



Welcome to Golden Rule Services, Inc.



Frequently Used Acronyms:

- ▶ **GRSI** – Golden Rule Services, Inc.
- ▶ **IDD** – Intellectual and Developmental Disability
- ▶ **ASD** – Autistic Spectrum Disorder
- ▶ **HCS** – Home and Community–based Services waiver program
- ▶ **TxHmL** – Texas Home Living waiver program
- ▶ **CFC** – Community First Choice
- ▶ **DADS** – Department of Aging and Disability Services
- ▶ **HHSC** – Texas Health and Human Services Commission
- ▶ **DSP** – Direct Support Professional
- ▶ **PDP** – Person–Directed Plan
- ▶ **IPC** – Individual Plan of Care
- ▶ **IP** – Implementation Plan
- ▶ **SPT** – Service Planning Team
- ▶ **LON** – Level of Need



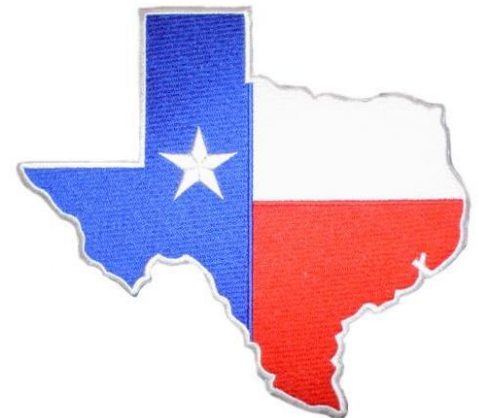
Helpful Definitions:



- ▶ **Individual** – A person enrolled in the HCS or TxHmL Program. *(also commonly referred to as a program participant or consumer)*
- ▶ **Legally Authorized Representative (LAR)** – A person authorized by law to act on behalf of an individual.
- ▶ **Program Provider** – An entity that provides HCS and/or TxHmL services under a Medicaid Provider Agreement with HHS.
- ▶ **Service Provider** – A staff member or contractor of the Program Provider who performs billable activity.
- ▶ **Billable Activity** – An activity for which a service claim may be submitted for service components and subcomponents listed in the applicable Program’s Billing Guidelines.
- ▶ **Service Claim:** A request submitted by a program provider to be paid by HHS for a service component or subcomponent.

IDD Services in the State of Texas

- ▶ In the State of Texas, the Health and Human Services Commission oversees the operations of the health and human services system, provides administrative oversight of TX health and human services programs, and provides direct administration of some programs.
- ▶ In Sept of 2016, Texas began transforming how it delivers health and human services to qualified Texans. Programs formerly administered by DADS began transitioning to HHS.



Medicaid Waiver Programs

Medicaid Waiver Programs – 1915(c) waivers allow states to treat certain Medicaid populations in home and other community based settings rather than in institutional or long-term care facilities.

- ▶ What is HCS?
 - ▶ In 1985, HCS was developed by Texas to offer individuals with IDD the option to receive services in the community instead of in an institutional setting.
 - ▶ HCS offers a wide variety of services to support an individual to live in their community. Quality of life and community participation is determined by the individual and/or those closest to him/her.
- ▶ What is TxHmL?
 - ▶ In 2004, Texas rolled out the Texas Home Living program. Texas Home Living is often referred to as HCS “lite” as it contains many of the services that HCS offers but without out of home residential options and with significantly less funding available for services and supports. This Waiver was created as a way to offer some community based services and supports to individuals with IDD while they waited for HCS.

Service Delivery Options

- ▶ Individuals who are enrolled in HCS and TxHmL have a lot of choices. One of those choices is how they would like to have their services delivered to them.
- ▶ Options for Service Delivery include:
 - Provider Agency
 - Consumer Directed

Program Provider

- ▶ Golden Rule Services, Inc. is a private agency that provides HCS and TxHmL program services under a Medicaid Provider Agreement with HHS (formerly DADS).
- ▶ Golden Rule is a non-profit, charitable organization dedicated to the needs of persons with developmental difficulties.



Golden Rule Services, Inc.

Golden Rule Services, Inc. was founded in 1995 by Daniel and Barbara Armond.

Our philosophy is "to treat people as we would like to be treated".

Our mission is to provide opportunities to individuals with intellectual and/or developmental disabilities for growth and independence in their community.

Individuals are treated with care and compassion – not pity. They are seen as people who want no less dignity, respect, or quality of life than we ourselves desire and, in most cases, are able to have with very little effort. Our task is one of discovery: discover what a person values and what things are hassles to them; their discovery will be the availability of desired choices. We strive to listen to each individual and let them create their own place based on specific dreams, desires, and needs.

Program Provider Responsibilities:

- ▶ As a Provider of Waiver Services, a few of the things that Golden Rule is responsible for include:
 - Implementing a teaching and training philosophy that emphasizes improved, independent functioning for each individual.
 - Ensuring the continuous availability of trained and qualified service providers (*direct support* staff) to deliver services as determined by the individual's needs.
 - Ensuring that each individual's humanity and dignity is respected.
 - Ensuring that the rights of the individual are protected
 - Supporting the individual or their LAR on their behalf in person directed planning
 - Providing as needed and without delay all Waiver services
 - Ensuring that all personal information concerning an individual is kept confidential; is shared with other staff only on a need to know basis; is not disclosed without the consent of the individual or their LAR on their behalf AND approval from a GRSI Administrator.

Think People First:

- ▶ Person Centered Planning (PCP) is used in HCS and TxHmL.
- ▶ PCP is a planning process that uses an approach to planning that focuses on the individual and what is important to and for him/her.
- ▶ The planning process is directed and controlled by the individual or their LAR, with involvement by individuals of their choice. (GRSI staff often fit here).

Paperwork Flow: Putting it all together

- ▶ PDP (Person Directed Plan)
- ▶ IPC (Individual Plan of Care)
- ▶ IP (Implementation Plan)
- ▶ Service Delivery Logs
- ▶ Billable Claim



Person Directed Plan

- ▶ The Person Directed Plan (PDP) is a written plan that is developed with an individual and/or the LAR on the individual's behalf.
- ▶ This plan describes the supports and services necessary to achieve the individual's desired outcomes (goals) and to ensure his/her health and safety.
- ▶ The individual defines what is meaningful in his/her life.

Individual Plan of Care

- ▶ A written plan that reflects the type and amount of each Waiver and CFC service that will be provided during a Plan year.
- ▶ Also includes the services and supports that will be provided through other resources, including natural supports
- ▶ Is authorized by HHS (formerly DADS)
- ▶ Must be renewed annually; can be revised as needed

Implementation Plan

- ▶ A written and signed document developed by Golden Rule Case Managers with the Individual, LAR, and others important to the individual.
- ▶ The IP describes and directs the delivery of services, including when, where and by whom services will be provided.
- ▶ The IP includes:
 - The outcomes(goals) identified in the PDP that will be addressed using Waiver or CFC services
 - Specific objectives to accomplish these individualized outcomes
 - Must be observable, measurable, and outcome-oriented
 - A target date for completing each objective
 - The number or units (hours) of services that are needed to complete each objective
 - The frequency and duration of services needed to complete each objective

Service Delivery Logs

- ▶ Written document that is completed by direct care staff – on GRSI form(s)
- ▶ Must include:
 - Individual's Name
 - Date (day, month, and year)
 - Service being provided
 - Location
 - Begin/end times
 - Not necessary for HHCC, RSS or SL logs
 - A description or checklist of service billable activities you and the individual performed
 - Staff signature, initials

Service Delivery Logs, cont.

- ▶ Documentation on a service delivery log should include:
 - Progress or lack of progress toward a training outcome (goal)
 - A description of any unusual incident that occurs such as:
 - A seizure
 - An illness
 - An injury
 - A behavioral outburst
 - And any action taken by staff in response to the incident
 - ALSO, be sure to reference GRSI Policy in regards to completing an Incident Report

Ways to Document Progress: Observable

- ▶ **Observable:** Staff use one or more of the five senses (sight, hearing, touch, smell or taste) to evaluate performance.



Observable: An Example

- ▶ Outcome/Goal: Ima will learn to write her name.
- ▶ Staff Documentation:
- ▶ Ima is **making progress** with writing her name as she is able to write all of the letters of her first name by herself.
- ▶ Ima is **not making progress** with writing her name as she most often chooses to draw and color in her workbook instead of working on writing her letters.

Documenting Progress: Measurable

- ▶ Measurable: Staff uses calculations to determine progress.



Measurable: An Example

- ▶ Outcome/Goal: Johnny will use a walker.
- ▶ Staff Documentation:
- ▶ Johnny is **making progress** using his walker as he used it to go a total of 25 feet this afternoon. This is an increase in how far he walked.
- ▶ Johnny is **not making progress** using his walker as he prefers to walk along the wall or hold onto someone for support.

Documenting Progress: Outcome Oriented

- ▶ Outcome Oriented: Progress is defined by occurrence of an event.



Outcome Oriented: An Example

- ▶ Outcome/Goal: Johnny wants to socialize with his peers.
- ▶ Staff Documentation:
- ▶ Johnny is **making progress** with socializing with his peers as evidenced by his voluntary participation in a group game.
- ▶ Johnny is **not making progress** with socializing with his peers as he did not participate in any activities with his peers. He only interacted with staff.

Why Accurate Documentation is so Important

- ▶ **Person Directed Service Delivery:** It puts the person first by ensuring we are honoring the desired outcomes of the individual as reflected on his/her current IP.
- ▶ **Billing Integrity:** To accurately bill for services, services must be provided to assist the individual in achieving objectives documented in his/her current IP.
- ▶ **It is Required:** Both the HCS and TxHmL waivers require this type of documentation.

Welcome to Golden Rule!

- ▶ Let the work you do make a positive difference in the lives of others.
- ▶ Remember our motto, “to treat people as we would like to be treated”. At Golden Rule, these are words to live and work by.

