

**TEXANA CENTER**  
**LOCAL INTELLECTUAL DEVELOPMENTAL DISABILITY**  
**AUTHORITY**  
**LOCAL PLAN UPDATE**  
**FY 2022 - 2025**

The material in this Local Plan Update is arranged as follows:

- Developmental Disability Services Overview
- Center Mission, Vision and Values
- External Challenges and Opportunities
- Target Population and Service Descriptions

## **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 \$61,149,061 and a staff of 717.

Texana serves over 16,000 annually in its array of service programs that are located 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 Development 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 developmental disorders on the Autism Spectrum. The Divisions operate programs funded by General Revenue, Medicaid, Private Pay, and Early Childhood Intervention (ECI). 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 and Service Coordination.

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 crisis intervention and services and supports for children.

The Directors of the three Divisions of Developmental Disabilities Services report to the Center's Chief Executive Officer.

### **Mission, Vision and Core Values**

The Center vision is to be recognized and supported as the leading resource for people with behavioral health issues and intellectual and developmental disabilities. **The Center mission is to deliver life-changing services to people with behavioral health issues and intellectual and developmental disabilities.** The core values supporting the Center mission and vision are RESPECT: **R**esponsibility, **E**mpowerment, **S**taff, **P**otential, **E**xcellence, **C**hoice, and **T**eamwork.

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.
2. Establish and empower a Diversity resource Group which acts as an advocate and a resource for cultural competence in Texana Center.
3. Establish a diversity-sensitive process for resolving complaints that emerge around race, culture, ethnicity, gender, or other diversity-related issues.
4. Assess policies and processes for potential bias in selection and remove barriers to diversity, equity and inclusion.
5. Promote equal opportunity in the Center's selection process through culturally sensitive language in job postings, interview questions and evaluation criteria.
6. Establish onboarding and new employee orientation processes that creates a welcoming atmosphere and includes a briefing on the commitment to diversity, equity and inclusion.
7. Include measures in the employee satisfaction survey that promote fairness, evaluate the results, and takes action for continuous improvement.
8. 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.

- c. Review and revise operational procedures to incorporate principles of safety, trustworthiness, peer support, collaboration and mutuality, empowerment, voice, and choice.
- d. Provide Cultural Competency training to all Texana Center employees to address cultural, historical and gender issues many times associated with trauma events.

***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. Transition to web-based services (Avatar NX) to improve user experience.
3. Achieve efficiencies in client data collection through the EHR.

***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.
- Enhance and increase older Texans' independence and quality of life.

***Texana Center Strategic Goal***

1. Enhance service outcomes for our clients with the most complex needs.
  - a. Achieve certification as a Certified Community Behavioral Health Clinic (CCBHC).
    - i. Improve care coordination for those with the most serious, complex mental illnesses and substance use disorders.
    - ii. Provide a comprehensive array of services needed to create access, stabilize clients in crisis, and provide the necessary treatment for those with the most serious, complex mental illnesses and substance use disorders.
  - b. Maintain accreditation for Case Management for Long-Term Services and Supports Programs through the National Committee for Quality Assurance (NCQA).
    - i. Improve care coordination for individuals with intellectual disabilities with complex behavior and medical needs at risk for transitions in care.

- c. Create a great client experience for people with intellectual and developmental disabilities.
  - i. Achieve “No wrong door” access, directing persons to the services they need.

***Texana Center Planned Action***

1. Complete CCBHC certification process.
2. Fully implement Substance Use Disorder services in the Brookshire Clinic location.
3. Implement center-wide policies and procedures supporting the principles of CCBHC and NCQA.
  - a. Provide Care Coordination
  - b. Provide Person-Focused Care, ensuring that each individual receives care that addresses his or her well-being as a whole person.
  - c. Seek client feedback and respond to issues and concerns
  - d. Improve internal referral process for clients with behavioral health needs and IDD
  - e. Improve care coordination for clients with complex needs.
4. Continue and expand Texana Center IDD programs that address prevention and treatment interventions for individuals with IDD and behavioral challenges.
  - a. Continue the Specialized Services programs listed in the Target Populations and Service Description sections of this Plan.
  - b. Expand services to children and adults with autism and/or intellectual disabilities throughout the Fulshear, Katy and West Houston area (Fort Bend and Waller Counties).
5. 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, 2023.
  - a. Continue the quality measure processes to assess and improve the efficiency and effectiveness of case management.
  - b. Improve processes for transitioning individuals from nursing facilities and state supported living centers to community settings.
  - c. Improve processes for screening, intake and enrollment in order to access waiver services for individuals on the Interest List, aging out of care, transitioning or diverting from institutional care, or diverting from a crisis.
6. Comply with state regulations to provide screening, Habilitation Coordination and Specialized Services to individuals with intellectual disabilities residing in nursing facilities.

### ***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.

#### ***Texana Center Planned Actions***

1. Expand relationships with potential foundations and donors who see value in supporting Texana Center.
2. Sustain staff position for grant writing.
3. Continue to evaluate expansion plans to serve children with autism and adults with intellectual developmental disabilities in the Fulshear area.
4. Continue to develop private pay programs for individuals with autism and IDD.

#### ***Texana Center Strategic Goal***

- 2.** Ensure that Texana Center offers inviting, clean and well-maintained physical locations to facilitate a comfortable and appealing environment for both clients and staff.

#### ***Texana Center Planned Actions***

1. Require new construction meet all of the above expectations.
2. When financially viable, renovate and improve existing facilities to meet the same requirements.

Assessment

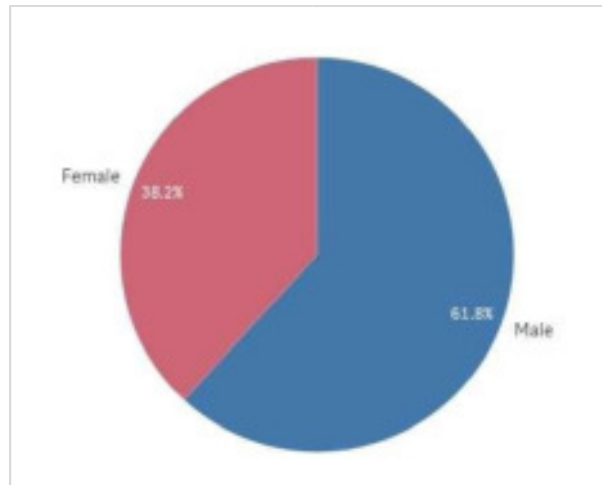
**Population Assessment**

Reporting period: 05-01-2021 – 05-31-2021

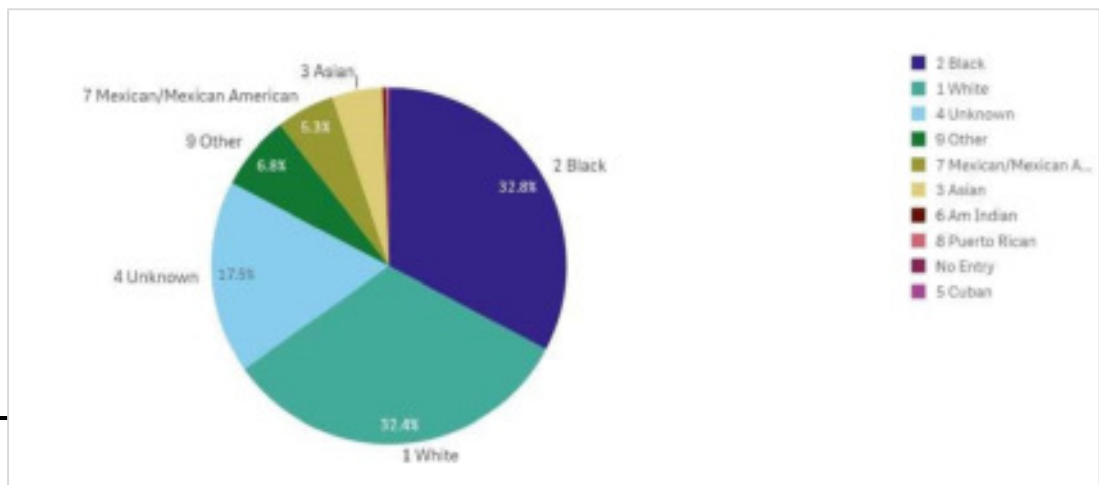
Texana Center is a 501(c)3 public, not for profit, organization that provides behavioral healthcare and developmental disabilities services. Texana Center is the designated local intellectual and developmental disability authority (LIDDA) for the local service area (LSA) consisting of the following counties: Fort Bend, Wharton, Waller, Austin, Matagorda and Colorado.

For this reporting period, a total of 1,690 (unduplicated) individuals were served through the Texana Case Management program. Texana Center identifies the following characteristics for its population: gender, client race, client primary language, age, client location by county and program enrollment. Characteristics of population

Gender

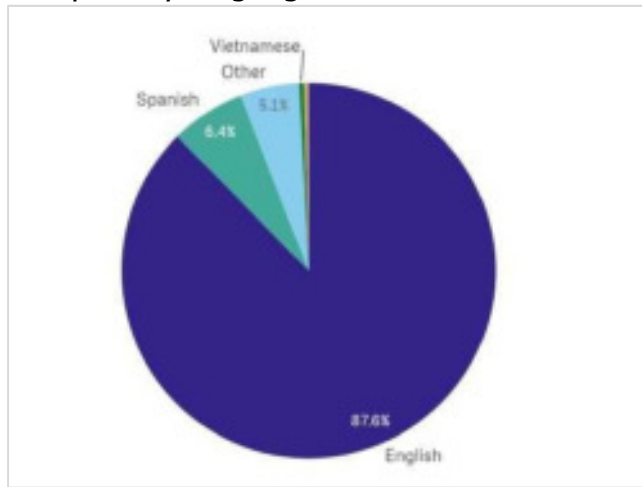


Client Race

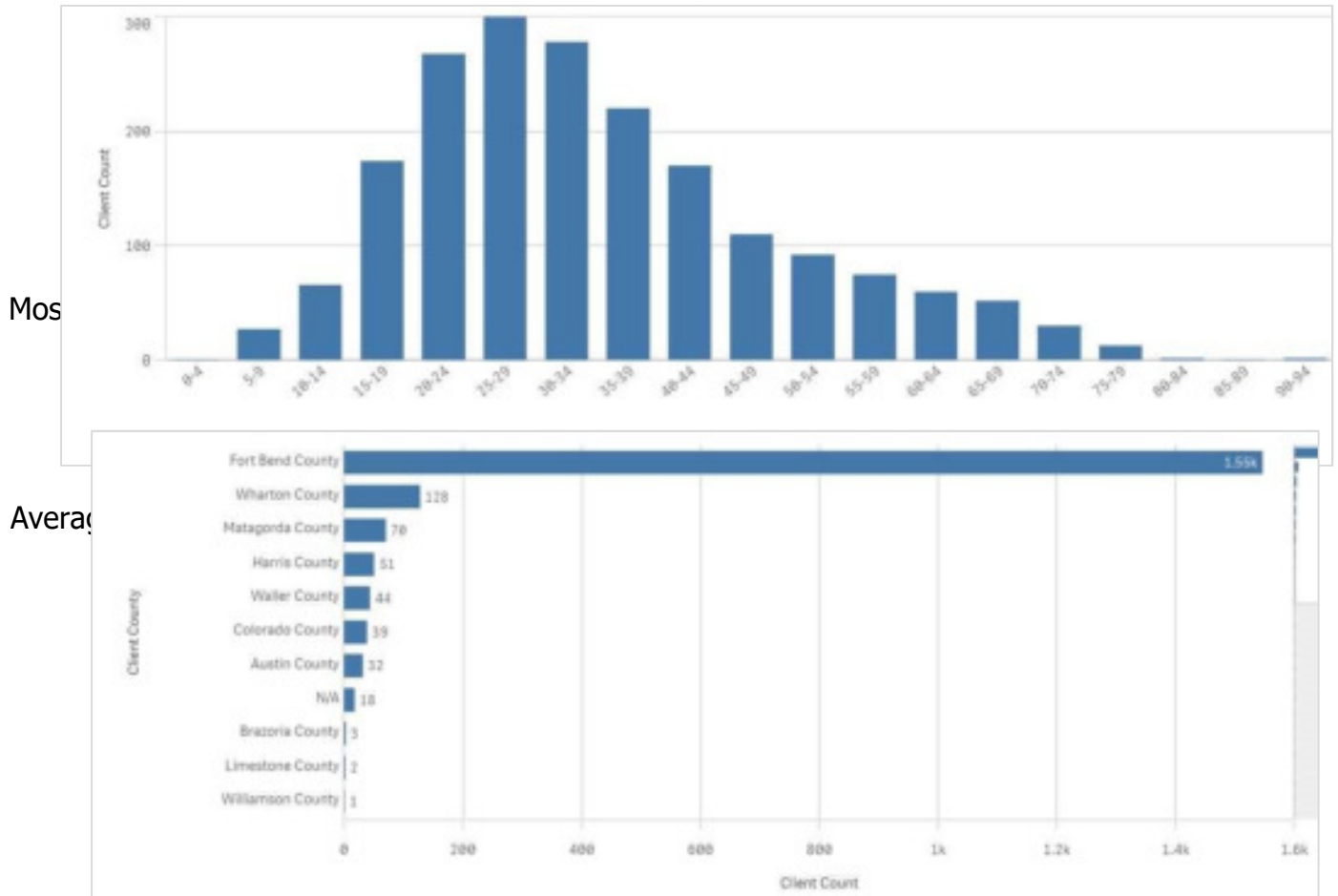




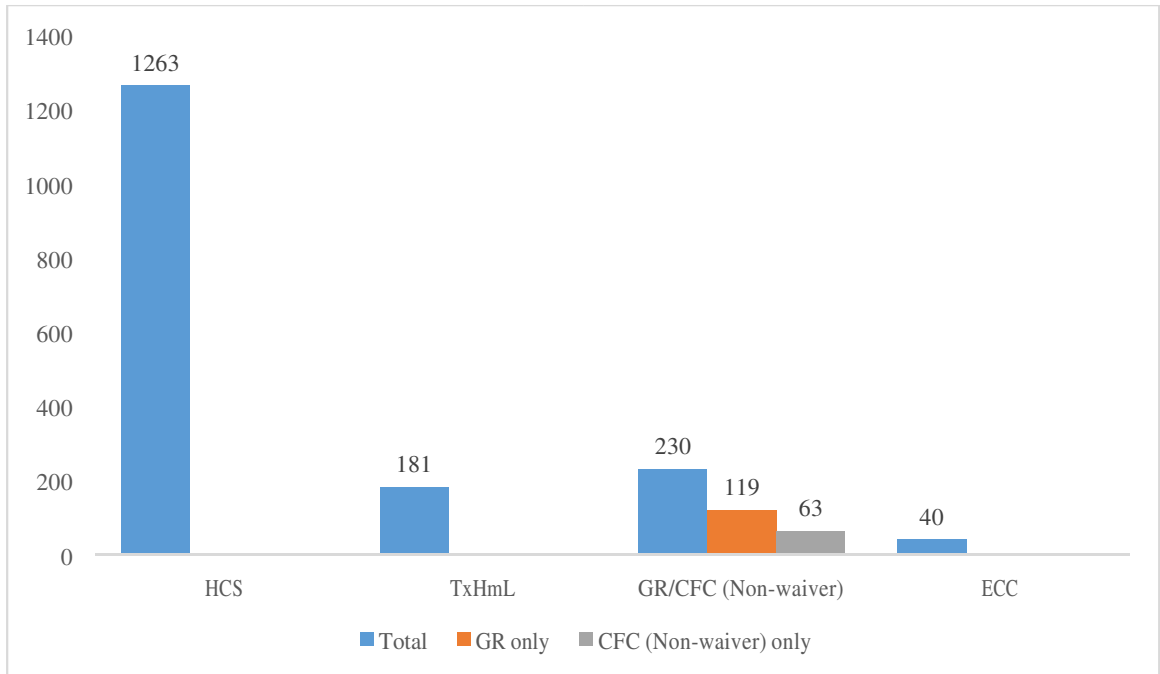
Client primary language



Age Distribution



Total population by program



***Population Needs Assessment***

Individual needs are identified by services documented on their current Person-Directed Plan (PDP). For Fiscal Year 2021, the following needs were identified:

- 20% need assistance for adaptive aids
- 28.6% need assistance with behavior supports
- 7.6% need assistance with CFC PAS/HAB services
- 80% attend day habilitation
- 79.7% receive dental services
- 11% receive dietary services
- 1.2% receive employment assistance services
- 48% receive host home companion care services
- <1% receive minor home modification services
- 96% receive nursing services
- 3.5% receive OT services
- 3.7% receive PT services
- 24.6% receive residential support services
- 4.7% receive respite services
- <1% receive specialized nursing services
- 5.6% receive speech/language pathology services
- 14% receive supervised living services

- 3.7% receive supported employment services
- <1% receive transition assistance services
- 5.8% receive transportation services

### ***Waiver Interest Lists***

As of September 1, 2019, there were 109,693 individuals residing in Texas who are on a statewide interest list for the comprehensive Home and Community Based (HCS) Waiver. 5,838 of these individuals 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. During the 2020-2021 biennium, Texana Center requested and received 182 offers of enrollment into the HCS waiver for individual with emergent needs (59 Crisis Diversion, 6 NF Transition, 7 NF Diversion, 110 CPS Aging out of Care.). In addition, the state issued 197 offers for enrollment in the comprehensive HCS waiver and 27 offers for enrollment into the Texas Home Living Waiver from the Interest List for individuals residing in the Texana Center service area.

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 each individual 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***

In June 2021, HHSC is projected to release 148 HCS waiver slots (FY22) and 419 slots (FY23) for a total of 542 HCS slots, statewide, at the end of the biennium. HHSC is also projected to release 129 TxHmL waiver slots (FY22) and 364 slots (FY23) for a total of 471 TxHmL slots, statewide, at the end of biennium.

### ***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 is 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. Also in FY 2019, 166 of the 601 (27%) persons served in the Center's Crisis Stabilization Center had a diagnosis of intellectual disability, autism spectrum disorder or other developmental behavior disorder.

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.

## Major Initiatives and Planning Efforts

### ***Resource Development***

The costs for providing services have steadily increased. The 86<sup>th</sup> Legislature mandated increases in direct care rates for the HCS and ICF/ID programs, but not for the TxHmL program. The rate increase failed to meet the existing minimum direct care wage (\$10.10 per hour) paid by Texana Center. 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 the near future Texana hopes to open the front portion of the building, which will house Texana Café. The café will provide internship opportunities for people with intellectual disabilities and autism, and will provide 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 begin providing substance use disorder services in the Brookshire Behavioral Healthcare Clinic. The grant will fund three new staff positions who will launch the pilot program in FY2022.

*Various Initiatives:* The Development Department assists with various needs as they arise throughout the year. Needs that have been presented in grant funding include equipment (such as laptops, iPads, and phones) furnishings, learning materials, and support for staff incentives in a difficult hiring market.

*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:

- Marketing, planning, and publicity for the Crisis Counseling Program grant during the early phases of the COVID-19 pandemic, an effort which was specifically designed to include support calls to check on people on the various IDD waiting lists
- 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

*COVID-19 Impact:* The COVID-19 pandemic has caused the development department to shift and rethink how we can make the biggest impact in the community. Prior to the pandemic the organization had an active volunteer program and multiple fundraising events. We have been actively working to find new ways communicate and engage the community virtually.

### ***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 services for autism services in Fort Bend County. The Forward Together in Fulshear project will offer training and enrichment classes for individuals with autism spectrum disorders and IDD. The site will include a Children’s Center for Autism, an employment program, and enrichment classes. Texana Center recently piloted several classes in preparation for the Fulshear expansion.

### ***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). With the leadership of Maribel Burgos and Emily Boyd, Authority Services Program Managers, Texana Center applied for Accreditation in 2019 and successfully completed the review survey in the summer of 2020. 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. Additional Community Centers are actively seeking accreditation or are preparing to apply.

Texana Center’s Case Management program is accredited for three years. Currently, the Authority Services Division is working to improve processes for tracking receipt and follow up to referrals, for assistance to persons experiencing a transition in care, and for monitoring individual’s participation in services. The next accreditation review will be in the summer of 2023.

### ***Employment Initiatives***

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

In the Authority Services Division, a dedicated position for Transition Coordination meets with Special Education Directors of 26 school districts to discuss transition from school services to adult services. This position works with schools to develop a vocational plan to prepare for employment upon graduation from high school. The

Transition Coordinator presents at state vocational conferences, local school transition fairs, and other community outreach events.

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 Rehabilitation 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, Specialized Services Division implemented an Adult Center for Autism, which included routine outings in the community for individuals with IDD to learn about possible employment options.

In 2016, Texana Center launched The Forward Together in Fulshear Capital Campaign to create space to train young adults with autism and developmental disabilities for jobs in the community and also, to offer Applied Behavior Analysis to more children in a fast growing area of Fort Bend County.

## **COVID – 19 Impact and Response**

### **Background**

Beginning in early March 2020, the COVID-19 pandemic impacted Texana Center's ability to provide services in our normal operations mode. Texana Center remained open for business as an essential healthcare provider but was operating differently. The following chronological events and actions directed changes in operations and procedures for IDD Services:

- ❖ March 9: Texas Health and Human Services Commission (HHSC) directed long-term care providers, including those serving individuals enrolled in the Texana Center Case Management program, to update emergency plans, plan for staff shortages, and develop a back-up plan for operations.
- ❖ March 13: Governor Abbott issued a State Disaster Declaration, suspending state statutes and rules that possibly impeded emergency response to COVID 19. It allowed for telemedicine expansion, without identifying Service Coordination.
- ❖ March 16: Medicaid Waiver providers were required to prohibit all nonessential visitors in group homes, day habilitation programs and program sites. Service



Coordinators were considered essential visitors to ensure individual health and safety.

- ❖ March 20, HHSC provided direction to IDD providers and Local IDD Authorities based on GA-08, including the following changes impacting Authority Services operations:
  - Waived performance measures and targets
  - Lifted holds on transfers between providers
  - Allowed PDP meetings to be conducted by phone
  - Waived Person-Centered Thinking training requirement for Habilitation Coordination
  - Required all PASSR Habilitation Coordination services to be conducted by phone
  - Suspended PASRR Level I and Level II Assessments for 30 days
  - Suspended PASRR specialized services
  - Required Service Coordination services to be delivered by phone. Staff who could work from home doing telephone and Zoom visits were encouraged to so. This included Service Coordinators, Habilitation Coordinators and Team Leaders.
  - Update: GA-08 directions were extended through June
- ❖ March 24: HHSC announced temporary suspension of all Community Living Options (CLOIP) related activities in State Supported Living Facilities (SSLCs), and required that these activities be performed by phone.
- ❖ March 24: HHSC provided guidance to providers regarding in-home day habilitation, allowing day habilitation services to be provided in a personal home, a group home or a host home/companion care setting. (Update: Extended through June 30, 2020).
- ❖ March 26: HHSC advised against face-to-face administration of cognitive assessment tools typically required for determining eligibility for IDD Services.
- ❖ March 31: HHSC announced the following 1135 Waiver changes:
  - Suspension of HCS principles, allowing for a three-person residence to temporarily add an additional individual.
  - Allowance for certain community support services to be provided and billed via video-conferencing.
  - Authorization for Local IDD Authorities to temporarily bill Comprehensive Type “A” as telephone or audio-visual technologies (rather than face to face) retroactive beginning March 18. (Update: Extended through June 30, 2020).
- ❖ April 2: HHSC required providers to report every presumptive and confirmed COVID-19 case in staff and individuals. (Update: Required to report only confirmed cases.)
- ❖ April 3: Governor Abbot issued ‘stay at home’ order (Update: Lifted for some businesses in May, extended for others until June 10.)

- ❖ April 6: HHSC lifted the prohibition on services providers of respite and CFC PAS/HAB from living in the same home as the person receiving HCS and TxHmL.

Through emergency rules, these flexibilities in the delivery of IDD services continued through September 30, 2021.

### Employee Preparedness

Texana Center implemented the following procedures to mitigate the impact of the COVID-19 pandemic on staff:

- ❖ All staff were encouraged to stay home if sick or exhibiting any symptoms of fever, lower respiratory illness (cough or shortness of breath) and to contact their primary care provider.
- ❖ All work travel out of the Texana Center six county service area was cancelled until further notice. Employees were encouraged to meet virtually unless there was an urgent need to meet in person in a group of 10 or less with plenty of room to social distance.
- ❖ Texana Center Senior Leadership implemented procedures for teleworking during COVID-19. This included Service Coordinators, Habilitation Coordinators and Team Leaders, March 24, 2020 through June 14, 2021.
- ❖ Staff were requested to wear personal protective equipment (masks) when working in common areas of the building.
- ❖ Texana Center Senior Leadership implemented procedures for Screening Protocols for staff exposed to COVID-19, staff testing positive to COVID-19, and staff with symptoms testing negative to COVID-19. (Attachment: Texana Center COVID-19 Screening Protocols for Staff).
- ❖ Texana Center facilitated and encouraged vaccinations for staff January through March 2021. Vaccinated staff received a \$200 stipend.
- ❖ Human Resources tracked all reports of staff exposure, testing, positivity, related leave, and vaccinations.

### Individuals Served Preparedness

Each Division of Texana Center implemented procedures to mitigate the impact of the COVID-19 on the individuals served within the programs operated by the Division. The Authority Services Division implemented the following:

- ❖ In April 2020 through June 2020, Service Coordinators were instructed to make phone calls to each individual on the Service Coordination caseload and discuss options for continuing services by phone or video under “stay-at-home” orders.
- ❖ Moving forward, Service Coordinators were instructed to contact individuals at least monthly to assess their needs relevant to the pandemic.
- ❖ Moving forward, Service Coordinators were instructed to contact designated service provider representatives to learn how service delivery was changing due

to the pandemic, and to assess the impact of these changes on the individuals served.

- ❖ Texana Center staff provided COVID-19 related resources to families. Resource topics included, but were not limited to, the following: medical/healthcare appointments, food, housing assistance, protective personal equipment, COVID-19 testing, pet care, phones, transportation, utility assistance, stimulus checks, and grants.
- ❖ Psychological testing for eligibility determination was postponed March 2020 to August 2020 due to the requirements for face-to-face assessments. Individuals in crisis were seen face-to-face with social distancing and personal precautions.

### Service Locations

Each Division of Texana Center implemented procedures to ensure a safe environment during COVID-19.

- ❖ Staff working in service locations were required to practice Social Distancing (6 feet minimum) and to wear masks or other face coverings.
- ❖ Texana Center ensured the availability of adequate amounts of soap, hand sanitizer, Clorox wipes, cleaning products and gloves to be used as needed.
- ❖ Janitorial services completed daily cleaning, and common-area surfaces were cleaned with Clorox wipes frequently throughout the day.