

Explanation of Intellectual and Developmental Disability Services and Supports

**Health and Human Services
Commission**

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Overview

This is a brief description of intellectual and developmental disability (IDD) services and supports provided by Texas Health and Human Services Commission (HHSC). Some services and supports do not have immediate openings available so they use interest lists. People who want particular services or supports should add their names to the appropriate interest list as soon as possible. People who are now receiving particular services or supports may add their names to the interest list for other services and supports.

For more information about services and supports, including a list of providers in your area, please contact your local IDD authority (LIDDA). [You can find your LIDDA's contact information here](https://resources.hhs.texas.gov/directories/lidda): resources.hhs.texas.gov/directories/lidda.

Following are descriptions of services and supports organized by funding source (state or federal) and by program type. They range from community-based services and supports allowing people to remain in their own or their family's homes, to residential services in which people live in a structured setting with 24-hour supervision.

General Revenue (GR) Funded Services (State Funded)

GR-funded services are primarily intended to help people remain in their own or their family's home. Not all GR-funded services described in this section are available in all areas of the state. These services are provided by or through a LIDDA. To receive state-funded services, a person who lives in a LIDDA's service area must meet one of the following:

- Have a diagnosis of an intellectual disability, which is based on:
 - ▶ measure of the person's IQ;
 - ▶ a determination of the person's adaptive behavior level (ABL); and
 - ▶ evidence of the disability that originated before the person's 18th birthday.
- Have a diagnosis of autism spectrum disorder.
- Be a nursing facility resident who is eligible for specialized services for intellectual disability or a related condition.

- Be eligible for early childhood intervention services.

While an IDD diagnosis is required to access certain GR-funded services, crisis services and eligibility assessments are available without a diagnosis. However, if a person is determined ineligible for GR-funded services, they will lose access to crisis services and be referred to other community resources.

Determination of Eligibility for IDD Services and Supports

To determine if a person is eligible for certain IDD services, a determination of intellectual disability (DID) may be required. A DID is an assessment (or endorsement of an assessment) to determine if a person has an intellectual disability. The assessment uses standardized tests to determine a person's IQ and ABL and is conducted by a qualified professional. An assessment (or endorsement) typically includes an interview with the person, the person's legally authorized representative (LAR), or, if the person doesn't have an LAR, others who are actively involved with the person. This service also may be requested as part of a formal petition for guardianship.

Crisis Services

A crisis is a situation where a person's mental or physical health is at immediate and serious risk. During a crisis, a person can be a danger to himself, herself or others.

Crisis Intervention Specialist (CIS)

Crisis intervention specialists train groups and providers to work with people with IDD who are at risk of needing crisis services. The CIS helps people access crisis respite and develop crisis prevention plans. The CIS also works with the local Mobile Crisis Outreach Team (MCOT) during crisis events. MCOT provides a combination of crisis services including emergency care, urgent care and crisis follow-up and relapse prevention to the person in the community.

Crisis Respite

Crisis respite provides 24-hour supervision and support to a person in crisis. A person with IDD may receive up to 14 days of crisis respite. Depending on your area, crisis respite may be provided in the home or in a facility.

Service Coordination

Service coordination helps people access medical, social, educational, and other services and supports that will help them achieve an acceptable quality of life and community participation. Service coordination is provided by LIDDA staff who are referred to as service coordinators.

Community Support

Community supports are individualized activities that are provided in the person's home and at community locations, such as libraries and stores. Supports may include:

- habilitation and support activities that foster improvement of, or facilitate, the person's ability to perform daily living activities;
- activities that help preserve the family unit and prevent or limit out-of-home placement of the person;
- transportation for the person between home and his or her community employment site or day habilitation site; and
- transportation to facilitate the person's employment opportunities and participation in community activities.

Respite

Respite is either planned or emergency short-term relief provided by trained staff to the person's unpaid caregiver when the caregiver is temporarily unavailable. If enrolled in other services, the person continues to receive those services as needed during the respite period.

Employment Assistance

Employment assistance helps people locate paid jobs, and includes helping them:

- identify employment preferences, job skills, work requirements and work conditions; and
- identify prospective employers who offer appropriate employment.

Supported Employment

Supported employment is provided to a person who has paid employment to help him or her sustain that employment. It includes individualized support services, supervision and training.

Nursing

Nursing is provided to people who require treatment and monitoring of health care conditions and related procedures that are:

- prescribed by a physician or medical practitioner; or
- required by standards of professional practice or state law to be performed by licensed nursing personnel.

Behavioral Supports

Behavioral supports are specialized interventions to help people increase adaptive behaviors and to replace or modify maladaptive behaviors that prevent or interfere with their inclusion in home and family life or community life. Supports include:

- assessing and analyzing assessment findings so that an appropriate behavior support plan can be designed;
- developing an individualized behavior support plan consistent with the outcomes identified in the service plan;
- training and consulting with family members or other providers and, as appropriate, the person; and
- monitoring and evaluating the success of the behavioral support plan and modifying it as necessary.

Specialized Therapies

Specialized therapies are:

- assessment and treatment by licensed or certified professionals for social work services, counseling services, occupational therapy, physical therapy, speech and language therapy, audiology services, dietary services and behavioral health services other than those provided by a local mental health authority; and
- training and consulting with family members or other providers.

Vocational Training

Vocational training is a service provided to people in industrial enclaves, work crews, sheltered workshops or supportive industry settings to help them get a job.

Day Habilitation

Day habilitation is assistance with getting, keeping or improving self-help, socialization and adaptive skills necessary to live successfully in the community and to participate in home and community life. Day habilitation is normally provided on a regular schedule in a group setting and not in the person's residence.

Medicaid Community First Choice (CFC) Services

CFC services are basic attendant and habilitation services for people with disabilities and are available to Medicaid recipients with an institutional level of care. CFC services are:

CFC Personal Assistance Services (PAS)

PAS helps people perform activities of daily living (such as eating, toileting, grooming, dressing and bathing), activities related to living independently in the community (such as meal planning and preparation, cleaning, managing finances, shopping for food and other essential items), and health-related tasks based on the service plan.

CFC Habilitation (HAB)

HAB teaches people how to accomplish activities of daily living, activities related to living independently in the community and health-related tasks.

CFC Support Management

Support management provides information on how to select, manage and dismiss attendants.

CFC Emergency Response Services (ERS)

ERS provides an electronic device usually worn by the person that, when activated by the person, alerts the appropriate entity that the person is experiencing an emergency. CFC ERS is available for people who live alone, who are alone for significant parts of the day, or who have no regular caregiver for extended periods of time and would otherwise require extensive routine supervision.

Medicaid Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Conditions (ICF/IID) Programs

An ICF/IID is a 24-hour residential setting for people with an intellectual disability or a related condition^a. An individualized plan of care is developed, based on the needs and choices of the person and the person's family. The unique needs of the person are the focus of the plan of care. Professional staff and other service providers work with the person and the person's family to develop a plan based on the person's skills, strengths and desires. Plans include comprehensive medical and therapy services and skill development programs. Staff help with daily living activities so the person gains skills to increase independence.

The two categories of ICF/IID are state supported living centers and community-based ICF/IID.

[You can search for a state supported living center or an ICF/IID in your area here:](https://apps.hhs.texas.gov/lcsearch)
apps.hhs.texas.gov/lcsearch.

State Supported Living Centers (SSLCs)

SSLCs serve people with intellectual disabilities who have significant medical or behavioral health needs in a residential campus-based community. SSLCs provide 24-hour residential services, comprehensive behavioral treatment and health care, such as medical, psychiatry, nursing and dental services. Other services include skills training; occupational, physical and speech therapies; adaptive aids; day habilitation, vocational programs and employment services; participation in

^a Information about related conditions can be found at hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/providers/health/icd10-codes.pdf.

community activities; and services to maintain connections between residents and their families and natural support systems. 13 SSLCs provide campus-based services and supports: Abilene, Austin, Brenham, Corpus Christi, Denton, El Paso, Lubbock, Lufkin, Mexia, Richmond, Rio Grande, San Angelo, and San Antonio. Each SSLC serves between 70 and 400 people. Although the ICF/IID program criteria include people with only a related condition, state law limits admission to SSLCs to people with an intellectual disability.

At least annually, LIDDAs must conduct the community living options information process (CLOIP) for people residing in an SSLC. CLOIP provides information and education about community living options to a person who is residing in an SSLC or to the person's LAR.

Community-based ICF/IID

A community-based ICF/IID is a residence that provides support services for people with an intellectual disability or a related condition. If the person has a related condition, the condition must have started before the person turned 22 and the person must also have:

- moderate to extreme or profound deficits in adaptive behavior; or
- an IQ of 75 or below with at least mild deficits in adaptive behavior.

Community-based ICFs/IID provide 24-hour residential services, comprehensive and individualized health care, including physician, nursing and dental services, skills training, professional therapies, adaptive aids, vocational programs and habilitation services to people to promote their independence. People are served in a six-bed home or in larger settings. The owner/operator of each ICF/IID can determine additional admission criteria for its facility (for example, age or sex limitations) and can maintain its own waiting list or interest list based on occupancy rate. A person can select a particular ICF/IID; however, the ICF/IID must have a vacancy and the provider must approve the admission.

Medicaid Waiver Programs

Medicaid home and community-based waiver programs provide services and supports to people with an intellectual disability or a related condition who live in their own or their family's home or in another home-like setting. They are called waivers because certain ICF/IID requirements are waived.

In most situations, anyone who is eligible for the ICF/IID program is also eligible for one of the waiver programs. Funding in the waiver programs moves with the person to any part of the state. For example, if someone in a waiver program in Houston moves to El Paso, that person can continue participating in the waiver program in the new location. A person also can change providers within the same city or within any area of the state.

Public or private entities may provide waiver program services and supports. All waiver providers are certified or licensed by HHSC.

The LIDDA serving the area where the person lives, or desires to live, helps the person enroll in the Home and Community-based Services (HCS) and the Texas Home Living (TxHmL) waiver programs.

Home and Community-based Services (HCS) Program

The HCS program provides services to people with IDD who live with their family, in their own home, in a host home/companion care setting, or in a residence with no more than four people who also receive services. Services are provided so the person can maintain in the community and have opportunities to participate to the maximum extent possible. Services include transportation, adaptive aids, minor home modifications, professional therapies, behavioral support, dental, nursing, residential services, individualized skills and socialization, respite and employment services. Service coordination is provided by the LIDDA. Residents of a host home/companion care setting or an HCS residence pay for their own room and board. There is a limit to the yearly cost of services provided through the HCS program.

[Additional information about the HCS program can be found here:](https://hhs.texas.gov/providers/long-term-care-providers/home-community-based-services-hcs)

hhs.texas.gov/providers/long-term-care-providers/home-community-based-services-hcs.

CFC services, described on Page 8, are available to people enrolled in the HCS program.

If someone is offered an opportunity to enroll in the HCS program, the LIDDA will provide information about enrollment requirements and timelines.

Texas Home Living (TxHmL) Program

The TxHmL program provides essential services and supports so that people with IDD can continue to live with their families or in their own homes. TxHmL services supplement but do not replace services and supports from other programs such as the Texas Health Steps program, or from natural supports such as family, neighbors, or community organizations. Services include transportation, nursing, adaptive aids, minor home modifications, specialized therapies, behavioral support, dental, individualized skills and socialization, respite and employment services. Service coordination is provided by the LIDDA. TxHmL program services are limited to a yearly cost of \$17,000 per person.

[Additional information about the TxHmL program can be found here:](https://hhs.texas.gov/providers/long-term-care-providers/texas-home-living-txhtml)

hhs.texas.gov/providers/long-term-care-providers/texas-home-living-txhtml. CFC services, described on Page 8, are available to people enrolled in the TxHmL program.

If someone is offered an opportunity to enroll in the TxHmL program, the LIDDA will provide information about enrollment requirements and timelines.

Community Living Assistance and Support Services (CLASS) Program

The CLASS program provides services to people with a related condition who need habilitation services. People with a related condition have a qualifying disability, other than a diagnosis of an intellectual disability, that originated before the age of 22 and affects their ability to function in daily life. Services include adaptive aids and medical supplies, behavioral support, case management, nursing, respite care, specialized therapies, employment services and support family services.

[Additional information about the CLASS program can be found here:](https://hhs.texas.gov/providers/long-term-care-providers/community-living-assistance-support-services-class)

hhs.texas.gov/providers/long-term-care-providers/community-living-assistance-support-services-class. CFC services, described on Page 8, are available to those enrolled in the CLASS program.

LIDDAs do not assist with enrollments into the CLASS program. For placement on the CLASS interest list, call 877-438-5658.

Deaf Blind with Multiple Disabilities (DBMD) Program

The DBMD program provides services to people who are deaf and blind and also have an additional disability. The program helps people communicate and interact with their environment. Services include adaptive aids and medical supplies, assisted living, audiology, behavioral support, case management, minor home modifications, dental, chore, intervener, therapies, orientation and mobility, individualized skills and socialization, nursing, respite and employment services.

[Additional information about the DBMD program can be found here:](https://hhs.texas.gov/providers/long-term-care-providers/deaf-blind-multiple-disabilities-dbmd)

hhs.texas.gov/providers/long-term-care-providers/deaf-blind-multiple-disabilities-dbmd. CFC services, described on Page 8, are available to those enrolled in the DBMD program.

LIDDAs do not assist with enrollments in the DBMD program. For placement on the DBMD interest list, call 877-438-5658.

Other Medicaid Waiver Programs

The following Medicaid waiver programs are not based on eligibility for the ICF/IID program. The LIDDA is not involved in the enrollment of these programs.

STAR+PLUS Home and Community Based Services (HCBS) Program

The STAR+PLUS HCBS program is also referred to as the STAR+PLUS Waiver (SPW) program. This program provides services that help adults 21 and older, who have disabilities or are elderly, to live in the community as an alternative to living in a nursing facility. People enrolled in SPW receive all services through their STAR+PLUS managed care organization (MCO). Services include adaptive aids, adult foster care, assisted living services, home-delivered meals, minor home modifications, transition assistance services, respite, and employment services.

[Additional information about the SPW program can be found here:](https://hhs.texas.gov/services/health/medicaid-chip/medicaid-chip-members/starplus)

hhs.texas.gov/services/health/medicaid-chip/medicaid-chip-members/starplus. CFC services, described on Page 8, are available to those enrolled in SPW, but not available to people who receive Medicaid assistance only (MAO).

For placement on the SPW interest list, call 877-438-5658. **Note:** There is no interest list for people currently enrolled in a STAR+PLUS MCO who are eligible to receive services through the STAR+PLUS HCBS program. People enrolled in STAR+PLUS may contact their MCO for more information about STAR+PLUS HCBS.

Medically Dependent Children Program (MDCP)

MDCP provides services that help people 20 and younger, with disabilities, to live at home as an alternative to living in a nursing facility. People enrolled in MDCP receive all services through their MCO. Services include adaptive aids, minor home modifications, respite, flexible family support services, transition assistance services, and employment services. The MDCP program is sometimes referred to as STAR Kids MDCP. This program is also available through Star Health.

[Additional information about the MDCP program can be found here:](#)

hhs.texas.gov/providers/long-term-care-providers/medically-dependent-children-program-mdcp. CFC services, described on Page 8, are available to those enrolled in the MDCP program.

For placement on the MDCP interest list, call 877-438-5658.

Youth Empowerment Services (YES) Waiver Program

The YES Waiver program helps children and adolescents ages 3 through 18 who have severe mental, emotional or behavioral difficulties. The YES Waiver provides services within a process called Wraparound. Services include respite, adaptive aids, specialized therapies, community living supports, minor home modifications, family supports, transition assistance services, paraprofessional services, and employment services.

[Additional information about the YES Waiver program can be found here:](#)

hhs.texas.gov/services/mental-health-substance-use/childrens-mental-health/yes-waiver. CFC services, described on Page 8, are available to those enrolled in the YES Waiver program.

[To be added to the YES Waiver inquiry list, contact your local mental health or behavioral health authority at the phone number listed here:](#)

Consumer Directed Services

Consumer Directed Services (CDS) is a service delivery option that allows recipients more control over how their services are delivered. The CDS option is available in waiver programs and certain CFC services described on Page 8. A person who chooses CDS is responsible for:

- Recruiting, hiring and training employees and backup employees (including family, friends or neighbors).
- Setting schedules and submitting timesheets for employees.
- Selecting a Financial Management Services Agency (FMSA) to:
 - train the person to hire and manage employees;
 - assist the person with creating a budget and setting wages and benefits for employees;
 - process timesheets and payroll;
 - process receipts and invoices; and
 - act as the person's agent to pay federal and state employment taxes.

Person-centered Planning

The LIDDA uses a person-centered planning process to develop an individualized plan of services and supports. This allows the person and family to direct the development of a plan that meets the person's outcomes. The process:

- identifies supports and services necessary to achieve the person's outcomes;
- identifies natural supports available to the person and negotiates needed service system supports;
- has the support of a planning team that consists of people chosen by the person and LAR on the person's behalf, if applicable; and
- accommodates the person's style of interaction and preferences regarding time and setting.

Additional information about person-centered planning can be obtained from the LIDDA or at the following websites:

- [Person-Centered Planning](https://hhs.texas.gov/services/disability/person-centered-planning): hhs.texas.gov/services/disability/person-centered-planning; and
- [LIDDA Person-Centered Planning](https://hhs.texas.gov/providers/long-term-care-providers/local-idd-authority-lidda/lidda-person-centered-planning): hhs.texas.gov/providers/long-term-care-providers/local-idd-authority-lidda/lidda-person-centered-planning.

Selecting a Provider of Services and Supports

In most areas of the state, there is a choice of providers of services and supports.

When selecting a provider, you might ask some of the following questions. Not all questions may be pertinent to your situation, but they may help you formulate your own questions.

1. What is your agency's mission statement or philosophy? Why does your agency provide services and supports to people with IDD?
2. How long has your agency been a provider? What areas of the state does your agency serve?
3. Do you own or lease your residential home(s)? If you lease, is it a short-term or long-term lease?
4. How many people are receiving services and supports from your program? How many people can the program serve?
5. Do you have references?
6. Does your staff have experience in serving people with *[fill in the blank as appropriate, for example, intellectual disability, autism, mental illness]*?
7. How do you ensure that staff are trained and prepared?
8. Does your staff receive training in serving people with *[fill in the blank as appropriate, for example, intellectual disability, autism, mental illness]*? Can you provide records for staff training specific to *[fill in the blank as appropriate, for example, intellectual disability, autism, mental illness]*?
9. How often does staff turnover, especially direct-care staff?

10. Do you require pre-employment screenings (for example, drugs, criminal background, abuse and neglect)?
11. What types of emergencies or crises are staff trained to handle?
12. What is your staff-to-person ratio?
13. Do you have medical or dental staff on site or on call?
14. What type of licensure or credential is required for staff?
15. Describe ways in which you involve the person and family members in the development of the person's program plan.
16. What choices are provided with regard to day programming, vocational training, etc.?
17. Describe how staff helps a person learn daily living skills.
18. What types of personal-use items are purchased by your agency? What types are not?
19. What are your policies regarding visitors and privacy?
20. Do residents choose their daily routines?
21. What leisure and recreational activities are available?
22. How does your program accommodate a person who is non-ambulatory?
23. Do you have staff fluent in other languages or other types of communication (for example, sign language)? If not, is an interpreter available?
24. What type of transportation is available? Is it reliable and readily available?
25. Is staff available to support participation in community activities such as leisure activities, sports and religious services?
26. How and where are residents who are ill cared for?
27. Is medical staff willing to practice with a person who is uncomfortable with medical or dental procedures?
28. Will the person be able to live near *[fill in the blank as appropriate, for example, current school, day program, place of employment, family]*?

29. How does your agency build community awareness and prepare neighborhoods about people with IDD who may move into their neighborhood?

30. How does a person or family member file a complaint?

31. Have allegations about abuse or neglect been made about your program?
Have any been confirmed?

Other Services and Supports

Texas Workforce Commission (TWC)

TWC administers programs that help Texans with disabilities find jobs through vocational rehabilitation and ensure that Texans with disabilities live independently in their communities.

[More information about TWC programs is available here:](#)

twc.texas.gov/services/vocational-rehabilitation-services; or by calling 800-628-5115.

Early Childhood Intervention (ECI) Services

HHSC administers a program which assists families in helping their children under age 3 with disabilities and delays in development to reach their full potential.

[More information about the ECI program is available here:](#)

hhs.texas.gov/services/disability/early-childhood-intervention-services; or by calling 877-787-8999, selecting a language, then selecting Option 3.

Preadmission Screening and Resident Review (PASRR)

PASRR is a federally mandated program that is applied to all people seeking admission to a Medicaid-certified nursing facility to identify:

- people who have a mental illness, an intellectual disability or a developmental disability (also known as related conditions),
- the appropriateness of placement in the nursing facility, and

- the eligibility for specialized services.

[More information about PASRR can be found here](https://hhs.texas.gov/providers/long-term-care-providers/long-term-care-provider-resources/preadmission-screening-resident-review-pasrr): hhs.texas.gov/providers/long-term-care-providers/long-term-care-provider-resources/preadmission-screening-resident-review-pasrr.

Additional Information

After reviewing this information, you may have questions or concerns. You are encouraged to visit with your LIDDA representative in person. You may find it useful to speak with people who are receiving services or their family members. Your LIDDA representative can help you do so. Additionally, there are resources that provide information and help people with IDD and their family members.

HHS Complaint and Incident Intake

Information about reporting abuse, neglect and exploitation in IDD programs can be found here: hhs.texas.gov/services/your-rights/complaint-incident-intake
800-458-9858

Email: ciicomplaints@hhs.texas.gov

HHS Office of the Ombudsman

Information about reporting complaints can be found here:
hhs.texas.gov/services/your-rights/hhs-office-ombudsman
877-787-8999

[Click here to fill out an online form](https://heartbep-ext.hhs.state.tx.us/omdLandingPage) (heartbep-ext.hhs.state.tx.us/omdLandingPage)

Texas Protection and Advocacy Agency - Disability Rights Texas

Information about the protection and advocacy agency for people with disabilities in Texas can be found here: disabilityrightstx.org

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512-454-4816

800-252-9108