



**TEXAS**

Department of Aging  
and Disability Services

# Agenda

- Welcome/Introductions
- Provider Enrollment
- Frequent remands
- Frequent Citations
- ANE Investigation Changes
- Intervener career ladder
- Resources
- Closure/Questions

# Welcome Jackie Souhrada!

- From DARS Division for Blind Services
- 20 years of experience in Deafblindness.
- Worked with the Deafblind Apartments
- A regional Deafblind Specialist
- Developed a Deafblind training pilot program at the Criss Cole Rehabilitation Center
- Fluent in American Sign Language
- Knowledge of Deafblind communication systems

You can reach her at

[jackie.souhrada@dads.state.tx.us](mailto:jackie.souhrada@dads.state.tx.us)

or 512-438-2622



# Contracting for Deaf-Blind with Multiple Disabilities (DBMD)

# DBMD Contracting Requirements

- Applicants who wish to contract for the Deaf-Blind with Multiple Disabilities (DBMD) program must have a Home and Community Support Services Agency (HCSSA) license with an appropriate category of service.
- Please reference 40 Texas Administrative Code §49.205 (a) (3) (A & B), which states the following:
  - (a) To be a contractor, an applicant must have a license, certification, accreditation, or other documents as follows:
    - (3) DBMD requires:
      - (A) a HCSSA license issued by DADS in accordance with Chapter 97 of this title with:
        - (i) the LHHS category; or
        - (ii) the L&CHHS category; and
      - (B) for a contractor that provides residential services to four to six individuals, an assisted living facility license Type A or Type B issued by DADS in accordance with Chapter 92 of this title (relating to Licensing Standards for Assisted Living Facilities);

# DBMD Contracting Requirements Continued

- Applicants should also reference Information Letter No. 09-106, dated August 12, 2009, when applying for a DBMD contract. Effective September 1, 2009, all new DBMD providers are required to provide services in all the counties within a given region.
- If you already have an existing contract with DADS (i.e. CLASS contract), you can simply request to add a contract for DBMD. The request must be signed by an authorized representative for your agency. The request can be faxed to Community Services Contracts at 512-438-5522.
- More information about the DBMD program can be found at: <http://www.dads.state.tx.us/providers/DBMD/index.cfm>.
- More information on how to become a DBMD provider and the address for submitting an application can be found at: <http://www.dads.state.tx.us/providers/dbmd/howto.html>.
- The Form 5830, Application Packet Checklist, includes all the required forms and documents. This form can be found at: <http://www.dads.state.tx.us/forms/5830/>.

# More DBMD Providers Needed

A few recent DBMD Provider Alerts have indicated the need for more DBMD providers in the following areas:

Region 1 – Amarillo/Lubbock areas

Regions 2/9 – Abilene and Midland/Odessa areas

Region 4 – Longview/Tyler areas

Region 8 – San Antonio area

# Questions about Contracting for DBMD

- Send an email to:  
[communityservicescontracts@dads.state.tx.us](mailto:communityservicescontracts@dads.state.tx.us)
- Contact our Unit Support at 512-438-2080 and ask to speak with a contract specialist.



**DBMD Webinar**  
**April 25, 2016**

# Diagnostic Eligibility

An individual is eligible for DBMD Program services if the individual, as documented on an ID/RC Assessment form:

has one or more diagnosed related conditions and, as a result:

- has deafblindness;
- has been determined to have a progressive medical condition that will result in deafblindness; or
- functions as a person with deafblindness; and
- has one or more additional disabilities that result in impairment to independent functioning;

# IPC Submission Common Issues

- Legibility – include clear copy
- IPP (Form 6501) not matching IPC (Form 6500)
- Missing or incorrect “C” or “N” notations
- Error corrections (not as per Chapter 49 TAC)
- Habilitation Plan not justifying requested service amount
- Parental barriers not documented
- Missing or incorrect vendor numbers
- Missing or outdated Nursing Assessment
- Missing or incorrect IPC effective period
- Services not being coded accurately (SVC 17/17v instead of 10CFC/10CFV)
- Submission outside the submission window (30 days before the end of an IPC period)
- Not adhering to established submission standards
- Use of outdated form versions
- Submitter not following form instructions

# ID/RC Submission

## Common Issues

- Legibility – include clear copy
- Required fields not populated or not coded as per instructions
- Submission outside the submission window (30 days before the end of an IPC period)
- Primary Diagnosis not a Related Condition
- If diagnoses change at reassessment the MD/DO must (re)attest
- Missing or misplaced MD/DO attestation
- Diagnosis not coded exactly as outlined in ICD-10
- Nonsensical onset date of primary diagnosis
- Recommended LOC not in alignment with assessments and findings
- Error corrections (not as per Chapter 49 TAC, involving MD/OD)
- ABL assessment tool expired

# DBMD Resources

## DBMD Homepage:

<http://www.dads.state.tx.us/providers/dbmd/>

## 40 TAC Chapter 42:

[http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac\\_view=4&ti=40&pt=1&ch=42](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=4&ti=40&pt=1&ch=42)

## DBMD Manual:

<http://www.dads.state.tx.us/handbooks/dbmd/>

## Forms including Form Instructions:

<http://www.dads.state.tx.us/handbooks/dbmd/forms/index.asp>

## DBMD Computer Based Training:

<http://www.dads.state.tx.us/business/CBT/DBMD/>

## GOV Alerts for DBMD:

[https://service.govdelivery.com/accounts/TXHHSC/subscriber/new?topic\\_id=TXHHSC\\_106](https://service.govdelivery.com/accounts/TXHHSC/subscriber/new?topic_id=TXHHSC_106)

# DBMD Provider Training

May 24 - 27, 2016

Austin, Texas

**REGISTER NOW**

# DBMD Program Contract Monitoring

Update on electronic monitoring tool  
and most frequent citations

# New DBMD Program Monitoring Tool

- Electronic monitoring tool now being used by DADS Contract Monitoring staff
- A copy of the tool is available to all providers via the DADS website

<http://www.dads.state.tx.us/providers/contractcompliance/index.html>

# Contract Monitoring

- 5% sample of individuals served will be reviewed with a minimum of 4 individuals reviewed.
- If the DBMD contractor serves over 22 individuals, then the minimum sample size is 5 .
- All documentation must be provided before the Exit Conference. We do not accept any documentation after we leave.
- You will not receive the sample list until the Entrance Conference on the first day of review.

# Frequent Citations

1. Mandatory participation requirements of an Individual (§42.252) must be provided at enrollment and annually.
2. The provider must maintain a copy of an ID/RC signed by a physician in the individual's chart. §42.405(a)(3)
3. Goals and objectives in the in the individual's IPP must be:
  - supported by justifications,
  - outcome-based,
  - measurable, and
  - have timelines
4. Quarterlies
  - The case manager must meet face-to-face with the individual/LAR at least every 90 days after the effective date of the IPC.
  - The quarterly report should be discussing the progression of the goals as written within the IPP's and the progress/lack of progress of the goals.

# Frequent Citations

## 5. Residential Services (Service Codes 19, 19E, and 19F)

- Provider must have written policies and procedures concerning room and board payment including:
  - how the provider determines the amount of room and board based on the costs of maintaining the residence;
  - due date;
  - credit balances;
  - written notice of late payment to include late fees;
  - return check charges;
  - provision of receipt at time payment is made; and
  - proportional refund when individual moves from the residence.
- Providers must maintain a room and board ledger
- HCSSA homes (Licensed Home Health Assisted Living) must conduct a fire drill within 48 hours after an individual moves into the residence and at least every 90 calendar days thereafter, with at least two drills per year conducted during the individual's normal sleep hours.

# Frequent Citations

## 6. Billing & Service Delivery

- All services billed for must be billable activity as described in rule (§42.621- §42.632). Non-billable activities are listed in §42.641.
- All entries on Form 6503 accompanied by supporting documentation (notes) to account for all activities performed on the shift and document:
  - the date, time, and duration of contact;
  - type of contact (phone or face-to-to face);
  - the person with whom the contact occurred;
  - the description of the service activity; and
  - signature and title of the service provider.

# Contacts

## *Contract Enrollment and Administration*

<b>Paul Straka, Manager</b>	<b>(512) 438-3460</b>
<b>Anne Tanner, Lead Contract Specialist</b>	<b>(512) 438-3618</b>
<b>Fax Number</b>	<b>(512) 438-5528</b>
<b>Email</b>	<a href="mailto:communityservicescontracts@dads.state.tx.us">communityservicescontracts@dads.state.tx.us</a>
<b>Unit Voicemail Box</b>	<b>(512) 438-3550</b>

## *Contract Management and Monitoring*

<b>Sarah Schmidt, Manager</b>	<b>(512) 438-5370</b>
<b>Christopher Robinson, Lead Contract Specialist</b>	<b>(512) 438-5432</b>
<b>Letitia Parson, Program Consultant</b>	<b>(512) 438-4607</b>
<b>Tinia Collins, Program Consultant</b>	<b>(512) 438-2232</b>
<b>Vacant, Program Consultant</b>	<b>(512) 438-2544</b>
<b>Joseph Cantu, Program Consultant</b>	<b>(512) 438-4300</b>
<b>Fax Number</b>	<b>(512) 438-3639</b>

# ANE Investigation Changes

- Prior to September 1, 2015 DADS regulatory conducted ANE investigations for children served by HCSSAs. All other HCSSA ANE investigations were conducted through the DFPS-APS In-Home Program
- Effective September 1, 2015, the DFPS-APS Provider Program investigates ANE of an adult or child receiving services through a licensed HCSSA
- There are no changes to current self-reporting requirements

# ANE Investigation Changes

- **If the alleged perpetrator is an officer, employee, agent, contractor, or subcontractor of the provider agency:**
  - APS will notify the agency that the allegation has been received and a copy of the intake report will be sent.
  - The provider agency is required to take necessary actions to secure the safety of the individual.
  - APS will provide the provider agency with a copy of the final investigative report.

# ANE Investigation Changes

- **If the alleged perpetrator is an employee, fiscal agent, case manager, or service coordinator of an individual-employer using the CDS option:**
  - APS will contact the entity providing case management to provide notification that the allegation has been received.

# ANE Investigation Changes

- DADS HCSSA rules for Ch. 97 effective Sept. 1, 2015
- New DFPS rules for Ch. 711 and Ch. 705 are effective on Sept. 1, 2016
- New DADS Waiver rules for Ch.42 to follow in the near future

# ANE Investigation Changes

- For more information:
  - Provider Letter 2015-81  
<http://www.dads.state.tx.us/providers/communications/2015/letters/IL2015-81.pdf>
  - CDS Provider Letter 2015-82  
<http://www.dads.state.tx.us/providers/communications/2015/letters/IL2015-82.pdf>

# Intervener Career Ladder

- Intervener I
  - six months of experience working with persons who have deafblindness or function as persons with deafblindness;
  - eight semester credit hours in deafblind-related course work at an accredited college or university

# Intervener Career Ladder

- Intervener II
  - nine months of experience working with persons who have deafblindness or function as persons with deafblindness;
  - ten semester credit hours in deafblind-related course work at an accredited college or university

# Intervener Career Ladder

- Intervener III
  - One year of experience working with persons who have deafblindness or function as persons with deafblindness;
  - Associate's or bachelor's degree in deafblind-related course work at an accredited college or university

# Intervener Career Ladder

- DBMAT offers scholarships for the required coursework
  - [http://www.dbmat-tx.org/intervener/scholarship\\_letter.php](http://www.dbmat-tx.org/intervener/scholarship_letter.php)
- Coursework is available online

# Intervener Career Ladder

- A quick note about the authorization of intervener services
  - DADS makes all service determinations- providers should submit requests for services to DADS and DADS will determine if the services will be authorized.
  - If a service provider is qualified as an Intervener I, II, or III the service should be added at that level to the IPC and they should be reimbursed in line with their qualifications.

# Resources

- Computers for the Blind (CFTB)
- icanconnect
- STAP

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- Deafblind Services of Texas

# Computers for the Blind

- Computers for the Blind (CFTB) is a volunteer organization devoted to providing computers to persons who are blind or visually impaired.
- CFTB has received a grant to provide 85 consumers with fully accessible desktop computers & monitors for \$50.

# CFTB cont.

- Consumers must send award letter showing that they are on SSI, **not SSDI** to be eligible. Previous grant recipients are not eligible.
- Basic training is available for free at Lighthouses for the Blind in Texas and may be available at similar facilities throughout the US if the consumer does not qualify for state funded training.

# CFTB cont.

For details go to:

[www.computersfortheblind.net](http://www.computersfortheblind.net)

or contact us at:

214-340-6328

[info@computersfortheblind.net](mailto:info@computersfortheblind.net)

# iCanConnect

## National Deaf-Blind Equipment Distribution Program

- Free communications technology designed for people with combined vision and hearing loss.
- Installation, training and technical support are also available
- Provides distance communication and opportunities for this population to stay connected with family, friends, service providers and their communities

# iCanConnect

## Eligibility

- Have combined vision and hearing loss verified by a Dr. or professional service provider
- Be able to be trained to use the equipment the program provides
- Meet the program's household income guidelines (400% of federal poverty level)

# iCanConnect

What equipment does it provide?

- Some examples:
  - Accessories
  - Braille Devices
  - Computers
  - Mobile Devices
  - Phones
  - Signalers
  - Software

# iCanConnect

## What happens after you apply?

- Once someone applies and is approved for the iCanConnect program, an in-home assessment is performed to identify what type of equipment is best suited for him or her
- After the assessment is conducted, the assessor puts through an equipment request
- The trainer will then come into the participant's home to set up the equipment and begin training on how to use the equipment for the distance communication goals outlined in the assessment. Training sessions last an average of two hours, and multiple sessions often take place. Participants can also follow up with trainers over the phone and by email.

# iCanConnect

## How to apply

In Texas, contact:

HandsOn

6487 Whitby Rd.

San Antonio, Texas 78240

United States

[icanconnect@handsonsa.org](mailto:icanconnect@handsonsa.org)

(210) 614-1661 (v)

(210) 692-1524 (fax)



# iCanConnect

More info

<http://www.icanconnect.org/>

# STAP

- Specialized Telecommunications Assistance Program (STAP)
  - Financial Assistance Program for Texans with disabilities that interfere with using standard phone service
  - STAP assists with the purchase of specialized equipment or services
  - To be eligible a consumer must provide a valid Texas proof of residency and be certified by an authorized professional.

# STAP cont.

- What types of Devices?
  - Amplified phones
  - Braille Two-way paging
  - Voice Dialer
  - Tactile Ring Signaler
  - Two-way paging device (text messaging)
  - Full menu of equipment options listed on application

# STAP cont.

- Another option: Speech Generating Device
  - used to supplement or replace **speech** or writing for individuals with severe **speech** impairments, enabling them to verbally **communicate** their needs.

# STAP Speech Generating Device Cont.

- Must be completed by a licensed speech-language pathologist unless only an anti-stuttering device is requested

# STAP: How to Apply

- Applications for STAP general needs devices (DARS 3906) and STAP speech generating devices (DARS 3907) may be located at:

<http://www.dars.state.tx.us/dhhs/dhhsforms.shtml>

# STAP cont.

- DARS DHHS contracts with local service providers who may assist in completing and certifying the general needs application at no cost to the applicant. For a list of these contractors go to:

<http://www.dars.state.tx.us/dhhs/providers/contractors.asp?ptype=STAP>

# Deafblind Services of Texas

## Department of Assistive and Rehabilitative Services (DARS)

- Deafblind Specialists are available to assist people who are deafblind throughout the state.
- There are four regional specialists assigned to different regions of the state
- While DB Specialists' primary responsibility is adult Vocational Rehabilitation, they can be contacted for any reason, such as for information and referral about Deafblind resources in a specific part of the state.

# Deafblind Services, cont.

- Services from the Deafblind Unit include assistance with:
  - Employment
  - Establishing communication systems
  - Sign language
  - Adaptive equipment
  - Consumer and community training
  - Developing Statewide Services
  - Support groups
  - Information and Referral

# Deafblind Services

## Contact Info

- For information on any Division for Blind Services program or to apply for services, contact any DBS office located throughout Texas. To find the nearest office, check the DBS Offices in Your Area feature on this web site or call the Division for Blind Services at 1-800-628-5115. To contact the Deafblind Services Unit directly email us at [deafblindservices@dars.state.tx.us](mailto:deafblindservices@dars.state.tx.us) or call (512) 377-0566 (Voice/TTY) and (512) 410-1524 (VP).
- <http://www.dars.state.tx.us/dbs/deafblind.shtml>