



COMMISSIONER
Adelaide Horn

June 4, 2009

To: Home and Community-based Services (HCS) Program Providers

Subject: Information Letter No. 09-42
Availability of Facility Inventory, Vacancy and Evacuation Status (FIVES) for
HCS Providers

The purpose of this letter is to announce the addition of the FIVES system to HCS providers. The Texas Department of Aging and Disability Services (DADS) created FIVES so providers can help one another during emergencies, such as hurricanes and other disasters, which may require mass evacuations. This system is already in use by Intermediate Care Facilities for Persons with Mental Retardation (ICF/MR), nursing facilities, assisted living facilities and in-patient hospice providers. All HCS providers who operate three-person or four-person residences must become familiar with the FIVES system to prepare for the next hurricane or other emergency when evacuation is necessary. The FIVES website includes a link to instructions regarding how to use this system.

The FIVES system allows HCS providers to:

- share information regarding available space in three-person and four-person residences;
- maintain evacuation status of three-person or four-person residences, including the number of residents who have been evacuated;
- find space in three-person or four-person residences operated by other HCS providers to house individuals who require evacuation; and
- report the number of evacuees for which a provider is providing space.

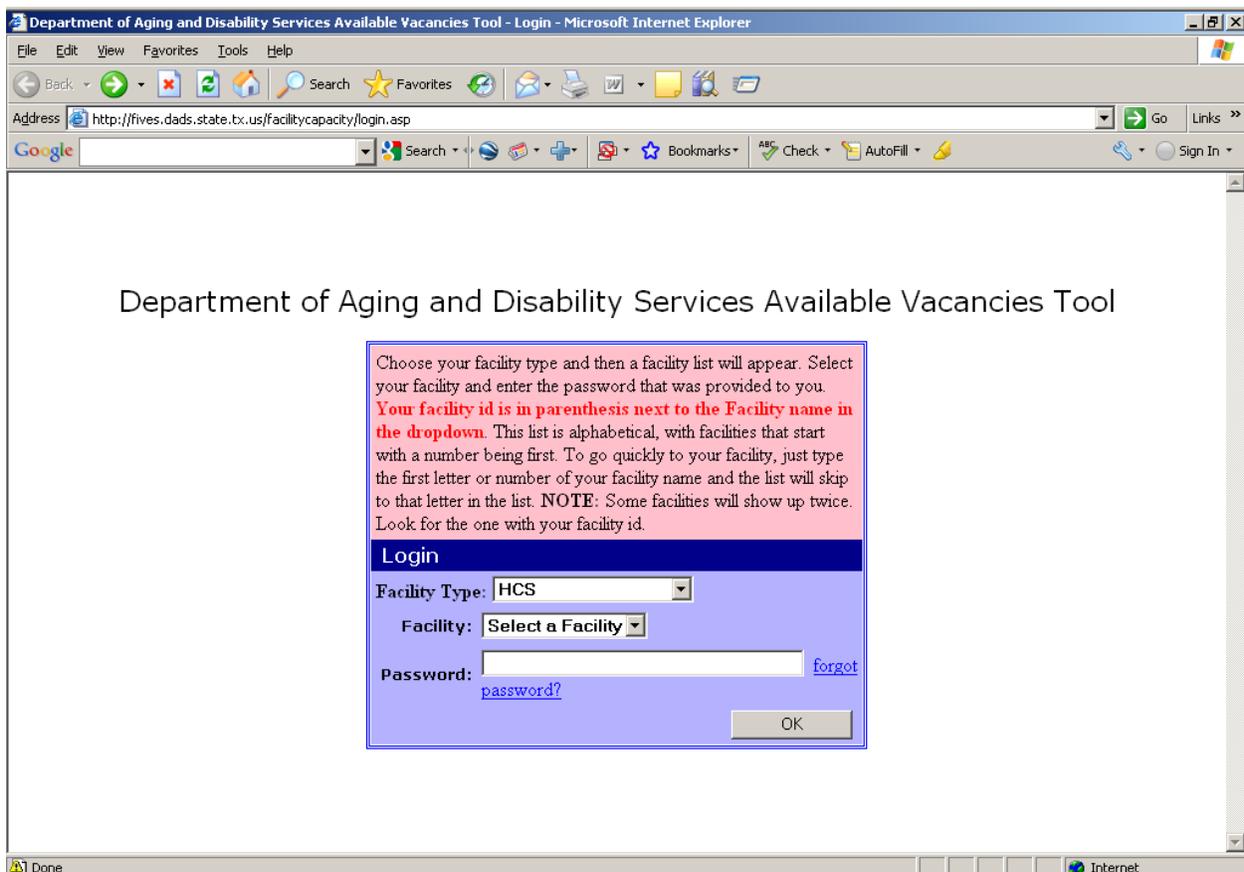
HCS providers must maintain current and accurate information in the Client Assignment and Registration system (CARE) regarding all individuals' location codes, as this information will be reflected in the FIVES system. HCS providers who evacuate during a disaster must use FIVES to indicate when and to where they have evacuated persons who reside in three-person or four-person residences. Failure to use the FIVES system as directed will result in the provider being out of compliance with the HCS program principle located at *40 Texas Administrative Code, Chapter 9, Subchapter D §9.178(g)* which states, "The program provider must make available all records, reports, and other information related to the delivery of HCS Program services as requested by DADS, other authorized agencies, or the Centers for Medicare and Medicaid Services and deliver such items, as requested, to a specified location."

Providers can access FIVES at the following link: <https://fives.dads.state.tx.us/>.

Providers determine how each three-person and four-person residence is listed in the FIVES system by first accessing screen C86 in the CARE system to obtain a list of locations as they are identified in CARE. Because the FIVES system downloads information regarding HCS residences from CARE, a provider's locations will appear the same in the FIVES system as in CARE.

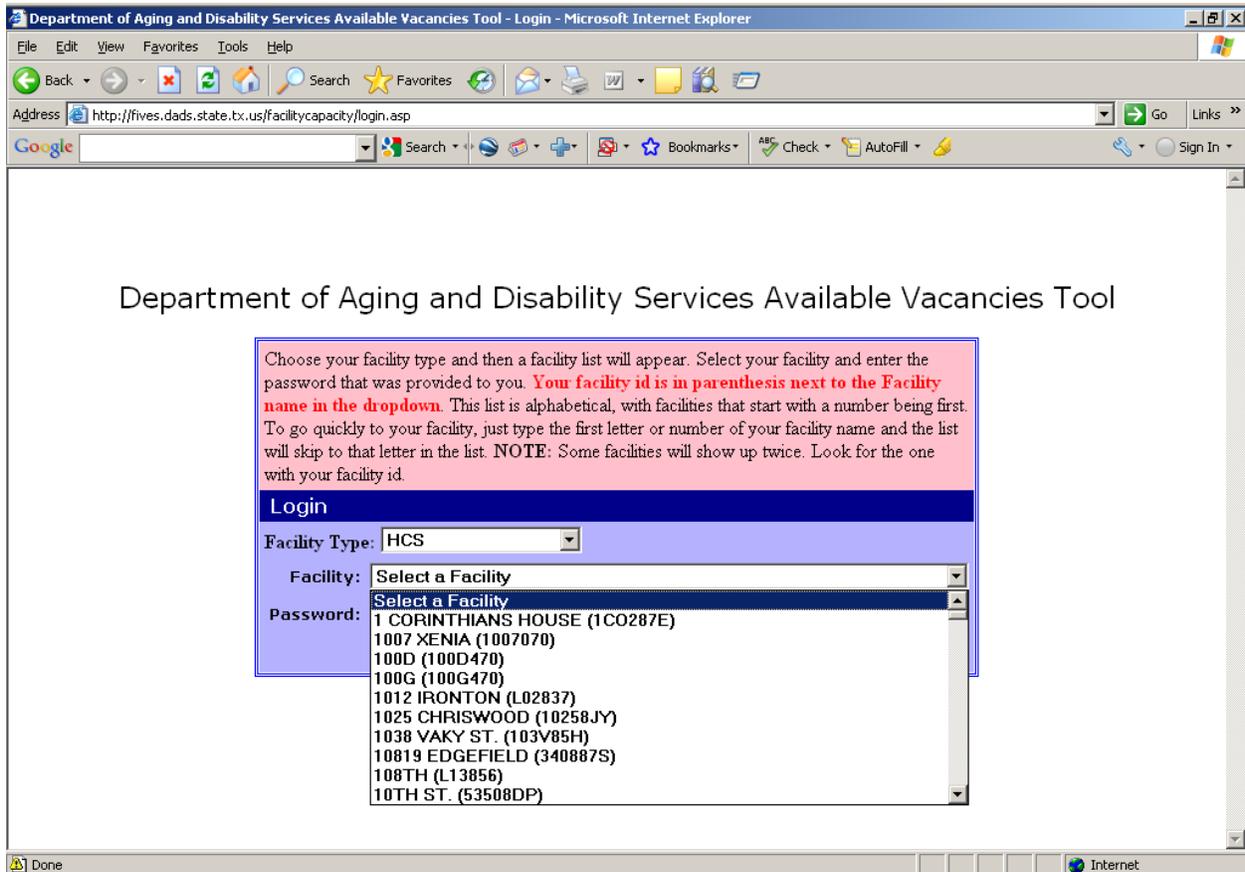
The FIVES site includes instruction regarding how to find each provider's three-person or four-person residences. At the initial screen, providers must choose a facility type. For HCS providers the facility type will always be "HCS." The FIVES system then brings up a list of all HCS three-person and four-person residences as identified by CARE.

When providers enter the FIVES site, this is how the screen will look:



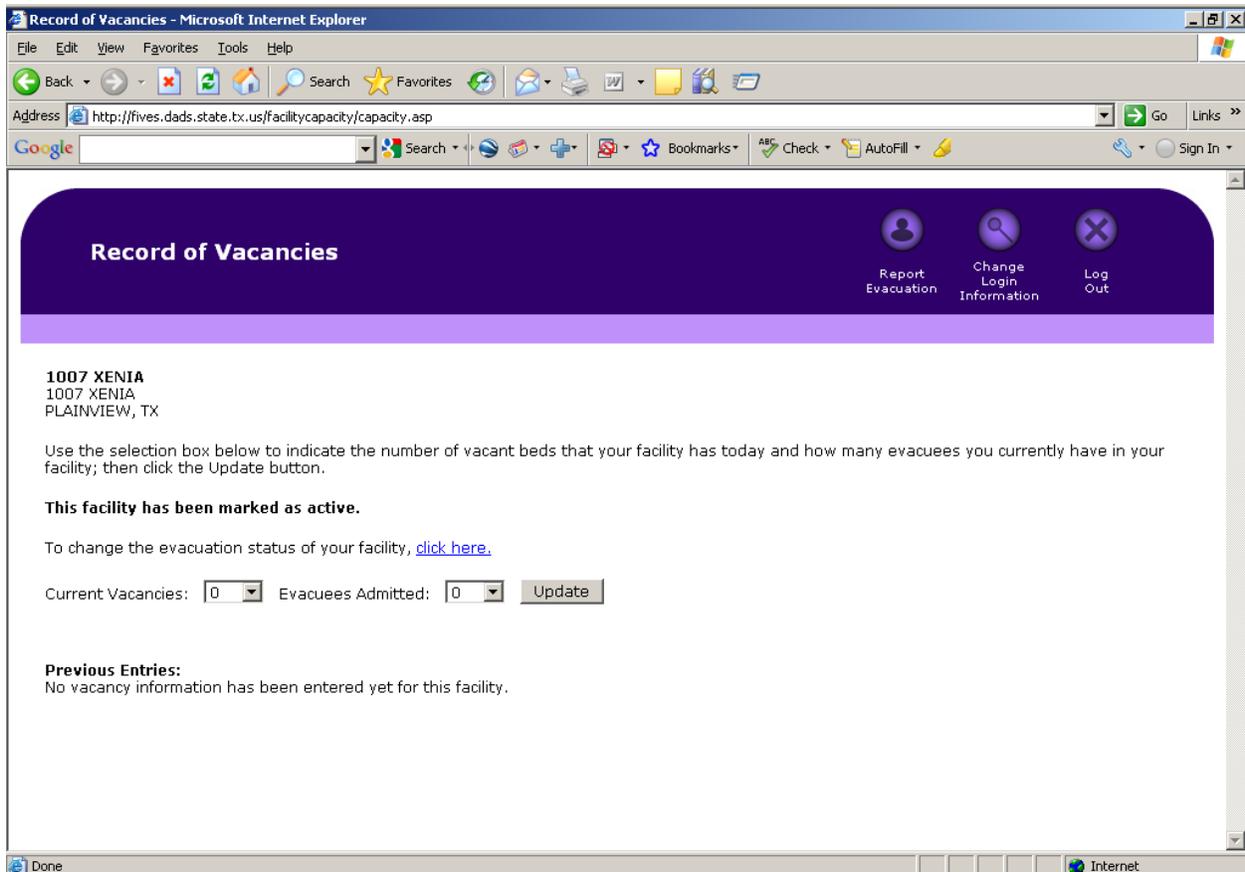
FIVES identifies a provider and location by using a combination of the location code associated with each three or four-person residence and the provider's component code. For example, if a provider's three-person residence has a location code of "1111" and the provider's component code is "AAA", the facility ID in FIVES for this three-person residence will be "1111AAA." In FIVES, this identifier is referred to as a "facility ID." The facility ID is in parenthesis next to the facility name in the facility dropdown menu. The facility ID is set as a default password for accessing the system. Providers must identify a new password for each facility ID upon entering the system for ongoing use.

After choosing the facility type, HCS providers must select a residence from the facility dropdown menu, which will appear as below:



The three-person and four-person HCS residence list is alphabetical; residences identified in CARE screen C86 with a numerical address first will appear first. To access each of your residences quickly, type the first letter or number of the residence and the list will skip to that number or letter in the list. Please note that some residences may show up in the system twice; be sure to search for the one with your specific facility ID.

This is how the site will look when you access a specific residence:



When a disaster or other emergency requires evacuations, HCS providers must use FIVES to:

- document the evacuation status of individuals who have been evacuated from each three-person or four-person residence, including the date of evacuation and the location where individuals were evacuated; and
- document evacuees who are staying in each three-person or four-person residence.

To find other HCS providers with space available for evacuees in three-person or four-person residences, providers can sort information by county and search up to three counties at one time.

From time to time, DADS conducts Hurricane Preparedness Exercises involving other governmental entities and private organizations. DADS will notify HCS providers of these exercises via an information letter and will provide instructions to providers regarding their responsibilities.

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Please direct any questions about emergency procedures to the HCS Policy Specialist at (512) 438-3015. The FIVES website includes a link for technical questions, including requests to reset passwords or change your current password.

Sincerely,

[signature on file]

Tommy Ford
Interim Director
Community Services

[signature on file]

Chris Adams
Director, Survey Operations
Regulatory Services

TF:ss