

# **FMSA Quarterly Webinar**

## **February 25, 2020**

**Consumer Directed Services**  
**Medicaid/CHIP Division**

# Agenda

- Recap from October 2019 Webinar
- Consumer Directed Services (CDS) Updates
- Electronic Visit Verification (EVV) Overview
- Texas Workforce Commission (TWC) Updates
- Attendant Trainings

# Recap from Oct. 2019 Webinar

- Abuse, Neglect and Exploitation Rules
- Rate Increases and Related Budget Revisions
- MFP Trainings for Service Coordinators and Case Managers
- Support Advisor
- Miscellaneous Questions

# Abuse, Neglect & Exploitation (ANE)

- New rules became effective October 1, 2019 addressing ANE investigations for people using the CDS option.
- The new rules have been added to Texas Administrative Code (TAC) [Chapter 41](#).
- Contractors, including FMSAs, are still required to follow requirements listed in Chapter 49.

# ANE Reporting

An FMSA must report ANE immediately, but **not later than 24 hours**, after having knowledge or suspicion for the following programs:

- Community Living Assistance and Support Services (CLASS)
- Deaf Blind with Multiple Disabilities (DBMD)
- Primary Home Care (PHC)
- Community Attendant Services (CAS)
- Family Care (FC)

# ANE Reporting

An FMSA must report ANE immediately, but **not later than one hour**, after having knowledge or suspicion for the following programs:

- Home and Community-based Services (HCS)
- Texas Home Living (TxHmL)

# ANE Reporting

To report knowledge or suspicions of ANE for a person in the HCS or TxHmL programs:

- Call the DFPS Abuse Hotline toll-free telephone number, 1-800-647-7418; or
- Use the [DFPS Abuse Hotline website](#).

# ANE Reporting

- To report knowledge or suspicions of ANE for a person in the DBMD, CLASS, PHC, CAS and FC programs:
  - Call the DFPS Abuse Hotline toll-free telephone number, 1-800-252-5400; or
  - Use the [DFPS Abuse Hotline website](#).



# ANE Training

- CDS Employers, Designated Representatives and FMSAs must ensure their staff persons and service providers receive training and information regarding ANE.

# ANE Training

- Employees of an FMSA will be required to complete HHSC's computer-based [ANE Competency Training](#) and must complete the [ANE Competency Final Test](#) with a score of at least 80 percent.
- CDS Employers have the option to require their employees to complete HHSC's ANE Competency Training and ANE Competency Final Test.

# Form 1732

- Revisions to CDS [Form 1732](#), Management and Training of a Service Provider, are currently in progress.
- Additional information regarding ANE will be added to this form.

<https://hhs.texas.gov/laws-regulations/forms/1000-1999/form-1732-management-training-service-provider>

# Rate Increases: Base Wage

- The base wage requirement for wages paid to a “personal attendant” has increased to \$8.11 per hour.
- Rider 45 of the 2020-2021 General Appropriations Act provided funding to HHSC to meet the base wage requirement for certain program services.

# Rate Increase: Base Wage

[Information Letter 2019-24 addresses](#)  
requirements for FMSAs relating to the base  
wage increase.

[https://apps.hhs.texas.gov/providers/commu  
nications/2019/letters/IL2019-24.pdf](https://apps.hhs.texas.gov/providers/communications/2019/letters/IL2019-24.pdf)

# Rate Increase: DBMD

Several service [rates](#) for the Deaf Blind with Multiple Disabilities (DBMD) program increased effective Sept. 1, 2019.

FMSAs should follow the process outlined in [IL 2019-24](#) and the [Feb 13, 2019 alert](#).

# CDS Updates

- 1.CDS Trainings
- 2.Legislative Implementation Updates
- 3.Texas Council on Consumer Direction
- 4.Upcoming Trainings

# CDS Trainings: MFP

In Summer/Fall 2019, the CDS Policy & Operations team provided trainings to Medicaid service coordinators and case managers. These trainings were funded by the federal Money Follows the Person (MFP) Demonstration.

Trainings were provided in:

- Austin
- San Antonio
- Dallas
- Houston
- Conroe
- Lubbock



# CDS Trainings: MFP

Training topics included:

- Person-Centered Practices
- CDS Basics
  - Roles and Responsibilities
  - Benefits and Risks
- CDS in Practice
  - Offer and Enrollment
  - FMSA Transfer Process
  - Suspension, Termination and Re-Enrollment
- CDS Budgeting Process
- Support Consultation
- Abuse, Neglect and Exploitation

# CDS Trainings: MFP

- The CDS team has requested funds to conduct additional in-person trainings in 2020, as well as to develop computer-based training modules.

# CDS Trainings: FMMSA Enrollment

- FMMSA enrollment training held in January 2020.
- The next FMMSA enrollment training will be in Summer 2020.
- **Reminder:** Current FMMSAs may send staff to attend the enrollment training, if space permits. You must email the CDS inbox to request an invitation to attend the training.

# Legislative Implementations

- House Bill (HB) 4533
- Rider 31

# HB 4533

- HB 4533 requires HHSC to make all services in the Medically Dependent Children Program(MDCP) available through the CDS option.
- Currently, the only MDCP services not available through CDS are:
  - Adaptive aids
  - Minor home modifications
  - Transition assistance services
- Anticipated effective date: Fall 2020

# Rider 31

- Rider 31 of the 2020-2021 General Appropriations Act appropriated funds to offset EVV-related costs for CDS employers.
- These funds will be incorporated into CDS employers' budgets through a rate increase.
- HHSC will increase the limit that CDS employers may spend on employer support services.

# Texas Council on Consumer Direction

- The Texas Council on Consumer Direction will meet on Wednesday, March 18, 2020 at 10am.
- Meetings are open to the public and can be livestreamed from the HHSC website.

**Thank you!**



**HHSC**  
**Financial Management**  
**Services Agency (FMISA)**

**Electronic Visit Verification (EVV) Overview**

**February 25, 2020**

**Presented by HHSC EVV Operations**

# 21<sup>st</sup> Century Cures Act

The 21st Century Cures Act Section 12006 (Cures Act) is a federal law requiring all states to use Electronic Visit Verification (EVV) for Medicaid personal care services and home health care services, including services delivered through the:

- Consumer Directed Services (CDS) option.
- Service Responsibility Option (SRO).

States must implement EVV or risk a loss of federal Medicaid matching dollars. HHSC must implement EVV for all Medicaid personal care services on or before Jan. 1, 2021.

# What is EVV?

EVV is a computer-based system that verifies the occurrence of authorized personal attendant service visits by electronically documenting the precise time a service delivery visit begins and ends.

- **EVV replaces paper timesheets for EVV required services.**
- **EVV visits are required for EVV claim payment.**

# Who is Required to Use EVV? (1 of 6)

The table on the next four slides list the programs, services, and service delivery options affected by the Cures Act, including the CDS service delivery option.

<b>Programs</b>	<b>Services</b>	<b>Service Delivery Options</b>
<b>1915(c) Community Living Assistance and Support Services Waiver</b>	<ul style="list-style-type: none"><li>• Community First Choice Personal Assistance Services/Habilitation (CFC PAS/HAB)</li><li>• In-Home Respite</li></ul>	Agency Consumer Directed Services (CDS)
<b>1915(c) Deaf Blind with Multiple Disabilities Waiver</b>	<ul style="list-style-type: none"><li>• CFC PAS/HAB</li><li>• In-Home Respite</li></ul>	<ul style="list-style-type: none"><li>• Agency</li><li>• CDS</li></ul>

# Who is Required to Use EVV? (2 of 6)

Programs	Services	Service Delivery Options
<b>1915(c) Home and Community-based Services Waiver</b>	<ul style="list-style-type: none"> <li>• CFC PAS/HAB</li> <li>• In-Home Respite</li> <li>• Day Habilitation provided in the home (agency option only)</li> </ul>	<ul style="list-style-type: none"> <li>• Agency</li> <li>• CDS</li> </ul>
<b>1915(c) Texas Home Living Waiver</b>	<ul style="list-style-type: none"> <li>• CFC PAS/HAB</li> <li>• In-Home Respite</li> <li>• Day Habilitation provided in the home</li> </ul>	<ul style="list-style-type: none"> <li>• Agency</li> <li>• CDS</li> </ul>
<b>1915(c) Youth Empowerment Services Waiver</b>	<ul style="list-style-type: none"> <li>• In-Home Respite</li> </ul>	Agency

# Who is Required to Use EVV? (3 of 6)

Programs	Services	Service Delivery Options
<b>1915(i) Home and Community Based Services Adult Mental Health</b>	<ul style="list-style-type: none"> <li>• In-Home Respite</li> <li>• Supported Home Living-Habilitative Support</li> </ul>	Agency
<b>1915(k) Community First Choice</b> (including STAR members who receive these services through the traditional Medicaid model)	<ul style="list-style-type: none"> <li>• CFC PAS</li> <li>• CFC HAB</li> </ul>	<ul style="list-style-type: none"> <li>• Agency</li> <li>• CDS</li> <li>• Service Responsibility Option (SRO)</li> </ul>
<b>Community Attendant Services</b>	Personal Attendant Services	<ul style="list-style-type: none"> <li>• Agency</li> <li>• CDS</li> <li>• SRO</li> </ul>

# Who is Required to Use EVV? (4 of 6)

Programs	Services	Service Delivery Options
<b>Family Care</b>	Personal Attendant Services	<ul style="list-style-type: none"> <li>• Agency</li> <li>• CDS</li> <li>• SRO</li> </ul>
<b>Personal Care Services provided under the Texas Health Steps Comprehensive Care Program</b> (including STAR members who receive these services through the traditional Medicaid model)	Personal Care Services	<ul style="list-style-type: none"> <li>• Agency</li> <li>• CDS</li> <li>• SRO</li> </ul>
<b>Primary Home Care</b>	Personal Attendant Services	<ul style="list-style-type: none"> <li>• Agency</li> <li>• CDS</li> <li>• SRO</li> </ul>

# Who is Required to Use EVV? (5 of 6)

Programs	Services	Service Delivery Options
<b>STAR Health</b>	<ul style="list-style-type: none"> <li>• CFC PAS</li> <li>• CFC HAB</li> <li>• PCS</li> </ul>	<ul style="list-style-type: none"> <li>• Agency</li> <li>• CDS</li> <li>• SRO</li> </ul>
<b>STAR Health – MDCP Covered Services</b>	<ul style="list-style-type: none"> <li>• In-Home Respite</li> <li>• Flexible Family Supports</li> </ul>	<ul style="list-style-type: none"> <li>• Agency</li> <li>• CDS</li> <li>• SRO</li> </ul>
<b>STAR Kids</b>	<ul style="list-style-type: none"> <li>• CFC PAS</li> <li>• CFC HAB</li> <li>• PCS</li> </ul>	<ul style="list-style-type: none"> <li>• Agency</li> <li>• CDS</li> <li>• SRO</li> </ul>
<b>STAR Kids – MDCP Covered Services</b>	<ul style="list-style-type: none"> <li>• In-Home Respite</li> <li>• Flexible Family Supports</li> </ul>	<ul style="list-style-type: none"> <li>• Agency</li> <li>• CDS</li> <li>• SRO</li> </ul>



# Who is Required to Use EVV? (6 of 6)

Programs	Services	Service Delivery Options
<b>STAR+PLUS</b>	<ul style="list-style-type: none"> <li>• CFC PAS</li> <li>• CFC HAB</li> <li>• PAS</li> </ul>	<ul style="list-style-type: none"> <li>• Agency</li> <li>• CDS</li> <li>• SRO</li> </ul>
<b>STAR+PLUS Home and Community Based Services</b>	<ul style="list-style-type: none"> <li>• CFC PAS</li> <li>• CFC HAB</li> <li>• PAS</li> <li>• In-Home Respite</li> <li>• Protective Supervision</li> </ul>	<ul style="list-style-type: none"> <li>• Agency</li> <li>• CDS</li> <li>• SRO</li> </ul>
<b>STAR+PLUS Medicare-Medicaid Plan</b>	<ul style="list-style-type: none"> <li>• CFC PAS</li> <li>• CFC HAB</li> <li>• PAS</li> <li>• In-Home Respite</li> <li>• Protective Supervision</li> </ul>	<ul style="list-style-type: none"> <li>• Agency</li> <li>• CDS</li> <li>• SRO</li> </ul>

# How Does EVV Work? (1 of 3)

The EVV system's data flow consists of the following six steps:

Step 1: Prior to using the EVV system – Data Elements

Step 2: Using the EVV system

Step 3: EVV visit transactions

Step 4: EVV Aggregator

Step 5: EVV claims

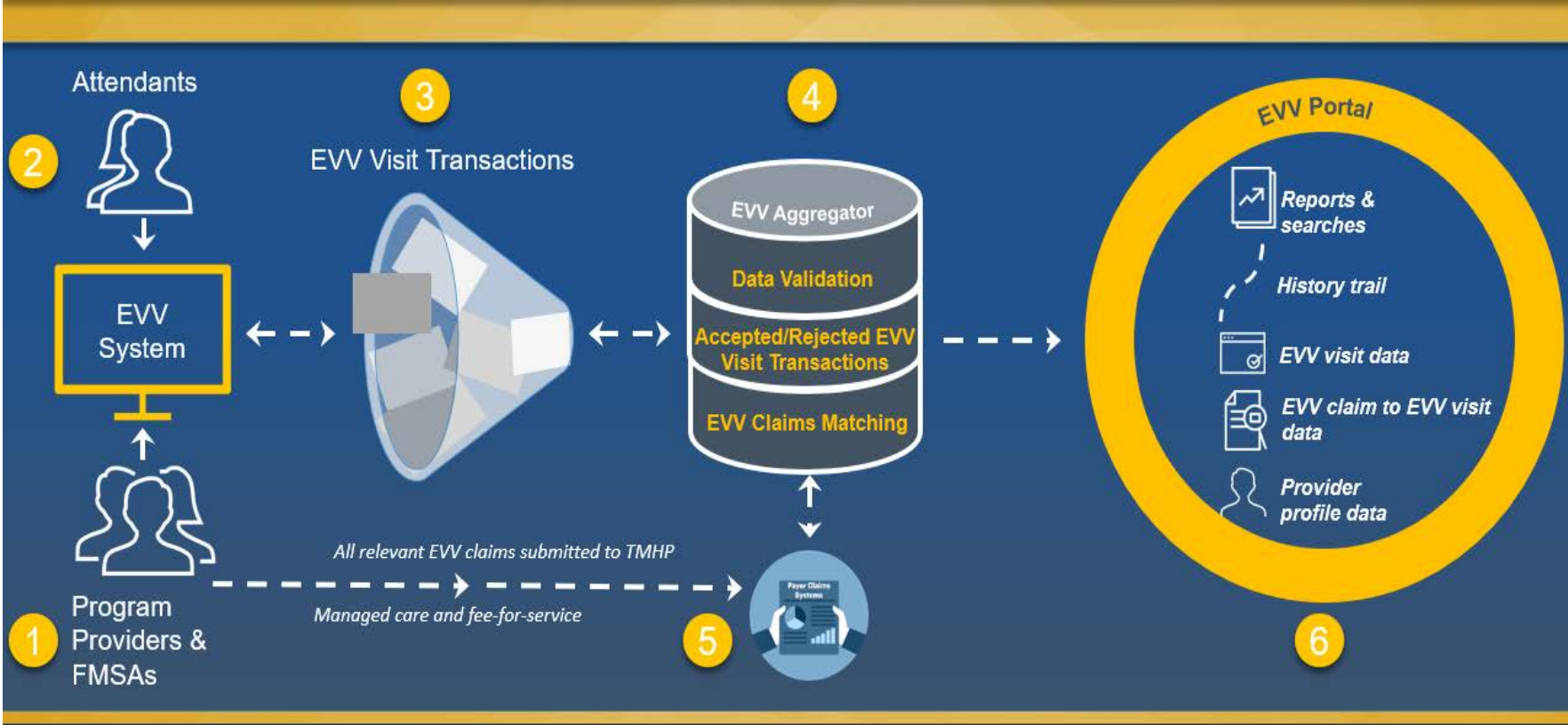
Step 6: EVV Portal

# How Does EVV Work? (2 of 3)

Texas Government Code §531.024172 requires the EVV system verify the following six visit data categories that are electronically verified by the EVV system:

- Program provider (Other information necessary to ensure the accurate adjudication of Medicaid claims.)
- Type of service performed
- Member receiving the service
- Date and time of the service
- Location of the service
- Person providing the service

# How Does EVV Work? (3 of 3)



# The Cures Act and FMSSAs

To be ready to meet the Jan. 1, 2021 EVV start date, HHSC has established **key dates** and milestones that Cures Act program providers and financial management services agencies (FMSSAs) **must** meet throughout 2020.

# Cures Act EVV Expansion Timeline

Cures Act program providers and FMSAs must take the following actions during the Cures Act EVV Expansion:

- Select an EVV system by April 1, 2020.
- Complete required training.
- Practice using the EVV system.

# EVV Systems

- **EVV Vendor System-** An EVV system provided by an EVV vendor that a program provider or FMSA may select to provide EVV services.
- **EVV Proprietary System-** An EVV system that a program provider or financial management services agency (FMSA) may select to provide EVV services (instead of an EVV vendor system) that:
  - Is purchased or developed by a program provider or an FMSA.
  - Is used to exchange EVV information with the EVV Aggregator.
  - Complies with the requirements of Texas Government Code §531.024172.

# Key Dates

Action	Action Due Date	Description
Select an EVV vendor.	<b>By April 1, 2020</b>	Cures Act program providers and FMSAs must select an EVV vendor and begin the onboarding process or elect to use an EVV proprietary system.
Practice using the EVV system.	<b>By July 1, 2020</b>	Attendants must begin clocking in and clocking out of the EVV system.
Informational EVV claims matching begins.	<b>TBD</b>	EVV claims matching results are provided after the EVV claims matching process occurs. During the informational EVV claims matching period, program providers and FMSAs receive an informational match result. Claims will not be denied.
EVV claims matching with denials begins.	<b>Dec. 1, 2020</b>	When an EVV claim is submitted without a matching EVV visit transaction the EVV claim will be denied.



# EVV Vendor Selection

Texas Medicaid & Healthcare Partnership (TMHP) has selected two EVV vendors on behalf of HHSC:

EVV Vendor	EVV Vendor System Website	Telephone Number	Email Address
DataLogic Software Inc.	<a href="#">Vesta EVV</a>	844-880-2400	<a href="mailto:info@vestaevv.com">info@vestaevv.com</a>
First Data Government Solutions	<a href="#">AuthentiCare EVV</a>	877-829-2002	<a href="mailto:AuthentiCareTXSupport@firstdata.com">AuthentiCareTXSupport@firstdata.com</a>

# How to Prepare for EVV

Review the following sections on the [HHSC EVV](#) webpage:

- Programs and Services Required to Use EVV
- Contact Information
- Policies and Compliance
- EVV Reason Codes
- Service Bill Codes Table
- Training
  - EVV Tool Kit
  - HHS Learning Portal
  - TMHP Learning Management System (LMS)

**Note:** Refer to your MCO's website for additional EVV policy training opportunities.

# Getting Started with EVV

1. Sign up for GovDelivery and select EVV updates.
2. Learn more about EVV:
  - HHSC EVV webpage
  - TMHP EVV webpage
3. Select an EVV vendor from the approved EVV vendor pool or elect to use an EVV proprietary system.

# Researching EVV Vendors

4. Research EVV vendors. Some questions to ask when researching an EVV vendor:

- What are the steps my attendant will have to complete to clock in and clock out?
- What information will the attendant need to know to clock in and clock out for each clock in and clock out method?
- What does training consist of and how is it delivered?
- How user-friendly is completing visit maintenance in the EVV vendor system?

# **FMSA and CDS Employers**

Consumer Directed Services (CDS) employers will:

- Use the EVV system chosen by their FMSA.
- Train on the EVV system with the EVV vendor selected by the FMSA.
- Train on EVV policy with the FMSA.

# FMMSA Training

The required EVV training for the **FMMSA** consists of:

EVV Training Requirement	Conducted By
EVV System Training	EVV vendor
EVV Portal Training	TMHP
EVV Policy Training	Payer (HHSC or MCO)

EVV system access will not be granted until the EVV system training has been completed.

# CDS Employer Training

The required EVV training for the **CDS employer** consists of:

EVV Training Requirement	Conducted By
EVV System Training	EVV Vendor <b>Note:</b> If the FMSA has an EVV proprietary system, the FMSA provides EVV system training.
EVV Policy Training	FMSA (May use existing training used by the payer - HHSC or MCO.)

EVV system access will not be granted until the EVV system training has been completed.

# **FMSA EVV Responsibilities**

EVV policy requires FMSAs to:

- Set up profiles for all of their CDS employers with the selected EVV vendor.
- Cover employer-related EVV responsibilities with the CDS employer as a part of the employer's initial orientation (§41.307) or required employer updates.
- Provide ongoing EVV policy training assistance and support for employer-related responsibilities.
- Assist the CDS employer, if applicable, with completing EVV processes; such as, but not limited to, completing EVV visit maintenance as needed.



# CDS Employer Responsibilities

The CDS employer must:

- Use the EVV vendor system selected by their FMSA or the FMSA's EVV proprietary system.
- Give the final approval of attendant time worked and time applied to budget.
- Take the EVV policy training with their FMSA.
- Participate in EVV and train their employees on EVV requirements, such as clock in and clock out methods.
- Choose whether or not to enter schedules into the EVV system.
- Ask the FMSA to help with EVV processes as needed.

# EVV Computer-Based Training

EVV training is available online:

- [HHS Learning Portal](#)
  - EVV Policy training
- MCO Websites
  - EVV Policy training
- [TMHP Learning Management System](#)
  - EVV Portal training - **Note:** The EVV Portal is not accessible by CDS employers.
    - Reports
    - Search Tools
  - EVV claims submission and billing training

# March 23-26, 2020 - EVV Conference

- HHSC will be hosting an EVV Conference in Austin for all program providers and FMSAs required by state and federal law to use EVV.
- Each training session is one day; 8:00 a.m. – 5:00 p.m. All sessions offer the same information, so program providers and FMSAs only need to attend one session.
- Register for the EVV Conference on the [Health and Human Services \(HHS\) Learning Portal](https://learningportal.dfps.state.tx.us/login/index.php):  
<https://learningportal.dfps.state.tx.us/login/index.php>

# EVV Resources

For more information about:

- EVV, visit the [HHSC EVV](#) webpage.
- The Cures Act EVV Expansion, visit the [HHSC Cures Act](#) webpage.
- EVV vendors, visit the [TMHP EVV Vendors](#) webpage.
- EVV proprietary systems, visit the [HHSC EVV Proprietary Systems](#) webpage and the [TMHP EVV Proprietary Systems](#) webpage.
- GovDelivery Alerts for EVV:
  - Program providers and FMSAs must [sign up for EVV email updates and alerts](#).
  - Be sure to select “Electronic Visit Verification” as a subscription topic.

# Thank you

Send your EVV questions to:  
[electronic\\_visit\\_verification@hhsc.state.tx.us](mailto:electronic_visit_verification@hhsc.state.tx.us)

# **Texas Workforce Commission**

## **Peter Dean**

**Field Tax Operations**

[peter.dean1@twc.state.tx.us](mailto:peter.dean1@twc.state.tx.us)

# **Attendant Trainings**

**Lauren Chenoweth, LMSW**

**HHSC Policy Advisor, Medicaid/CHIP**

**January 2020**

# Agenda

1. Why training?
2. Available trainings
3. Resources and Contacts



# Why training?

1. A 2014 DADS survey of community attendants found that attendants wanted additional training.
2. Training in general increases employee job satisfaction, motivation, and morale.
  - a. Workers who aren't properly trained may become frustrated at their inability to perform at a high level, leading them to look elsewhere for a job or simply settle for mediocre performance.

# Why training?

1. Employee training and development provides you with a pool of skilled and knowledgeable people who can move up in the organization and fill critical jobs and perform critical functions.
2. Training helps the employees to recognize safety hazards and correct them.
  - a. It enables them to understand best safety practices and expectations.

# Available Training Topics

- Mental Health
- Direct Service Worker specific
- Person Centered Thinking
- Abuse, neglect and exploitation
- Children
- Aging
- Employment
- Benefits
- Diagnosis specific
- Positive Behavior Management Support
- Trauma Informed Care
- Program Specific

# Mental Health Training

1. The [Mental Health Wellness for Individuals with Intellectual and Developmental Disabilities \(MHW-IDD\)](#) e-learning training series teaches about integrated approaches for working with people who have IDD and co-occurring behavioral health needs.
2. Intended for direct service workers and healthcare providers (HCPs) who provide support for individuals with IDD and co-occurring behavioral health challenges.

# **Mental Health Training**

## **Modules**

1. Co-occurring Disorders: IDD and Mental Illness
2. Trauma-informed Care for Individuals with IDD
3. Functional Behavior Assessment and Behavior Support
4. Overview of Genetic Syndromes Associated with IDD
5. Overview of Medical Diagnoses Associated with IDD

# Mental Health Training

## **Modules** (cont.):

1. Putting It All Together: Supports and Strategies for Direct Service Workers
2. Integrated Healthcare for Individuals with IDD – for HCPs
3. Communicating with Individuals with IDD – for HCPs
4. Trauma-informed Care for Clinical Providers – for HCPs

# Mental Health Training

## Training videos:

### 1. Stigma and Mental Health

<https://www.youtube.com/watch?v=0UF6FumfxR8&list=PLJE6pz0haTBoJG8vDhDD7d67CleK6xMx3&index=3&t=0s>

### 2. Behavioral Health Support in the Community

<https://www.youtube.com/watch?v=rbLD50TePAE&list=PLJE6pz0haTBoJG8vDhDD7d67CleK6xMx3&index=4&t=0s>

### 3. Behavioral Health Treatment for Mothers

<https://www.youtube.com/watch?v=Dkpu1smVXuA&list=PLJE6pz0haTBoJG8vDhDD7d67CleK6xMx3&index=5&t=0s>

### 4. The PASRR Process

<https://www.youtube.com/watch?v=8wv30d9UysE&t=0s&list=PLJE6pz0haTBoJG8vDhDD7d67CleK6xMx3&index=2>

# Mental Health Training

## Training Videos (cont.):

1. The PASRR Benefit

<https://www.youtube.com/watch?v=YInfCr3p6-4&list=PLJE6pz0haTBoJG8vDhDD7d67CleK6xMx3&index=6&t=0s>

2. Hiring People With Disabilities

<https://www.youtube.com/watch?v=L95vBld5Cl0>

3. Assistance in the Community for Complex Medical Needs

<https://www.youtube.com/watch?v=9VYT-WnO8qM&feature=youtu.be>

4. Transitioning from a State Supported Living Center into the Community

<https://www.youtube.com/watch?v=VK7Bjhq1yUQ>



# Mental Health Training

1. Services Available in the Community for Veterans

[https://www.youtube.com/watch?v=NVIphMd\\_gJuY](https://www.youtube.com/watch?v=NVIphMd_gJuY)

2. YouTube playlist related to behavioral health:

<https://www.youtube.com/playlist?list=PLJE6pz0haTBpkSIOzQiuEab-taYRFSNX5>.

# Direct Service Worker Training Modules

1. 6-part eLearning series designed for direct service workers (DSW) and others who provide quality personal assistance to individuals with disabilities, older individuals, or anyone who receives direct care services.
2. Each module, focuses on various aspects of care for the individual, including mental wellness, positive supports, and prevention.
3. Each module is approximately 20-30 minutes in length and the series takes 2-3 hours to complete.

# **Direct Service Worker Training Modules**

## **Understanding Dementia and Alzheimer's Disease.**

1. How to approach and deescalate confrontational behavior
2. How to recognize illness or injury in an individual who has difficulty communicating
3. Effective means of communication
4. How to support connections with family, friends, and others.

# **Direct Service Worker Training Modules (cont.)**

## **The Art of effective Communication and Conflict Resolution.**

1. How to identify, understand and approach typical behavioral repertoire
2. Understand the difference between a challenging behavior as a form of communication versus a sign of mental illness
3. Understanding how to assess and get necessary information regardless of a person's style of communication, or lack of ability to communicate.

# **Direct Service Worker Training Modules (cont.)**

## **Rendering Personal Care, Prevention and Containment of Communicable Disease.**

1. How to decrease the probability of contracting infectious diseases
2. Help contain an active communicable disease when providing personal assistance or care
3. The importance of active participation on the individual's treatment team.

# **Direct Service Worker Training Modules (cont.)**

## **Managing and Preventing Challenging or Aggressive Behaviors.**

1. Evidence based and best practices regarding appropriate interventions to approach and deescalate confrontational behavior including:
  - a. Recognizing the signs that signal when a behavior may be a form of communication and
  - b. When it may be a sign of serious mental illness
2. The importance of active participation on the individual's treatment team.

# **Direct Service Worker Training Modules (cont.)**

## **Mental Health and Substance Use.**

1. How to provide personal assistance and care to individuals:
  - a. Actively experiencing behavioral health issues
  - b. Are in the recovery process through education on basic mental health diagnoses and substance abuse disorders
2. Some universally appropriate evidence informed interventions
3. The importance of active participation on the individual's treatment team.

# Direct Service Worker Training Modules (cont.)

## Teaching some Caring for the Caregiver

1. The importance of, and ways to ensure, personal physical and mental well-being when providing personal assistance and care to others, including:
  - a. Recognizing signs of emotional, mental, and physical exhaustion
  - b. Action steps that can be taken to ameliorate symptoms.

Found at:

<https://learningportal.dfps.state.tx.us/course/index.php?categoryid=31>



# Person Centered Thinking

## 1. Online

<https://learningportal.dfps.state.tx.us/course/index.php?categoryid=7>

## 2. Other PCT training opportunities

<https://hhs.texas.gov/services/disability/person-centered-planning/waiver-program-providers/person-centered-planning-pcp-training-providers>

## 3. PCT resources

[PersonCenteredPlanning@hhsc.state.tx.us](mailto:PersonCenteredPlanning@hhsc.state.tx.us)

\* If you are seeking this training to meet program requirements please see your program specific guidance or reach out to the policy specialist for that program to ensure compliance.

# Children

1. Texas A&M Agrilife Extension offers many trainings relevant to children with special needs.
  - a. Some have small costs but many on this topic are free.

<https://agrilifelearn.tamu.edu/catalog?pagename=Including-Children-with-Special-Needs>

2. The ECI resources page offers links to many reliable sources of information applicable to children

<https://hhs.texas.gov/services/disability/early-childhood-intervention-services/eci-resource-guidecentral-directory>

# Children

## Texas Health Steps Training

Free online training on topics applicable to children such as:

- a. Childhood depression
- b. Anxiety
- c. ADHD
- d. Trauma
- e. Substance abuse
- f. Dental care
- g. Fetal alcohol spectrum
- h. Congenital heart disease
- i. Diabetes.

<https://www.txhealthsteps.com/courses>

# Aging

Center for Excellence in Aging Services and Long Term Care - modules designed for direct care workers are in Phase I, Phase IV, and Phase V:

- a. Phase 1:** Anti-Psychotic Drug Reduction Issues
- b. Phase 2:** Advanced Geriatric Practice
- c. Phase 3:** Transition To Practice
- d. Phase 4:** Intellectual and Developmental Disabilities
- e. Phase 5:** Infection Control and Prevention
- f. Phase 6:** Social Determinants of Health with Age

<http://www.utlongtermcarenurse.com/>

# Aging

## HHSC Quality Monitoring Program Training

1. The trainings here are focused on aging and nursing facilities.
  - a. However, many are applicable to other settings.

<https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/nursing-facilities/quality-monitoring-program/evidence-based-best-practices/alzheimers-disease-dementia-care>

# Aging

1. Advanced Online Certified Nurse Aide Academy
2. Annual LTC Quality Provider Outreach Conference TX
3. OASIS for HCBS Dementia Online Academy
4. Email [TQM@dads.state.tx.us](mailto:TQM@dads.state.tx.us) for more information or
5. Visit the Quality Monitoring Program home page:  
<https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/nursing-facilities/quality-monitoring-program-qmp>

# Abuse, Neglect & Exploitation

1.HHSC general training on ANE which can be applied to multiple settings and populations

<https://learningportal.dfps.state.tx.us/course/index.php?categoryid=22>

# Employment

1. Employment First: A path to community life

<https://hhs.texas.gov/services/disability/employment/employment-first/employment-first-training>

2. Here is a helpful publication.

a. It is a few years old but the information is still very relevant.

<https://hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/providers/long-term-care/mdcp/employmentguide.pdf>



# Employment

1. The Direct Service Workers web-based training provides information about employment services and how direct service workers can support people achieve their employment goals.

[https://dars.adobeconnect.com/\\_a1090406635/p2bdf27lhqz/?launcher=false&fcsContent=true&pbMode=normal](https://dars.adobeconnect.com/_a1090406635/p2bdf27lhqz/?launcher=false&fcsContent=true&pbMode=normal)

# Employment

1. Texas Workforce Solutions-Vocational Rehabilitation Services overview web-based training provides a foundation for understanding TWS-VRS and how it relates to home and community-based waiver services.

[https://dars.adobeconnect.com/\\_a1090406635/p3hwqb1tmiw/?launcher=false&fcsContent=true&pbMode=normal](https://dars.adobeconnect.com/_a1090406635/p3hwqb1tmiw/?launcher=false&fcsContent=true&pbMode=normal)

# SSI/SSDI Benefits Overview

1. The SSI/SSDI Benefits Overview web-based training provides a basic foundation for understanding Supplemental Security Income and Supplemental Security Disability Insurance and provides contact information for people who can help you further understand these programs.

[https://dars.adobeconnect.com/\\_a1090406635/p8mxxqlzdsc/?launcher=false&fcsContent=true&pbMode=normal](https://dars.adobeconnect.com/_a1090406635/p8mxxqlzdsc/?launcher=false&fcsContent=true&pbMode=normal)

# Diagnosis Specific

1. Many foundations and nonprofits offer free trainings on specific topics such as epilepsy such as the Epilepsy Foundation <https://www.epilepsy.com/learn>
2. The Centers for Disease Control and Prevention provides links to training on topics such as traumatic brain injury, autism, and epilepsy.  
<https://www.cdc.gov/>
3. The HHS Office of Acquired Brain Injury provides training to anyone interested in learning more about what they can do to help prevent brain injuries and how to work with people who have them.
  - a. To schedule training contact [oabi@hhsc.state.tx.us](mailto:oabi@hhsc.state.tx.us)

# Other ways to find trainings

1. Sign Up to Get Email Updates - [https://service.govdelivery.com/accounts/TXHHSC/subscribe/new?topic\\_id=TXHHSC\\_176](https://service.govdelivery.com/accounts/TXHHSC/subscribe/new?topic_id=TXHHSC_176)
2. Sign up for the learning portal and browse available trainings <https://learningportal.dfps.state.tx.us/>
3. Talk to your provider agency
4. Reach out to other service recipients with similar needs
5. Search our website <https://hhs.texas.gov/>

# Resources

## Policy Webpages

- **DBMD**

<https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/deaf-blind-multiple-disabilities-dbmd>

- **MDCP**

<https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/medically-dependent-children-program-mdcp>

- **YES Waiver**

<https://www.dshs.texas.gov/mhsa/yes/>

# Resources

## Policy Webpages

- **STAR+PLUS**

<https://hhs.texas.gov/services/health/medicaid-chip/programs/starplus>

- **STAR Kids**

<https://hhs.texas.gov/services/health/medicaid-chip/programs/star-kids>

# **Questions/ Discussion**



**Next FMISA  
Quarterly Webinar**

**May 2020**

[cds@hhsc.state.tx.us](mailto:cds@hhsc.state.tx.us)