development Plan. The most recent reports, included in this Plan as Appendix A, assess the IDD population served, satisfaction with case management, client participation in planned services, access to crisis intervention and behavior stabilization supports, complaint resolution, and critical incident management. The IDD Utilization Committee reviewed the analysis in these reports, and the Authority Services Management team implemented improvement strategies included in this Plan.

Waiver Interest Lists

As of September 1, 2024, there were 124,491 individuals residing in Texas who are on a statewide interest list for the comprehensive Home and Community Based (HCS) Waiver. Of these 124,491 individuals, 8,739 resided in the Texana Center service area. By comparison, in 2006, there were 843 individuals, residing in the Texana Center service area, on Interest List for the comprehensive Home and Community Based (HCS) Waiver.

For persons residing in one of the Center's six counties, Authority Services is responsible for the addition of a person to the Interest List and for, contacting everyone on the local HCS Interest List at least once every biennium to ascertain their continued interest in HCS services. The population growth in the Texana Center services area has resulted in the continued rapid growth of the HCS Interest List, and subsequent workload, for the Texana service area.

Waiver Enrollments

For the current biennium, Fiscal Years 2024-2025, HHSC projected to release 150 HCS waiver slots and 180 Texas Home Living waiver slots. However, adjustments were made to account for the statewide 'uptake' rate (percentage of persons accepting and enrolling) being lower than anticipated. In Fiscal Year 2024, Texana Center received 73 HCS offers, and 229 Texas Home Living offers. For Fiscal Year 2025, HHSC projected to make 313 HCS offers, and 194 Texas Home Living offers to persons in the Texana Center service area. In addition, Texana Center requested and received 37 offers of enrollment into the HCS waiver for individual with emergent needs (26 Crisis Diversion, 4 NF Diversion, 7 CPS Aging out of Care.).

Waiting List for General Revenue Services

The service area for the Center includes metropolitan counties with rapid growth projection, Fort Bend and Waller. The service area also includes rural counties with marginal growth projection, Austin, Colorado, Matagorda and Wharton. From 2010 to 2021, Fort Bend County grew by 45.51% to 858,902, and Waller County grew by 34.92% to 58,714. With Fort Bend County alone projected to reach an estimated 960,000 by 2025, demands for services will continue to increase while resources become scarcer. IDD Divisions strive to serve as many individuals as possible within the available resources.

Intake and Access Trends

Texana Center intake data show a marked growth in the number of children and adolescents with autism spectrum disorders seeking services, most notably in Fort Bend and Waller Counties. These two counties are the home to three large school districts (Katy, Fort Bend and Lamar Consolidated). An increase in the number of children and adolescents has increased the demands for both behavioral supports and respite. An increase in the number of young adults transitioning from school to adult services has increased the demand for supported employment. Public transportation is very limited in the Center's service area and families are requesting assistance with transportation to and from day activities. (Individuals residing in Austin, Colorado, Wharton and Matagorda counties have limited public transportation through the Colorado Valley Transit Authority; individuals residing in Fort Bend have limited public transportation through Fort Bend County transit; and individuals residing in Waller counties do not have access to a public transportation system.)

While the number of persons served in our rural counties is stable, our rural population is steadily aging. The number of individuals served in nursing facilities in rural areas is rising, and as a result, the cost for screening individuals admitted to nursing facility increases. The IDD Authority Services Division completes the PASRR screenings for mental illness and intellectual disabilities and provides Habilitation Coordination services for eligible individuals residing in nursing facilities. In addition, an increase in the number of older adults, or adults with older parents, has increased the demand for habilitation and community supports. The IDD Provider Services and the Specialized Services Divisions provide specialized services to eligible individuals residing in nursing facilities.

Crisis Services and Services for Dually Diagnosed (BH and IDD)

Texana Center recognizes that people with intellectual and developmental disabilities experience the same types of behavioral health disorders as people without disabilities.

Of the 2,147 persons with IDD served by Texana Center in FY 2019, 491 (22%) had co-occurring psychiatric disorders, including major depressive disorder, bipolar disorder, anxiety disorders, impulse control disorders, personality disorders, and major neurocognitive disorders. In 2023, the population assessment noted a 35% increase on reported diagnoses of Mental Illness (e.g., Bipolar, major depressive disorder, anxiety and schizophrenia).

In addition, Texana Center recognizes that people with intellectual and developmental disabilities experience trauma, including abuse and neglect, at higher rates than the general population. Persons with intellectual and developmental disabilities are at increased risk for developing post-traumatic stress symptoms that are mistaken as a symptom of their disability.

Texana Center continuously assesses the behavioral health needs of people with intellectual or developmental disabilities. The IDD Specialized Services Division provides services in the community and in homes for persons with IDD experiencing behavioral challenges. With the increase in children and adolescents with autism spectrum disorders, the Center has an opportunity to be recognized in the community as a leader in Behavioral Supports for this population.

Consideration

In the development of the Local Provider Network Development Plan goals and program initiatives, Texana Center considers the following:

Criteria for assuring accountability for, cost effectiveness of, and relative value of service delivery options: When considering the cost effectiveness and value of initiating a new service and funding priorities for existing services, Texana Center leadership considers population data, service requests data, and waiting lists for data. Each IDD Division completes an annual budget, and financial reports are provided to the Board of Trustees quarterly. When there are trends indicating that programs are exceeding projected expenditures, leadership develops and implements plans of improvements to sustain the service or program within the annual budget allocation.

A significant achievement of the FY 2023 budget was an increase in the minimum base wage rate to \$15 for all employees. Although the 88th Legislature for the FY 2024-2025 biennium failed to approve the increase in rates for community attendants to the \$15 rate, Texana Center supported the implementation of the \$15 rate effective 9/1/22 to most positively impact client's access to high quality care.

Goal to ensure a client with an intellectual disability is placed in the least restrictive environment appropriate to the individual's care: Texana Center seeks to ensure this goal through the following strategies:

- Sustaining certification as an HCS and TxHmL provider
- Operating the ICF/ID Behavior Treatment and Training Center
- Completing weekly case reviews for persons potentially in need of a crisis diversion or nursing facility diversion for enrollment into the HCS, in need of a an ICF/ID placement, or admission to a State Supported Living Center
- Providing critical services through general revenue funds to support persons to continue to reside in their natural homes. Priorities for general revenue funds are behavior supports, respite, and employment training.

Opportunities for innovation to ensure that the Texana Center is communicating to all incoming and potentially interested individuals about the availability of RSSLC for individuals with an intellectual disability in the Texana Center service area: Texana Center seeks opportunities for innovation for this purpose through the following strategies:

- Reviewing the Residential Brochure and the Explanation of Services at the time of the initial screening, the biennial interest list contact, and the annual renewal persons directed plan.
- Reviewing the Residential Brochure and Explanation of Services during a crisis respite-planning meeting.
- Reviewing the Residential Brochure and Explanation of Services during a crisis screening for a person who is involved in the criminal justice system.

Goals to divert individuals from the criminal justice system: Texana Center seeks to divert individuals from the criminal justice system by restructuring the crisis intervention services through the following strategies:

- Texana Center created an IDD Crisis Intervention Services (CIS) Unit within the Authority Division effective 9/1/23. The new CIS unit includes Crisis Respite, CIS, Jail Diversion, and Crisis Diversion waiver enrollment.
- The IDD CIS Unit performs after hours screening.
- The IDD CIS Unit staff receive specialized training in trauma informed care and crisis resolution and shadow current Behavioral Health MCOT staff.
- The IDD CIS services began October 2023, and the IDD After Hour Screeners began in April 2024.

State Goals and Objectives
Texana Center Strategic Goals and Planned Actions

1. State GOAL: Efficiency, Effectiveness, and Process Improvement

Objectives for HHS:

1. Improve our culture, ethics, recruitment and retention.
2. Leverage technology and process improvement to better serve clients.

Texana Center Strategic Goal

1. Foster the culture of a diversity, equity and inclusion.
 - a. Demonstrate the National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care in our leadership, services and operations.
 - b. Recruit and retain a diverse workforce of qualified, compassionate and committed staff.
 - c. Demonstrate fully integrated trauma informed care across our organization.
 - i. Emphasize physical, psychological, and emotional safety for all individuals, both our clients and staff.

Texana Center Planned Actions

1. Provide cultural competency training for all employees. Focus on the development of a positive organizational culture by offering Culture Rise training to all Texana Center Leadership Team members and Culture Roots training to all other Texana Center staff members. Culture Rise and Culture Roots are training products offered through a contract with *Softway*.
2. Establish a diversity-sensitive process for resolving complaints that emerge around race, culture, ethnicity, gender, or other diversity-related issues.
3. Assess policies and processes for potential bias in selection and remove barriers to diversity, equity and inclusion.
4. Promote equal opportunity in the Center's selection process through culturally sensitive language in job postings, interview questions and evaluation criteria.
5. Establish onboarding and new employee orientation processes that creates a welcoming atmosphere and includes a briefing on the commitment to diversity, equity and inclusion.
6. Include measures in the employee satisfaction survey that promote fairness, evaluate the results, and takes action for continuous improvement.
7. Provide Trauma Informed Care training to all Texana Center employees.
 - a. Certify Texana Center staff as trainers of Trauma Informed Care.

- b. Implement Trauma Informed Care as a component of new employee orientation.

Texana Center Strategic Goal

2. Leverage our Electronic Health Record (EHR) platform to improve our organizational processes to better serve clients.

Texana Center Planned Actions

1. Develop robust reporting tools to support decision-making, planning and workflow efficiencies.
2. Achieve efficiencies in client data collection through the EHR.
3. Explore Artificial Intelligence services to create cost effective service documentation and state reporting processes.

2. State GOAL: Improving the Health and Well-Being of Texans

Objectives for HHS:

- Enhance behavioral healthcare outcomes.
- Increase independence and positive outcomes for people with disabilities and their caregivers.

Texana Center Strategic Goal

1. Enhance service outcomes for our clients with the most complex needs.
 - a. Maintain accreditation for Case Management for Long-Term Services and Supports Programs through the National Committee for Quality Assurance (NCQA).
 - b. Assure an accountable and cost-effective service delivery system for people with intellectual and developmental disabilities.
 - c. Expand Crisis Intervention Services for persons with IDD to include after-hours screening and jail diversion.

Texana Center Planned Action

1. Maintain center-wide policies and procedures supporting the principles of CCBHC and NCQA.
2. Continue and expand Texana Center IDD programs that address prevention and treatment interventions for individuals with IDD and behavioral challenges.
3. Implement improvements to sustain Accreditation of Case Management for Long-Term Services and Supports through the National Committee for Quality Assurance (NCQA) by June 1, 2026.

4. Comply with state regulations to provide screening, Habilitation Coordination and Specialized Services to individuals with intellectual disabilities residing in nursing facilities.
5. Sustain the Crisis Diversion Unit in the Authority Services Division, to include a Jail Diversion Coordinator responsible for collaboration and training with providers on strategies to divert individuals from the criminal justice system.

3. State GOAL: Customer Service and Dynamic Relationships Objectives for HHS:

- Connect people with resources effectively.
- Increase stakeholder engagement and advisory committee membership diversity.
- Strengthen connections with partners who help us serve our clients.

Texana Center Strategic Goal

1. Strengthen our engagement with stakeholders and community partners.
 - a. Build on Texana Center's brand awareness and growth opportunities by demonstrating the impact and value we bring to the communities we serve.
 - b. Achieve "No wrong door" access, directing persons to the services they need.
 - c. Expand collaborative planning with provider network and community partners.

Texana Center Planned Actions

1. Plan and implement bi-annual IDD Summit meetings to engage local elected officials and stakeholders in discussions about the role of Texana Center for persons with IDD, the gaps in local services, and solutions to meet the IDD population needs.
2. Increase awareness of IDD service needs through engagement with community partners.
3. Expand relationships with potential foundations and donors who see value in supporting Texana Center.
4. Continue to evaluate expansion plans to serve children with autism and adults with intellectual developmental disabilities in the Fulshear area.
5. Continue to develop private pay programs for individuals with autism and IDD.
6. Assist people to access a safe living environment, ensuring that transitions in care consider the individual's right to live as independently as possible in the least restrictive environment.
7. Inform all individuals about the availability of the RSSLC as a service option during initial screenings, biennial interest list contacts, and crisis screenings. Include the HHSC Residential Brochure in the following distribution of materials: Intake packet, PDP packet for Texas Home Living and General Revenue, and the notification packet for waiver offers.

8. Participate in Interagency Planning meetings with Richmond State Supported Living Center and surrounding LIDDAs (The Harris Center, Tri-County Services, Spindletop Center, Brazos Valley Center, and Gulf Coast Center).
 - a. Seek stakeholder input on needed community supports for persons residing in Richmond State Supported Living Center.
 - i. Implement strategies to seek input from RSSLC residents, the families of the residents, and members of the RSSLC Volunteer Services Council.

Opportunities for Innovation in Services and Service Delivery

Resource Development

The Texas state funding awards/contracts for Early Childhood Intervention (ECI) services gradually decreased from \$504 per child in 2010 to \$395 per child in 2024. To more adequately support ECI developmental services for children birth to 36 months, Texana Center applied for and received a grant from The George Foundation in the amount of \$260,000 for FY2024 and \$360,000 for FY2025, a total of \$650,000. This allowed Texana ECI to come closer to covering the actual cost of providing these services and to add one occupational therapist to assisting infants and toddlers with fine motor development, sensory processing, and feeding skills. ECI services were also streamlined with the addition of support staff to process referrals, respond to community inquiries, and improve child and family outcomes based on data from family satisfaction surveys.

The costs for providing services have steadily increased. The 88th Legislature mandated increases in direct care rates for attendants to \$10.60 per hour. The rate increase failed to meet the existing minimum direct care wage (\$15 per hour) paid by Texana Center. Texana Center sought funding from two local foundations totaling \$1,000,000 to implement the \$15 rate effective 9/1/2022. As regulatory mandates and inflation increase, providing quality, higher priced services under low funding rates is a significant challenge.

EHR Project Conclusion: Texana Center has concluded a campaign to fund the planning, building, testing, and launch of the myAvatar system, which is used by all Texana Divisions. Development grants funded \$2,090,000, which was in excess of 98% of what Texana spent to launch the system. Funders included The Episcopal Health Foundation, The George Foundation, M.G. & Lillie A. Johnson Foundation, Inc., Henderson-Wessendorff Foundation, and Gulf Coast Medical Foundation. Having a new EHR was a requirement for the IDD Authority Division to obtain Accreditation of Case Management for Long-Term Services and Supports Programs through the National Committee for Quality Assurance (NCQA).

Fulshear Phase I Conclusion: Texana Center has concluded Phase I of the Capital Campaign in Fulshear raising just over \$2.5 million, exceeding the original goal of \$1.5 million as costs for the project rose considerably during the project's planning and execution. Key funders included the following: The George Foundation, Teresa A. Johnson Memorial Fund, The Fondren Foundation, The Brown Foundation, Madison Charitable Foundation, Inc., and Fred and Mabel R. Parks Foundation. The Fulshear project has allowed for a third location of the Children's Center for Autism as well as classes for teens and adults (both virtual and in person). In 2022, Texana opened additional services for children with autism, adult skill building classes, and the Texana Café at this location. The café provides internship opportunities for people with intellectual disabilities and autism and provides a community space for everyone in Fulshear.

Substance Use Disorder Funding: The Development Department secured a \$200,000 grant from The Episcopal Health Foundation to provide substance use disorder services at the Brookshire Behavioral Healthcare Clinic. The grant funded three new staff positions in FY2022.

Competitive Federal Grants: Development also assists departments in preparing and reviewing documents for local, state, and federal funding that is available on a competitive rather than renewable contract basis. Recent funding includes Emergency Solutions Grant (ESG) funding for Behavioral Healthcare clients in Fort Bend. In the future, Texana will continue to pursue competitive local and federal grants.

Other Resource Development initiatives: Development includes all of Texana's agency-wide marketing efforts and supports various initiatives to assist departments in pursuing financial and reputational success. Recent initiatives include:

- Ongoing support for the efforts of each department ranging from awareness months to publicity of specific events
- Logo and donor appreciation design for the Fulshear Campus to serve people with autism and intellectual disabilities
- Community connections and partnership building for the new campus and existing programs
- Hosting the organization's first hybrid event focused on autism self-advocacy and awareness

Branding: In 2022, Texana Center initiated a plan to modernize the Center image. While the plan is in its early stages, initial steps were taken to revise the logo, update brochures and informational materials, and plan for an updated website.

ARPA Funding: In March 2022, Texana Center received \$498,018 in Pandemic Emergency Assistance Funds/Temporary Assistance for Needy Families administered through an HHSC Performance Contract. The funds were allocated equally to the BH and IDD Divisions, and 100% of the funds were expended for rental/housing supports,

housing modifications, emergency housing and ancillary expenses. In January 2022, Texana Center received a two-year grant from Fort Bend County, \$200,000 each year. Texana Center developed and implemented a Meaningful Day Program to enhance community-integrated activities for persons negatively impacted by the pandemic. To date, 127 stipends of up to \$3,500 were given to persons with IDD to access educational, social, and recreational activities in their communities. In April 2023, Texana Center received \$299,000 through the ARPA Workforce Challenge which was used to address staff access barriers and staff retention.

Diversity, Equity, Inclusion and Belonging Initiative: In 2022, with the support of a grant through the George Foundation and free consultation through the Center's membership with the Network of Mental Health Providers, Texana implemented strategies to comply with the Culturally and Linguistically Appropriate Standards (CLAS) for health care organizations. Initial steps included the appointment of a DEIB Advisory Council, staff training, and a DEIB plan. During Fiscal Year 2024, Texana Center engaged *Softway*, a solutions company providing organizations with training and strategies to build around their greatest asset: their staff. Through its collaboration with Softway, Texana Center offered Culture Rise training to all Texana Center Leadership Team members in Fiscal Year 2024 and will offer Culture Roots training to all other Texana Center staff members in Fiscal Year 2025.

Development of Private Pay services

The combined demographics and diagnostic trends for Fort Bend County presented a unique opportunity for Texana Center, IDD Services. Fort Bend County is one of the fastest growing counties in the nation. Age and economic population reports depict Fort Bend County as a growing community of young, financially stable families with school age and younger children. Our Authority Services Division identified a marked increase in the number of referrals received for children with autism spectrum disorders in Fort Bend County. These combined factors led to the development of private pay/private insurance services for autism services in Fort Bend County. The Fulshear location offers training and enrichment classes for individuals with autism spectrum disorders and IDD. The site includes an expanded location for the Children's Center for Autism, an employment program, and enrichment classes. So far in fiscal year 2024, the adult training program served 81 clients and Texana Café employed 22 interns.

Quality Improvement Initiatives

Texana Center's Case Management Program earned the National Committee for Quality Assurance (NCQA) Accreditation of Case Management for Long-Term Services and Supports (LTSS) in 2020, and renewal Accreditation in 2023. NCQA is an independent, not-for-profit organization dedicated to assessing and reporting on the quality of health-related programs. The Texana Center Case Management Program, operating in the

Authority Services Division, serves over 2,000 persons with intellectual and developmental disabilities, and employs a staff of 55 case managers, called Service Coordinators. Of the 39 Community Centers in Texas, Texana Center is the second Community Center in the state to earn the NCQA Accreditation of Case Management for Long-Term Services and Supports.

Employment Initiatives

All IDD Divisions support expanding opportunities for competitive, integrated employment for persons with IDD throughout the Texana Center service area.

In IDD Provider Services Division, staff members are certified through the Workforce Commission as a provider of supported employment. These certified Employment Specialist and Employment coaches work to develop employment sites in the community, and Employment Coaches work to secure jobs. Additionally, IDD Provider Services collaborated with United Healthcare in a Project Search, a program dedicated to successful employment upon graduation from high school.

The Specialized Services Division implemented a new program in 2018 for Applied Behavior Analysis (ABA) Vocational Services. Access and funds were through the Texas Workforce Commission. A Texana Center Board Certified Behavior Analyst provided the employment support services, with a focus on developing social skills to sustain employment. Additionally, the Specialized Services Division implemented the adult classes in Fulshear focused on teaching social and vocational skills.

In 2023, Texana Center collaborated with Texas Health and Human Services (HHSC) to implement a vocational training and job readiness initiative called the Apprenticeship Program. HHSC is using American Rescue Plan Act (ARPA) funds to pay for the program, which provides educational instruction on skills needed to obtain competitive employment and paid on-the-job training. The program involves Texana Center collaborating with local businesses, who have workforce needs, to provide training to persons with intellectual and developmental disabilities on the skills needed to be competitively employed by that local business or other similar businesses. Texana Center provides supported employment staff to provide training to individuals regarding interpersonal and behavioral skills required for employment as well as job performance skills. The local business is the job-training site where the person is paid to learn and perform specific job requirements to prepare for competitive employment. The outcome is the person works in the community or at that local business at the completion of the program. Texana Center is also implementing an adjunct to the Apprenticeship Program called virtual job coaching where the person uses an electronic device to track performance of job duties and interface with supported employment staff virtually to provide skills training, problem solving, and job performance. Texana Center is reimbursed for allowable costs under the program.

Day Adult Health Services – Individualized Skills and Socialization Services

Effective March 2023; Texana Center began providing a new service array called Day Adult Health Services – Individualized Skills and Socialization Services (DAHS ISS). These services replaced the Day Habilitation Waiver Service, which was not compliant with the Center for Medicaid and Medicare Services (CMS) Federal requirements for Community Based Services. The new service (DAHS-ISS) provides person with intellectual and developmental disabilities the opportunity for continuing education, skills building, and socialization in either a facility-based setting or a community-based setting. It provides the person opportunities to participate in events, volunteer opportunities, and specific interests in their community (for example, Art Classes, Yoga Classes, Cooking classes, and other enrichment activities). Texana Center is required to be licensed by the Day Adult Habilitation Services Program under Texas Health and Human Services (HHSC) and is monitored for compliance.