

IDD Provider Services

Program Description

Introduction and Overview

This Core Program Description intended to supplement Spindletop Center's administrative and clinical policies and procedures and to provide additional information relevant to Intellectual and Developmental Disabilities (IDD) Provider Services. This description has been developed to specifically conform to national accreditation standards that require such a plan; however, the plan also provides a practical purpose, articulating a more detailed description of treatment specific policies and procedures. This Core Program Description has the same force and effect as policy and is approved by the Spindletop Center leadership.

Mission/Vision Statements

Spindletop Center promotes healthy living in our community. Our mission is to help people help themselves by providing resources and supports.

Values

We value all persons and treat them with dignity and respect.

We develop services responsive to the needs, values, and desires of our community.

We value and respect families for the important role they play in the effective treatment and delivery of services.

We embrace self-advocacy and recovery as means of independence.

We measure our success by the outcomes of each person and our impact on the community.

We educate, motivate and empower staff to accomplish their work with confidence and pride by valuing and respecting them.

We recognize and celebrate best practices.

We educate people to help our community.

We utilize resources in the most efficient manner to minimize our impact on the environment.

We accommodate and encourage our staff's community involvement.

Program Description and Philosophy

IDD Provider services assist people to help them live fulfilling lives in the community. Services provided to assist in achieving desired outcomes include:

- Residential **Support Services/Supervise Living**
- Host Home/Companion Care
- Respite Services
- Crisis Respite

- Individualized Skills and Socialization Services
- Day Habilitation Services (provided for individuals receiving General Revenue (GR) and contracted non-waiver services)
- Employment Services
- Nursing Services
- Behavioral Support Services
- Supported Home Living/Community Supports (Transportation)
- Community First Choice (CFC) - Personal Assistance Services Habilitation (PASHAB)
- Behavioral Health Services
- **Independent Living Skills**

The philosophy of IDD Provider Services is to implement a teaching and training program that ensures the respect of each individual's humanity and dignity. Ensuring that the rights of each individual, as exercised by the individual or LAR, on behalf of the individual, are protected.

Program Goals

- Ninety percent of satisfaction surveys will report satisfaction/high satisfaction with IDD Provider Services.
- Address concerns identified by individuals or LAR's within ten days of receipt of the concern.
- Within one month of hire, staff receive training on person directed services.

Description of Service Modalities

IDD Provider Services are funded through the Preadmission Screening and Resident Review (PASRR), Home and Community-based Services (HCS), Texas Home Living (TxHmL), Individualized Skills and Socialization and General Revenue (GR) Programs. These services include:

Community and Home Independent Living Skills (CHILS)

Individualized activities provided in the individual's home and at community locations. Supports include:

Community Support (CS) Individualized activities that are consistent with the individual's plan of services and supports and provided in the individual's home or at community locations. Supports include:

- habilitation and support activities that foster improvement of, or facilitate, an individual's ability to perform functional living skills and other daily living activities;
- activities for the individual's family that help preserve the family unit;

- transportation to and from community activities, employment and day habilitation;
- habilitation and support activities that facilitate an individual's ability to perform functional living skills and other daily activities;
- additional activities available in the community such as bowling, exercise, dances and attendance at festivals, fairs, sporting events, rodeos, camping, church, etc.

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

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

Respite – is the temporary provision of assistance and support necessary for an individual to perform personal care, health maintenance and independent living tasks, participate in community activities, and develop, retain and improve community living skills and provides relief for an unpaid caregiver of an individual.

- **Family Directed Out-of-home** – Planned or emergency short-term relief services provided to the individual's unpaid caregiver outside of the individual's residence. The caregiver hires and coordinates the service with a qualified respite provider of their choosing via a contract with the center. (A maximum of 300 hours per year are available for any combination of respite services.)
- **Family Directed Respite - In-home** - Planned or emergency short-term relief services provided to the individual's unpaid caregiver in the individual's residence. The caregiver selects and coordinates the service with a qualified respite provider of their choosing via a contract with the center. (A maximum of 300 hours per year are available for any combination of respite services.)
- **Agency Directed Respite - Out-of-home** - Planned or emergency short-term relief services provided to the individual's unpaid caregiver outside of the individual's residence. Spindletop Center selects the location and qualified respite provider. (A maximum of 300 hours per year are available for any combination of respite services.)
- **Agency Directed Respite - In-home** - Planned or emergency short-term relief services provided to the individual's unpaid caregiver in the individual's residence. Spindletop Center selects the qualified respite provider. (A maximum of 300 hours per year are available for any combination of respite services.)
- **Crisis Respite (CR)** – Crisis is a short term respite (maximum of 14 days)for individuals who meet the following criteria:
 - The individual presents an immediate danger to self or others or
 - The individual's mental or physical health is at risk of serious deterioration or

- An individual believes he/she presents immediate danger to self or others or that his/her mental or physical health is at risk of serious deterioration.
 - Out-of-home CR provides therapeutic support in a safe environment with staff on site, providing 24-hour supervision to an individual who is demonstrating a crisis that cannot be stabilized in a less intensive setting. Out of home CR is provided in a setting for which the state provides oversight.
 - In-home CR provides therapeutic support to an individual who is demonstrating a crisis in the individual's residence when it is deemed clinically appropriate for the individual to remain in their natural environment and it is anticipated the crisis can be stabilized within a 72-hour period.

Employment Services

Employment Assistance –provides assistances to an individual to help the individual to identify paid employment preferences, job skills, and work requirements and identifying prospective employers offering employment compatible with the services identified by the individual identified preferences, skills, work requirements and conditions in the community or self-employment. (Individuals must complete application for services through **Texas Department of Assistive and Rehabilitative Services prior to referral ?**).

Supported Employment –provides assistance to sustain competitive employment or self-employment to an individual who, because of a disability, requires intensive, ongoing support to be self-employed, work from home or perform in a work setting at which individuals without disabilities are employed. Supported employment includes employment adaptations, supervision, training related to an individual's assessed needs, and earning at least a minimum wage (if not self-employed). (Individuals must complete application for services through Texas Department of Assistive and Rehabilitative Services prior to referral)

Day Habilitation (DH) - Assistance with acquiring, retaining, or improving self-help, socialization, and adaptive skills necessary to live successfully in the community and to participate in home and community life. Individualized activities are consistent with achieving the outcomes identified in the individual's plan of services and supports and activities are designed to reinforce therapeutic outcomes targeted by other service components, school or other support providers. DH includes activities that integrate the individual into the community and personal assistance for individuals who cannot manage their personal care needs during the day habilitation activity as well as assistance with medications and the performance of tasks delegated by a RN in accordance with state law.

Individualized Skills and Socialization (ISS)-On-site and off-site ISS provide person-centered activities related to acquiring, retaining, or improving self-help skills and adaptive skills necessary to live successfully in the community and participate in home and community life. ISS assists with gaining or maintaining independence, socialization, community participation, current or future volunteer goals or employment goals

consistent with achieving the outcomes identified in the an individual's Person Directed Plan (PDP). ISS provides personal support; assistance with medications and the performance of tasks delegated by a registered nurse or an individual who requires assistance with personal care needs or medication during an ISS activity. ISS promotes an individual's development of skills and behavior that support independence and personal choice.

On-site ISS must allow the individual to:

- control the individual's schedule and activities related to on-site ISS;
- have access to the individual's food at any time; and
- be physically accessible and free of hazards to an individual.

Off-site ISS provides activities that:

- integrate an individual into the community; and
- promote the individual's development of skills and behavior that support independence and personal choice;
- is provided in a community setting chosen by the individual from among available community setting options;
- includes transportation of an individual from an on-site ISS location to an off-site ISS location and between Off site ISSS locations.

ISS and DH services are e offered at the following locations:

- Beaumont
 - Ben Rogers Employment Training Facility (BRETf)
 - Cindy Whitman Work Center (CWWC)
 - Beaumont Smith and Wade Buildings
 - Learning Environments Adaptive for People (LEAP)
- Port Arthur
 - Spindletop – Port Arthur
- Silsbee
 - Spindletop -Silsbee

Behavioral Support – Specialized interventions by professionals with required credentials to assist an individual to increase adaptive behaviors and to replace or modify maladaptive behaviors that prevent or interfere with the individual's inclusion in home and family life or community life.

Nursing – Treatment and monitoring of health care procedures prescribed by a physician or medical practitioner or required by standards of professional practice or state law to be performed by licensed nursing personnel.

Behavioral Health Services – (Available to individuals ages 18 and older.) Treatment and monitoring of behavioral health care by a Psychiatrist. **Note:** Services are available two days per month by appointment.

Location and Hours of Operation

Services are provided to individuals living in Chambers, Hardin, Jefferson and Orange counties. Office hours are generally 8:00 a.m. to 5:00 p.m. Monday through Friday unless otherwise specified.

Spindletop Center-BRETF

500 Canal St.

Beaumont, TX 77701

Monday through Friday 8 a.m. to 4 p.m.

Day Habilitation, **Individualized Skills and Socialization**, and Employment Services

Spindletop Center-IDD North Campus

655 South 8th Street

Beaumont, TX 77701

Monday through Friday 8 a.m. to 5 p.m.

Behavioral Supports, CHILS, Counseling, Day Habilitation, **Individualized Skills and Socialization**, Nursing

Behavioral Health: Scheduled by appointment only

Spindletop Center-South Jefferson County for Children and Adults (is this still accurate)

3419 57th Avenue

Port Arthur, TX 77642

Monday through Friday 8 a.m. to 5 p.m.

Behavioral Supports, CHILS, Counseling, Day Habilitation, **Individualized Skills and Socialization**, Employment Services

Spindletop Center-New Directions Industries (NDI)

845 U.S. 96 Business

Silsbee, TX, 77656

Monday through Friday 8 a.m. – 4 p.m.

Day Habilitation and **Individualized Skills and Socialization**

Licensure and Accreditation

Spindletop Center Provider Services are accredited by **??**. HCS and TxHmL services are re-certified annually by the Health and Human Services Commission.

Legal Compliance

As a matter of policy, all Spindletop Center programs operate in full and complete compliance with all federal and state laws and regulations pertaining to the delivery of mental health, substance abuse and intellectual and developmental disabilities. Toward that end, Spindletop Center has developed a comprehensive corporate compliance program to monitor compliance and to ensure that the organization takes proactive steps to comply with all legal authority and to prevent and detect any illegal or unethical practice. Program details can be found in the Spindletop Center policy on corporate compliance and the corporate compliance plan.

Research Projects

Spindletop Center allows research projects only with prior review of Spindletop Center's Rights and Ethics Committee and final approval of the Chief Executive Officer and the Executive Management Team. No research project will be allowed which in any way compromises the health, safety, well-being or privacy of any individual.

Mechanisms to Address Special Populations

In most cases, Spindletop Center Provider Services can accommodate any request for services that fall within the scope of the organization's capability and scope of practice for its professional staff members.

IDD Provider Services consist of team members who are able to speak English. Translators are used to accommodate individuals/families who speak languages other than English and sign language interpreters are also utilized as necessary.

IDD Provider services are provided to children over three years through adulthood. Spindletop Center facilities are compliant with guidelines from the Americans with Disabilities Act (ADA). In the event an individual requests services and cannot be accommodated for any reason (language barrier, special physical or mobility requirement, etc.) the Service Coordinator, Supervisor, or Director will facilitate a referral to another provider who can accommodate the individual's needs.

IDD Provider Services staff receive extensive training to address a variety of special populations. These trainings include:

- Introduction to IDD
- Person Centered Thinking
- Trauma Informed Care
- Global Approach to Behavior Support
- Satori Alternatives to Managing Aggression (SAMA)
- Abuse, Neglect & Exploitation/Individual Rights
- Infection Control, HIV/AIDS Awareness
- Seizure Training
- First Aid
- CPR
- Medication Administration
- Fire Safety; Disaster Preparedness; Bioterrorism
- Sexual Harassment
- Defensive Driving
- Pharmacology
- Compliance, Ethics and Medicaid Fraud
- Complaint Process
- Specialized training specific to each individual
- UNTWISE Certification (employment services only)

Assurance of Adequate Resources

The Executive Management Team monitors the needs of the organization through communication with the Directors and Supervisors of each department to assure the organization has adequate resources (staff, facilities, equipment, supplies, inventory, etc.) to deliver services in a way that enhances the outcomes for individuals served, and to meet the organization's goals and objectives.

Admission Criteria and Process

To receive HCS, TxHmL, ISS, GR, CFC and PASRR provider services, an individual must be enrolled in Spindletop Center Service Coordination (SC) or Habilitation Coordination (HC) and be referred for services.

To receive Crisis Respite Services, an individual must be a member of the priority population and referred by the Crisis Intervention Specialist (CIS).

Treatment Procedures and Guidelines

Spindletop Center IDD Provider Services complies with all Spindletop Center policies and procedures regarding assessment, service planning, and monitoring.