



Youth Empowerment Services (YES) Waiver

Department of State
Health Services
YES Waiver
P.O. Box 149347
Mail Code 2012
Austin, Texas 78714-9347

**Participant information
and Provider Directory**

WHAT IS THE YES WAIVER?

The YES (Youth Empowerment Services) Waiver is a 1915(c) Medicaid Home and Community-Based Services Waiver that allows for more flexibility in the funding of intensive community-based services to assist children and adolescents with severe emotional disturbances to live in the community with their families.



Waiver services are provided in combination with services available through the Medicaid State Plan, other federal, state, and local programs the individual may qualify for, and the natural supports that families and communities provide.

Service Areas: Bexar, Tarrant, and Travis Counties

Goals

1. Reducing out-of-home placements and inpatient psychiatric treatment by all child-serving agencies;
2. Providing a more complete continuum of community-based services and supports;
3. Ensuring families have access to parent partners and other flexible non-traditional support services as identified in a family-centered planning process;
4. Preventing entry into the foster care system and relinquishment of parental custody; and
5. Improving the clinical and functional outcomes of children and adolescents.

Services

- ◆ Adaptive Aids & Supports
- ◆ Community Living Supports
- ◆ Family Supports
- ◆ Minor Home Modifications
- ◆ Non-Medical Transportation
- ◆ Paraprofessional Services
- ◆ Professional Services
- ◆ Respite
- ◆ Supportive Family Based Alternatives
- ◆ Transitional Services

See “YES Waiver Service Descriptions” for more information.

All YES Waiver participants will also receive benefits to access all Medicaid State Plan Services that are medically necessary.

WHO IS ELIGIBLE FOR YES WAIVER SERVICES?

The Local Mental Health Authority in your service area will assess you for eligibility. See “Who Do I Contact About Receiving Services?”

To participate in the YES Waiver, the child or adolescent must meet the following criteria.

Demographic Criteria

- Be between 3-18 years of age;
- Reside in Bexar, Tarrant, or Travis County; and
- Reside in a non-institutional setting with the child's or adolescent's Legally Authorized Representative; or in the child's or adolescent's own home or apartment, if legally emancipated.

Clinical Criteria

- Have serious functional impairment or acute severe psychiatric symptoms as indicated by:
 - Risk of Self-Harm
 - Disruptive or Aggressive Behavior
 - Family Resources
 - School Behavior
 - Current Diagnosis
- There is a reasonable expectation that, without YES Waiver services, the child or adolescent would qualify for inpatient care.



Financial Criteria

A child or adolescent must be eligible for Medicaid.

- If you are a current Medicaid recipient, you may already meet financial requirements for the YES Waiver or additional information may be required.
- If you are not a current Medicaid recipient, you may qualify to receive Medicaid through the YES Waiver (Special Waiver Income Group).

Financial eligibility is based on standards to determine eligibility for Medicaid in institutions and parental income is not counted.

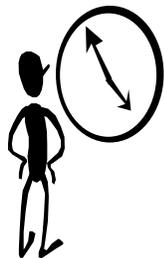
WHO DO I CONTACT ABOUT RECEIVING SERVICES?

If you are interested in receiving YES Waiver services, you must be registered on the **Inquiry List** in the county that you live in. Use the contact information below to get registered.

Bexar County:
Center for Health Care Services
Phone: 210-731-1300 extension 259

Travis County:
Austin Travis County Integral Care
Phone: 512-804-3191

Tarrant County:
MHMR of Tarrant County
Phone: 817-569-5600



HOW LONG WILL I HAVE TO WAIT TO SEE IF I AM ELIGIBLE?

WILL THERE BE A WAIT LIST?

The amount of time you may have to wait to see if you are eligible will depend on whether there is a YES Waiver spot currently available and the date you were registered on the Inquiry List. You may check on the estimated wait time by calling the phone number above for your county (WHO DO I CONTACT ABOUT RECEIVING SERVICES?).

When a spot is available, the Local Mental Health Authority will contact you by phone and in writing notifying you of an available spot and to schedule an appointment to begin the eligibility determination process.

The YES Waiver may serve up to 100 children and adolescents at a time in each service area.

You may continue to receive other services that you qualify for while on the YES Waiver Inquiry List.

HOW WILL MY SERVICES BE COORDINATED AND WHO WILL PROVIDE THEM?

Each Waiver participant and their family will experience being an active part of a Treatment Team. All services and supports that are

medically necessary to meet the needs of each Waiver participant and family will be identified on an Individualized Plan of Care (IPC).

Case Management and service coordination will be provided by the Local Mental Health Authority in your service area.

Waiver services will be provided by the Waiver Provider that you select from the list of approved Waiver Provider's given to you. The Case Manager will assist you with this process.



WHAT IF I HAVE NO WAY TO GET TO MY PROVIDER?

For YES Waiver services

The Non-Medical Transportation service allows Waiver participants to gain access to Waiver and other community services, activities and resources that are identified on your Individual Plan of Care. Whenever possible, family, neighbors, friends, or community agencies which can provide this service without charge are utilized. If you feel you may need this service, please contact your Case Manager and details about how to access the service will be discussed with you and your Treatment Team.

For Medicaid State Plan Services

For transportation to your provider for Medicaid State Plan Services and you have no other form of transportation to your provider, you may call the Medical Transportation Program (MTP) office, Monday through Friday between 8 a.m. and 5 p.m. The number to call is:

Medical Transportation Program (MTP)

1-877-Med Trip or 1-877-633-8747

Please call for transportation as soon as you know about your appointment. You must call at least 48 hours (2 days) before your appointment.

When you call, be sure to have:

- Your 9-digit Medicaid number
- Your address
- The name, address, and phone number of your provider

HOW DO I CANCEL OR CHANGE AN APPOINTMENT?

If you can not keep your appointment with a direct service provider, please call the provider at least 24 hours before your appointment.



Calling your provider makes it possible for someone else to receive care they may need. If you cannot make a new appointment when you call to cancel, please remember to call as soon as possible to make another appointment.

WHAT IF I NEED EMERGENCY CARE?

A mental health or substance abuse emergency is when you feel like hurting yourself or someone else, or if you believe your life or health may be in danger. If you, a family member, or someone you know is having a mental health or substance abuse emergency you should do at least one of these things:

- Call your mental health or substance abuse service provider
- Call the Crisis Hotline
Travis County: **512-472-HELP (4357)**
Bexar County: **210-223-7233 OR 1-800-316-9241**
Tarrant County: **817-335-3022**
- Call 911
- Go to the nearest hospital emergency room

HOW CAN I FIND OTHER COMMUNITY RESOURCES?

2-1-1 Texas/United Way Help Line
Dial 211

Advocacy, Inc.
1-800-252-9108 (V/TDD)
infoai@advocacyinc.org

Al-Anon/Alateen Information Center-Austin
512-441-8591
www.austinal-anon.org

Al-Anon/Alateen Information Center-San Antonio
210-829-1392 or out of town 888-829-1312
www.san-antonio-alanon.org

Al-Anon/Alateen Information Center-Fort Worth 817-336-2492

www.texas-al-anon.org/ftworth/

Mental Health America of Texas
512-454-3706

www.mhatexas.org

NAMI Austin
512-420-9810

www.namiaustin.org

NAMI San Antonio
210-734-3349

www.nami-sat.org

NAMI Fort Worth
817-332-6600

www.nami.org/MSTemplate.cfm?Site=NAMITarrantCounty

WHAT IS A COMPLAINT, AND HOW DO I MAKE ONE?

A complaint is an easy way for you or your family member to resolve issues or problems with your mental health or substance abuse care before they become more serious. You can make a complaint to the Department of State Health Services Consumer Services and Rights Protection Unit by telephone or in writing. Complaints may be anonymous.

DSHS Consumer Services and Rights Protection Unit staff operates a toll free phone line with TTY capabilities from 8:00am – 5:00pm Monday - Friday.



Contact Information:

**Texas Department of State Health Services
Office of Consumer Services and Rights
Protection
Mail Code 2019
P.O. Box 12668
Austin, TX 78711-2668**

**Toll Free Number: 1-800-252-8154
Local Number: 512-206-5760
Relay Texas, Voice: 1-800-735-2988
Relay Texas, TTY: 1-800-735-2989**

WHAT IS A FAIR HEARING, AND HOW DO I GET ONE?

A fair hearing is a request to change a decision to change or deny services.

The Local Mental Health Authority will notify the child or adolescent, and Legally Authorized Representative, of the right to a fair hearing. The conditions under which the individual or LAR may request a Fair Hearing include, but are not limited to:

1. An individual is denied participation in the YES Waiver, unless the reason for the denial is the program participation limit;
2. An individual is denied continued participation in the YES Waiver; or
3. YES Waiver services for an individual are denied, reduced, suspended, or terminated.

To request a fair hearing, please call or write to the Office of Consumer Services and Rights Protection:

Contact Information:

**Texas Department of State Health Services
Office of Consumer Services and Rights
Protection
Mail Code 2019
P.O. Box 12668
Austin, TX 78711-2668**

**Toll Free Number: 1-800-252-8154
Local Number: 512-206-5760
Relay Texas, Voice: 1-800-735-2988
Relay Texas, TTY: 1-800-735-2989**

HOW DO I REPORT ABUSE NEGLECT AND EXPLOITATION?

You may contact the Department of Family and Protective Services at any time to report an allegation of Abuse Neglect and/or Exploitation (ANE). To report an allegation of ANE:



State Hotline for Reporting Suspected ANE: 1-800-647-7418

DFPS Secure Website for Reporting Suspected ANE:

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

(This website is only for reporting situations that do not require an emergency response. It may take up to 24 hours to process a report made through the website.)

Emergency:

Call 911 or your local law enforcement

YES WAIVER SERVICE DESCRIPTIONS

Not all types of Respite or Professional Services may be available in your community. See the list of services available under each Waiver Provider that you have to choose from.

Respite

Respite is furnished on a short-term basis because of the absence or need for relief of those persons who normally provide care for the participant. Respite may be provided In-Home or Out-Of-Home.

Community Living Supports (CLS)

CLS are provided to the Waiver participant and family. CLS provide assistance to the family caregiver in the disability-related care of the participant, while facilitating the participant's independence and integration in to the community. The training in skills related to activities of daily living, such as personal hygiene, household chores, and socialization may be included, if these skills are affected by the participant's disability. CLS may also promote communication, relationship-building skills, and integration into community activities. These supports may serve to reinforce skills or lessons taught in school, therapy, or other settings. Training may be provided to both the caregiver and the participant, dependent upon the participant's age, on the nature of the emotional disorder, the role of medications, and self-administration of medications. Training can also be provided to the participant's primary

caregivers to assist in coping with and managing the participant's emotional disturbance. This includes instruction on basic parenting skills and other forms of guidance.

Family Supports

Family Supports provides peer mentoring and support to the primary caregivers; engages the family in the treatment process; models self-advocacy skills; provides information, referral and non-clinical skills training; maintains engagement; and assists in the identification of natural / non-traditional and community support systems.

Adaptive Aids & Supports

Therapeutic Peer Support – Provides fees to participate in specialized groups to improve socialization or deal with issues resulting from SED and/or co-occurring physical health issues. For example, membership fees for peer support weight reduction groups recommended by a licensed nutritionist.

Therapeutic Equipment – Provides items necessary to execute and / or maintain a therapeutic plan. May include equipment and supplies related to a professional services treatment plan. Examples could include devices or equipment needed for the child to achieve physical or occupational therapy goals.

Minor Home Modifications

Home Accessibility / Safety Adaptations – Physical adaptations to the Waiver participant's residence, required by the participant's service plan, that are necessary to ensure the health, welfare and safety of the participant. May include alarm systems, alert systems, and other safety devices.

Non-Medical Transportation

Non-Medical Transportation allows Waiver participants to gain access to Waiver and other community services, activities and resources. Whenever possible, family, neighbors, friends, or community agencies which can provide this service without charge are utilized.

Paraprofessional Services

Skilled mentoring and coaching – For example, a teenager with severe behavior problems may require mentoring from an individual with behavioral management expertise.

Paraprofessional Aide – The aide assists the Waiver participant in preventing and managing behaviors stemming from SED that create barriers to inclusion in community activities such as after-school or day care.

Job placement – Provides assistance in finding employment.

Professional Services

Professional services maintain or improve health, welfare, and/or effective functioning in the community.

These services include Art therapy, Music therapy, Animal-assisted therapy, Recreational therapy, and licensed nutritional counseling.

Supportive Family Based Alternatives (SFA) (up to 90 days / year)

SFA are designed to provide therapeutic support to the Waiver participant and to model appropriate behaviors for the family with the objective of enabling the participant to successfully return to living in the community with their family. SFA includes services required for a Waiver participant to temporarily reside in a home other than the home of their family.

Transitional Services (\$2,500 per waiver participant)

A one-time non-recurring allowable expense when Waiver participant transitions to their own private community residence.

Assistance may include: utility and security deposits for the home/apartment, needed household items such as cooking utensils, essential furnishings, moving expenses, and services necessary to ensure health and safety in the apartment/home (e.g., pest eradication, allergen control, one-time cleaning).



CONTACT INFORMATION FOR THE STATE LEVEL OFFICES AT DSHS

Email Address:

YESWaiver@dshs.state.tx.us

Fax number: 512-206-5383

Webpage

<http://www.dshs.state.tx.us/mhsa/yes/>

Select Youth Empowerment Services from the menu to access the program webpage.

YES Waiver Staff

Connie Jimenez, Administrative Assistant
Office: 512-206-5030

Sharon Newcomb-Kase, Program Specialist
Office: 512-206-5717

Amy Felker, Program Specialist
Office: 512-206-5862

Mailing Address:

Department of State Health Services
Attn: Sharon Newcomb-Kase
P.O. Box 149347, Mail Code 2012
Austin, Texas 78714-9347

Physical Address for Hand Delivery and Overnight Mail:

Attn: Sharon Newcomb-Kase
Department of State Health Services
Mail Code: 2012
909 W. 45th Street, Building 634
Austin, TX 78751

Provider List by County

BEXAR COUNTY

The Center for Health Care Services

3031 IH 10 West
San Antonio, TX 78201
General Information: 210-226-2606 ext. 1400
Inquiry List: 210-731-1300 ext. 259
www.chcsbc.org
Children, Adolescents, Adults
English, Spanish, and Interpreter services

YES Waiver Enrollment Site
Agency Waiver Provider (Ages 3-18)
YES Waiver Services: Community Living Supports, Family Supports, Paraprofessional Services, Professional Services, Respite, Supportive Family-based Alternatives, Adaptive Aids and Supports, Minor Home Modifications, Transitional Services, and Non-Medical Transportation.

Other Services: Intensive Case Management, counseling, crisis, medication services and education, and psychiatric evaluation.

TARRANT COUNTY

Mental Health Mental Retardation of Tarrant County

1527 Hemphill
Forth Worth, TX 76104
General Information: 817-569-5900
Inquiry List: 817-569-5600
www.mhmrtc.org
Children, Adolescents, Adults
English, Spanish, and Interpreter services

YES Waiver Enrollment Site
Agency Waiver Provider (Ages 3-18)
YES Waiver Services: Community Living Supports, Family Supports, Paraprofessional Services, Professional Services, Respite, Supportive Family-based Alternatives, Adaptive Aids and Supports, Minor Home Modifications, Transitional Services, and Non-Medical Transportation.

Other Services: Intensive Case Management, counseling, crisis, medication services and education, and psychiatric evaluation.

TRAVIS COUNTY

Austin Travis County Integral Care

1430 Collier Street
Austin, Texas 78704
General Information: 512-447-4141
Inquiry List: 512-804-3191
www.integralcare.org
Children, Adolescents, Adults
English, Spanish, and Interpreter services

YES Waiver Enrollment Site
Agency Waiver Provider (Ages 3-18)
YES Waiver Services: Community Living Supports, Family Supports, Paraprofessional Services, Professional Services, Respite, Supportive Family-based Alternatives, Adaptive Aids and Supports, Minor Home Modifications, Transitional Services, and Non-Medical Transportation.

Other Services: Intensive Case Management, counseling, crisis, medication services and education, and psychiatric evaluation.