

State Supported Living Centers

A. Provide the following information at the beginning of each program description.

Name of Program or Function	State Supported Living Centers (SSLCs)
Location/Division	701 W. 51 st Street, Austin, TX 78751/ SSLC Division
Contact Name	Joe Vesowate, Assistant Commissioner of SSLCs
Actual Expenditures, FY 2012	\$671,016,215
Number of Actual FTEs as of June 1, 2013	13,925.25
Statutory Citation for Program	Texas Human Resources Code §161.0515; Texas Health and Safety Code §551.0225

B. What is the objective of this program or function? Describe the major activities performed under this program.

The State Supported Living Centers (SSLCs) program and the Rio Grande State Center provide specialized assessment, treatment, support, and medical services for individuals with IDD.

Twelve SSLCs and the Rio Grande State Center are located statewide, as listed below, and provide 24-hour services and supports to 3,607 individuals (as of May 31, 2013). The Rio Grande State Center, located in Harlingen, is operated by the Department of State Health Services (DSHS). DADS has contracted with DSHS to provide services to individuals with IDD at this location.

- Abilene SSLC
- Austin SSLC
- Brenham SSLC
- Corpus Christi SSLC
- Denton SSLC
- El Paso SSLC
- Lubbock SSLC
- Lufkin SSLC
- Mexia SSLC
- Richmond SSLC
- Rio Grande State Center
- San Angelo SSLC
- San Antonio SSLC

The program provides 24-hour residential services, comprehensive behavioral treatment services, and healthcare services, including physician, nursing, and dental services. Other services include skills training, occupational, physical and speech therapies, and vocational programs.

Note that DSHS operates the Rio Grande State Center, which contains 70 ICF/IID beds. While the Rio Grande State Center is operated and administered by DSHS, DADS and DSHS coordinate intensively, and the Rio Grande State Center is subject to the same requirements as DADS SSLCs, including Medicaid certification and the Settlement Agreement with the U.S. Department of Justice (DOJ).

C. What evidence can you provide that shows the effectiveness and efficiency of this program or function? Provide a summary of key statistics and performance measures that best convey the effectiveness and efficiency of this function or program.

Each SSLC is certified by the Centers for Medicare & Medicaid Services as an ICF/IID. The centers must be in compliance with applicable laws and rules in order to operate as a certified facility and receive Medicaid reimbursement. The SSLCs must also be in compliance with Life Safety Code requirements that provide safety to residents from fire, smoke, and panic.

Each facility undergoes an annual recertification survey and must comply with the Conditions of Participation (Code of Federal Regulation, Part 483, Subpart I, Sections 483.400 – 480) in order to be recertified. As of December 1, 2012, each SSLC was certified to participate as a Medicaid provider in the ICF/IID program.

D. Describe any important history regarding this program not included in the general agency history section, including how the services or functions have changed from the original intent.

The SSLCs have been significantly impacted by a Settlement Agreement between the State of Texas and the U.S. Department of Justice and by legislation passed during the 81st Session of the Texas Legislature in 2009.

2005 The DOJ notifies the State of Texas of intent to conduct an investigation of alleged civil rights violations at the Lubbock SSLC.

2006 DOJ issues a findings letter on the Lubbock SSLC investigation.

2007 DOJ and the State of Texas begin negotiations on a Settlement Agreement.

2008 DOJ notifies the State of Texas of its intent to conduct an investigation of alleged civil rights violations at the Denton SSLC and to investigate the other 11 SSLCs.

- 2009 The State of Texas and the DOJ sign a Settlement Agreement in June 2009 regarding the operation of the SSLCs. The agreement outlines provisions governing service delivery at each SSLC, including: the use of restraints; management of incidents of abuse and neglect; medical and nursing care; individuals' choice of living options; functional communication; physical and nutritional management; and other areas.
- 2009 Senate Bill 643 passes and makes several changes: renames state schools as "State Supported Living Centers;" requires fingerprint-based criminal history checks on SSLC employees and volunteers; institutes random drug testing of SSLC employees; requires the installation of video surveillance camera systems in SSLCs; creates a mortality review process for persons with IDD; applies a forensic designation to Mexia SSLC; establishes an assistant commissioner position to oversee the SSLCs and the ICF/IID portion of the Rio Grande State Center; creates the Office of the Independent Ombudsman for SSLCs; expands regulatory oversight for providers of HCS; and expands training for persons providing services and supports.
- 2010 Independent Settlement Agreement monitors complete baseline reviews of all SSLCs and begin conducting semi-annual compliance reviews at each of the facilities.
- 2013 The monitors are currently completing their seventh set of semi-annual reviews.

E. Describe who or what this program or function affects. List any qualifications or eligibility requirements for persons or entities affected. Provide a statistical breakdown of persons or entities affected.

The SSLCs serve individuals in 24-hour residential programs and day programs for persons with severe or profound intellectual disabilities or individuals with IDD who are medically fragile or who have challenging behavioral needs. Each resident has an Individual Support Plan that is unique to his or her needs.

As of May 31, 2013:

- 3,608 individuals were receiving services or supports at a SSLC;
- 43 percent were medically fragile (e.g., who have chronic health problems, such as uncontrolled seizures or heart ailments that require professional intervention less than daily, or whose health status is unstable, or who have multiple, serious health problems that may be life-threatening and require professional intervention on a daily basis); and
- 63 percent had an intellectual disability and psychiatric diagnosis.

The local authorities determine an individual's eligibility for admission to a SSLC and are responsible for facilitating enrollment of an individual, including determining Medicaid eligibility. The local authority is the point of entry for individuals into a SSLC. The individual, or legally authorized representative, makes the choice of where the individual will be served based on information provided by the local authority.

F. Describe how your program or function is administered. Include flowcharts, timelines, or other illustrations as necessary to describe agency policies and procedures. Indicate how field/regional services are used, if applicable.

Each SSLC employs a director, assistant director of programs, and assistant director of administration, to oversee the services and supports provided to residents. The workforce includes: direct support professionals; physicians; nurses; dentists; physical, occupational and speech/language therapists; psychiatrists; psychologists; and certified behavior analysts; pharmacists; vocational counselors; and many other support personnel who work to ensure services and supports are delivered consistent with state and federal regulations, laws, and rules.

Management support and oversight of the twelve SSLCs is the function of DADS SSLCs Division state office staff. Under the direction of an assistant commissioner, support is provided through policies and procedures to the SSLCs and State Center in these areas:

- general administration and management (provided by DSHS for the Rio Grande State Center);
- clinical oversight for medical, nursing, psychological, and habilitation therapies services;
- habilitation therapy;
- active treatment and vocational services;
- DOJ Settlement Agreement compliance;
- incident management;
- legislative and media information coordination;
- staffing;
- quality assurance and quality improvement, including the development of statewide policy and rules and the maintenance of system-wide data;
- admissions and placement support; and
- administrative coordination and contracts oversight.

G. Identify all funding sources and amounts for the program or function, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. For state funding sources, please specify (e.g., general revenue, appropriations rider, budget strategy, fees/dues).

The funding sources for this program include General Revenue, federal funds, and other funds.

Funding Sources: State Supported Living Centers

Program	State:General Revenue	Federal	Other	Total
State Supported Living Centers	\$276,525,782	\$373,957,337	\$20,533,096	\$671,016,215

H. Identify any programs, internal or external to your agency, that provide identical or similar services or functions to the target population. Describe the similarities and differences.

Services and supports at SSLCs are facility-based and provided by DADS staff. The services and supports are concentrated and readily available at each SSLC and are not duplicative of another program. Residents of SSLCs may not receive services and supports through other DADS programs for individuals with intellectual disabilities.

I. Discuss how the program or function is coordinating its activities to avoid duplication or conflict with the other programs listed in Question H and with the agency’s customers. If applicable, briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.

Each individual (or their legally authorized representative) decides where the individual will receive services and supports to meet his or her unique needs. This can be in a home, community ICF/IID, or SSLC.

Individuals can only receive services from one IDD program. This avoids the duplication or conflict of services and supports to individuals.

Memoranda of Understanding (MOU) and interagency agreements between SSLCs and other governmental entities can be used for a variety of services. See Attachment 19 for a complete list of MOUs by facility. General categories of MOUs and interagency agreements include:

- colleges or universities (clinical rotations by students);
- hospitals (services provided to residents of SSLCs);
- school districts (educational services for residents); and
- client protections.

J. If the program or function works with local, regional, or federal units of government, include a brief description of these entities and their relationship to the agency.

The SSLCs program works with a multitude of local, regional, state, and federal agencies in order to provide services and supports for residents. The level of involvement with these governmental agencies may vary from center to center.

State Supported Living Center Coordination with Local Units of Government

Name	Description
Independent School Districts	Education services provided for school age residents

Name	Description
Law enforcement (police, sheriff, district/county attorney, Texas Department of Public Safety)	Criminal investigations of incidents at SSLCs
Local emergency services (fire and emergency medical services)	Incidents at centers involving fire response or emergency medical services

State Supported Living Centers Coordination with State Units of Government

Name	Description
Local Authorities	Facilitates admission and discharge of residents
DFPS	Investigates abuse, neglect , or exploitation of residents
DSHS	Psychiatric in-patient care at State Hospitals for SSLCs residents Coordination of management and oversight for the ICF/IID component of the Rio Grande State Center
Court system	Court commitments under Chapter 46B of the Code of Criminal Procedure and Chapter 55 of the Family Code
HHSC Office of Inspector General	Investigates allegations of criminal conduct involving residents/staff of SSLCs and coordinates investigation activities with local law enforcement agencies
Office of Attorney General	Represents the agency in litigation involving SSLCs
Office of the Independent Ombudsman	Independent of the DADS organization. Serves as an independent, impartial and confidential resource to assist residents, families, and the public with services and related complaints and issues regarding SSLCs
HHSC Centralized Training and Development	Provides training materials and tracking for SSLCs
HHSC Office of Health Policy and Clinical Services	Provides oversight; executes and monitors mortality review contract, and coordinates and facilitates monthly communications between DADS and contractor

State Supported Living Centers Coordination with Federal Units of Government

Name	Description
U.S. Department of Justice (DOJ)	Activities involving compliance with DOJ Settlement Agreement

The SSLCs also interact with the State’s Protection and Advocacy agency (Disability Rights Texas) designated under federal law with the responsibility to advocate for and protect individuals with disabilities. Disability Rights Texas staff have the ability to request documents and records, view surveillance tapes, attend meetings, and receive communications on behalf of the individuals they represent and upon request.

K. If contracted expenditures are made through this program please provide:

- a short summary of the general purpose of those contracts overall;
- the amount of those expenditures in fiscal year 2012;
- the number of contracts accounting for those expenditures;
- top five contracts by dollar amount, including contractor and purpose;
- the methods used to ensure accountability for funding and performance; and
- a short description of any current contracting problems.

The general purpose of contracting for services is to improve and enhance the quality of our services for residents. Most contracts executed for the SSLCs are to provide routine and specialized healthcare services and supports and include contracts for specialty services from physicians, psychiatrists, psychologists, registered nurses, licensed and assistant therapists, and various specialties. In addition, contracts are executed for maintenance and support assistance.

Each center has a designated contract manager with specific knowledge and experience of state contracting procedures. There are specific mechanisms and annual review criteria for each contract. The SSLCs Division has worked closely with internal accounting, HHSC Enterprise Procurement and Contracting Systems, and DADS and HHSC Legal Services Departments to ensure proper processing of new contracts. The contracts are monitored by each facility, and proper documentation is maintained in the respective working files, to support payment approvals and contract compliance and modifications.

L. Provide information on any grants awarded by the program.

N/A

M. What statutory changes could be made to assist this program in performing its functions? Explain.

N/A

N. Provide any additional information needed to gain a preliminary understanding of the program or function.

SSLCs strive to support the personal goals and choices of individuals living in the centers and to offer a comprehensive array of quality and cost-effective services, including a review of community living options that are available to each individual.

Current initiatives being addressed and undertaken include the following:

- implementation of a Quality Improvement System to monitor medically complex individuals with high risk needs, improve overall clinical care and programming, and ensure future program goals are based on data-driven outcome measures;
- compliance with conditions of the Settlement Agreement with the DOJ; and
- recruitment and retention of qualified staff.

O. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, or other entity. For each regulatory program, if applicable, describe:

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- sanctions available to the agency to ensure compliance; and
- procedures for handling consumer/public complaints against regulated entities.

N/A

P. For each regulatory program, if applicable, provide the following complaint information. The chart headings may be changed if needed to better reflect your agency's practices.

N/A