



IDD Interlocal Programs

Community Intake & Enrollment, In-Home Respite, Crisis Respite

Presented by:

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2025

IDD Intake Process



Call Integral Care Helpline (512-472-4357) to request an IDD Intake Appointment



Gather Records and Documentation in preparation for the 1st Intake Appointment



Attend 1st Intake Appointment with an Intake Service Coordinator



Complete the Determination of Intellectual Disability Appointment

Documents for Eligibility Determination

If seeking eligibility determination based on an **Intellectual Disability diagnosis**, these clinical records will be needed to support the DID assessment:

- ❑ Copies of previous psychological evaluations
- ❑ Any evaluations from school (*Full & Individual Evaluation and ARD meeting paperwork*)
- ❑ Determination of Intellectual Disability (DID) reports
- ❑ Neurological or genetic evaluations (*such as an evaluation from 'Specially for Children'*)
- ❑ Comprehensive Diagnosis & Evaluation (D&E)
- ❑ Any documentation referring to a diagnosis of intellectual disability

Documents for Eligibility Determination

If seeking eligibility determination based on a **Developmental Disability** (*i.e., Related Condition; e.g., Autism, Cerebral Palsy*) a physician's attestation that includes these elements will be needed to support the DID assessment:

- Diagnosis
- ICD-10 Code
- Age of Onset
- Physician's name and Signature

Program Funding

Integral Care received funding by the Travis County Interlocal in October 2021 to develop and implement three new programs: IDD Crisis Respite, IDD In-Home Respite and IDD Intake and Enrollment.

- **Funding by Program:**

Note: Travis County increased the funding in recent years to accommodate the salary increases made by the Integral Care in 2022.

- **Crisis Respite:** \$570,595
- **In-Home Respite:** \$296,247
- **Crisis Intake and Enrollment Coordination:** \$152,508

- **Program Goals:**

- **Crisis Intake and Enrollment Coordination** aims to decrease the time between the request for intake and access to Service Coordination as well as decrease the time between the release of an HCS slot and enrollment into the HCS program.
- **In-Home Respite** allows caregivers to have a break from caring for a person with an IDD diagnosis and provides the person with a break from the caregiver and skill building support.
- **Crisis Respite** provides therapeutic support in crisis residential settings and to people in their own home.

Program Layouts

- **Team Structures:**
 - Crisis Respite: 1 Supervisor, 1 Relief Crisis Respite Support Professional (**CRSP**), 6 Full-Time CRSPs
 - In-Home Respite: 1 Supervisor, 3 Respite Support Professionals (**RSP**)
 - Intake and Enrollment: 1 Supervisor, 1 Crisis Enrollment Coordinator; 1 Crisis Intake Coordinator
- **Competitive Salaries:**
 - Feb 2022: Minimum Wage Pay Increase
- **Staff Knowledge:**
 - Cross Trainings
 - Transitions from Crisis Respite to In-Home
 - Collaborative Referrals across Programs

Program Funding

Reducing Barriers:

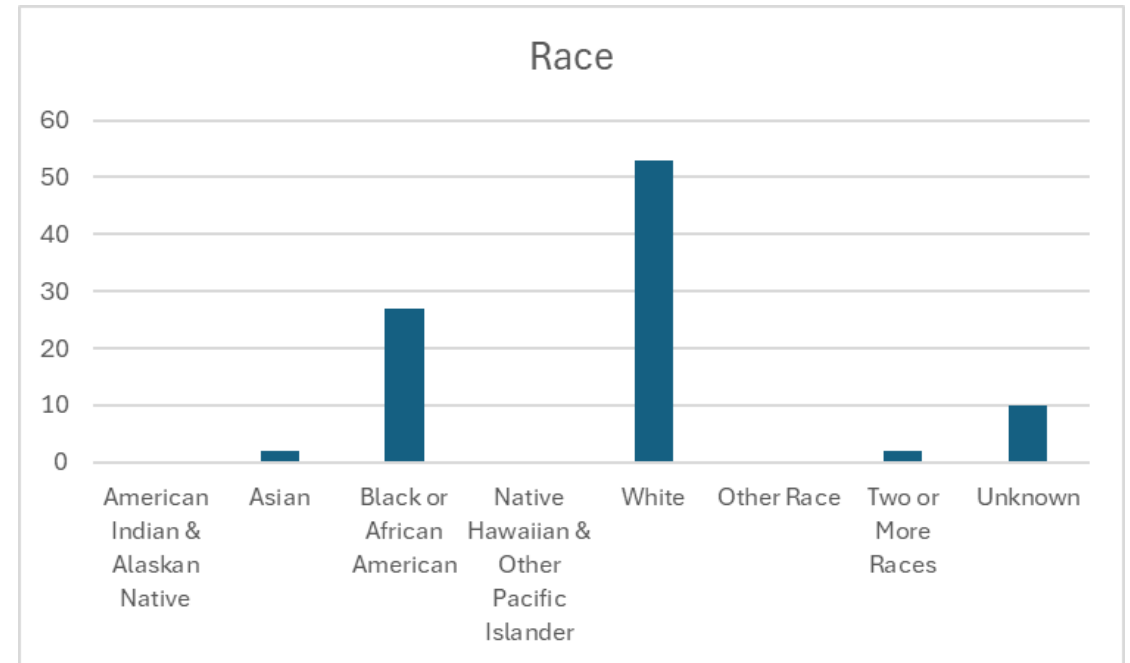
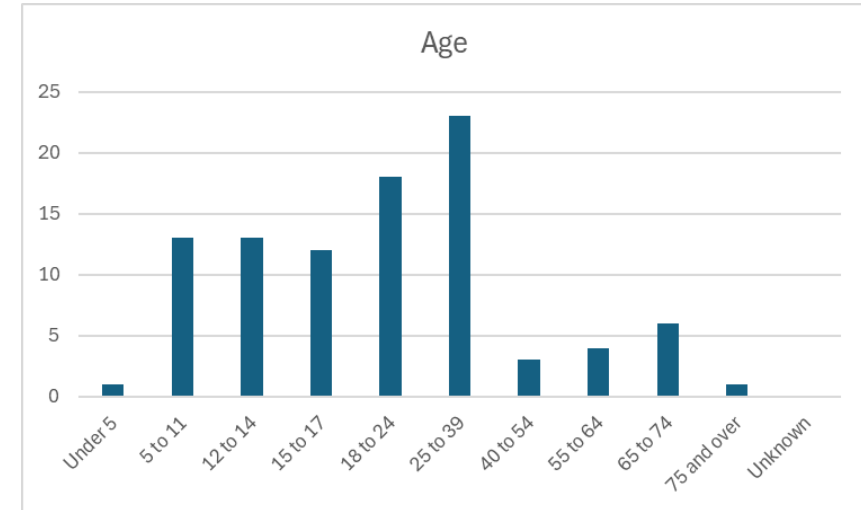
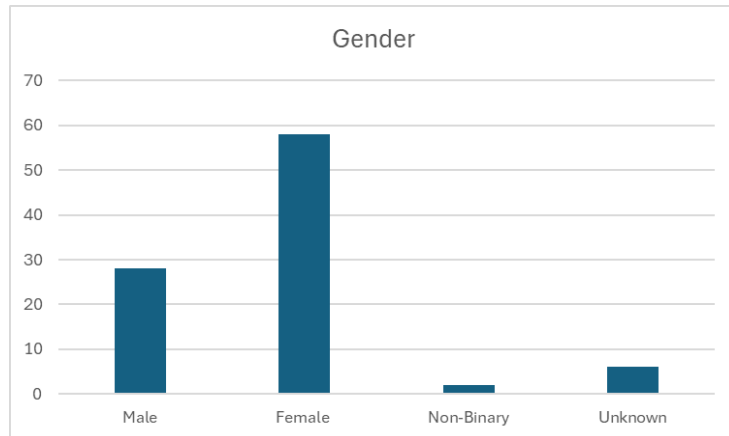
Intake and Enrollment

- Reduce barriers to accessing ongoing IDD services and supports, including scheduling and transportation barriers
- Provides an expedited path to the eligibility determination testing
- Provides intensive support through the lengthy intake and enrollment processes to decrease the time it takes to access services

Equitable Access - IDD Crisis Intake Coordination

Demographics FY24 Q1 – Q4:

- New Referrals = **94** people received support through the expedited IDD intake process



Program Successes: Crisis Intake & Enrollment Coordination

At a Glance:

- Total Number of People Supported thru the IDD Intake and Enrollment Process: **377 (FY22 – FY24)**
 - # of People Successfully Enrolled into HCS = **42 People Enrolled (FY22 – FY24)**
 - # of People who were Eligible for IDD Services and Completed the IDD Intake = **159 people (FY22 – FY24)**

A new expedited DID process was developed in collaboration with community and agency partners that allows people experiencing crises bypass the formal intake process and therefore complete testing and access services more quickly.

Established processes for improved communication and collaboration across the intake and enrollment continuum within the IDD Division to reduce barriers coordinating care and accessing services:

- **Intake Coordinator** <---> **Psychological Unit** <---> **Ongoing IDD Service Coordination Units**
- **Enrollment Coordinator** <---> **Enhanced Community Coordination** <---> **Ongoing HCS Service Coordination**

Crisis Intake and Enrollment Team



Program Funding

Reducing Barriers:

In-Home Respite

Our program is designed to remove barriers and provide meaningful, accessible support for families and caregivers in need

- **Expands Access to Essential Support:** provides in home and community-based respite services to ensure families receive the care they need, when and where they need it
- **Reduces Burnout & Strengthens Family Well-Being:** Helps prevent caregiver fatigue and crisis situations by offering timely relief and mental health support through respite and peer connection services
- **Serves All Families, Regardless of Location:** Delivers flexible, personalized respite care to families across Travis County, ensuring equitable access to these vital services.

In-Home Respite - Eligibility Requirements

- Actively enrolled in Integral Care IDD Services
- Reside in Travis County
- Live in own/family home with a caretaker
- Age 4+

Additional Support May Be Needed If:

- Medical Care Required
- Safety Concerns
- Caregivers Have Multiple Dependents

In-Home Respite – Accessing Services

- Online Interest Form
- Contact your Service Coordinator
- 72 Business Hour Response
- RSP-S will contact person or primary caregiver
- In-Home Respite Enrollment
- Schedule a Meet and Greet



Need help? Contact our Respite Supervisor: julie.fawcett@integralcare.org



Respite Interest Form

RESPITE INTEREST FORM

View the form in other languages:

[Español](#) | [Tiếng Việt](#) | [繁體中文](#) | [عربي](#) | [Tagalog](#) | [हिंदी](#)

Please fill out this form to the best of your ability for anyone you think may benefit from Respite. This form can take about 5 minutes to complete. Please note that Integral Care Staff will be in contact within 3 business days. This form will not allow earlier requests.

For Respite to be provided, the individual must meet the following requirements:

- Must have an intellectual and/or developmental disability diagnosis
- Be actively enrolled in Integral Care IDD Services
- Resident of Travis County
- Lives with family/caregiver in own home/family home
- Age 4 and up
- Respite Support Professionals are not able to provide medical care.

Please enter the date/time you want your appointment using the form below. We will contact you to confirm availability and to schedule. For individuals interested in accessing IDD Respite Services but are *not enrolled* in IDD Services, please contact our helpline 512-472-4357 to schedule an IDD Intake.

Respite Interest Form Submission *(Required)*

Are you the individual who will be receiving services?

- YES
 NO

SUBMIT

Peer Connection Services



IN-HOME RESPITE

NEW SERVICE!

Welcome to Peer Connection!

The **In-Home Respite Program** is excited to announce the launch of our new Peer Connection services! This service is intended to encourage individuals to build social connections and meet up with other respite clients in the community while being supported by their respite support professional. This service is optional and will not impact your ability to access respite appointments.

Important To Know

- A signed consent form is required to engage in this service
- Appointments are scheduled by the Respite Supervisor in collaboration with the families
- Activities are coordinated collaboratively with the respite team and families.
- Spaces are limited and scheduled based on availability

If you have questions about Peer Connection services, contact your Respite Support Professional or the In-Home Respite Supervisor at:

julie.fawcett@integralcare.org

[Request a Respite Appointment](#)

If you have concerns about our services or staff, please contact us at feedback@integralcare.org or at 512-440-4086.

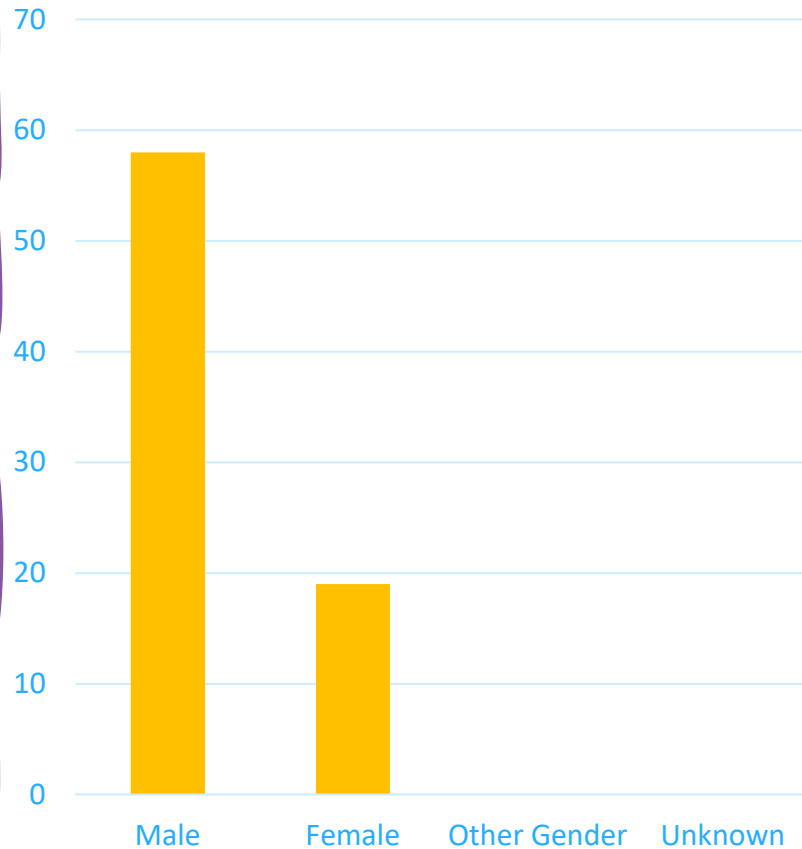


Equitable Access: IDD IN-HOME RESPITE

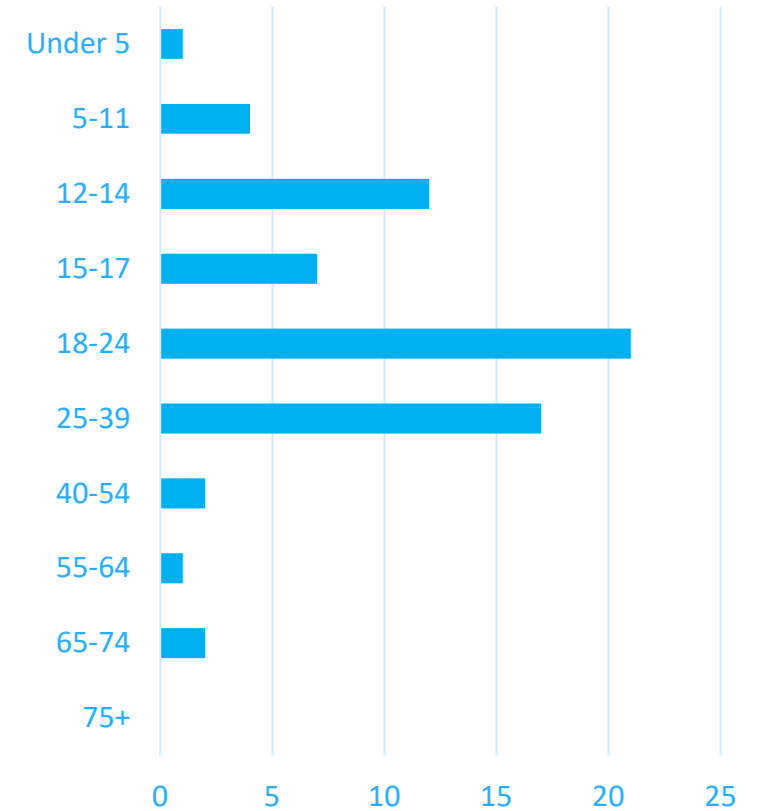
Demographics Fiscal Year 2024:

- New clients served: **77**
- Number of Successfully Completed Appointments: **227**

Gender



Age



In-Home Respite Program Successes

At a Glance Fiscal Year 2024:

- Number of successfully completed Respite appointments = **227**
- Number of new clients served= **77**

Fiscal Year 2025 Q1-Q2:

- Number of Successfully completed respite appointments: **163**
- Number of new clients served: **55**
- ***In-Home Respite Program is continuously exploring additional avenues to enhance our Services offerings. Our goal is to increase access, broaden the scope of engagement opportunities, and develop innovative ways to support our clients in leading fulfilling, connected lives.***

Enhancing Equitable Access

- Added Multiple Language Options to our interest form, ensuring more families can easily navigate and access our services.
- Optimized Interest Form to a mobile friendly format

Launch of Peer Connection Services

- Introduced structured social opportunities to foster meaningful connections among respite clients, promoting community integration and reducing isolation.

Expanding Service & Client Support

- Increased service availability through peer connection services to serve more clients, providing greater access to respite support.
- Strengthened community partnerships to offer more diverse engagement opportunities.

Improved Client Experience & Support Systems

- Developed a meet and greet model to provide families with detailed program guidance, assess support needs, and build rapport before respite services are provided.
- Restructured training for Respite Support Professionals, ensuring ongoing staff development and quality service provision.



In-Home Respite Caregiver Feedback



"I am truly grateful for these wonderful prepared services. Especially for those who literally have NO help and truly no family here."

"When the neurologist asked my son if he had any friends, [Client] immediately said his RSP. It was a very sweet moment since my son does not have many school friends and it showed the impact the respite workers have on their clients."

"Your Peer Connection services are a dream come true. Hearing about this service was the best birthday gift. We've been waiting for something like this for my daughter."

"My son loved his Peer Connection appointment! He was so excited to meet a new friend, and he keeps asking about his next peer connection."

In-Home Respite Team



Yvonne Marshall
Respite Support Professional
(RSP)



Matthew McClure
Respite Support Professional
(RSP)



Ragan Holder
Respite Support Professional
(RSP)

Program Funding

Reducing Barriers:

Crisis Respite

- **Able to serve Suspected IDD**
- **Assists with Crisis Prevention**
- **Assists with transition from Facility to Home**
- **Provides support to remain in Least Restrictive Treatment Setting**

Crisis Respite – Accessing Services

In-Home/Community Based:

- Ages 10+
- Confirmed OR Suspected IDD Diagnosis
- Currently or at risk of experiencing a mental health crisis
- Client must reside in Travis County in:
 - Their own home or family home
 - Group Home/ICF Home

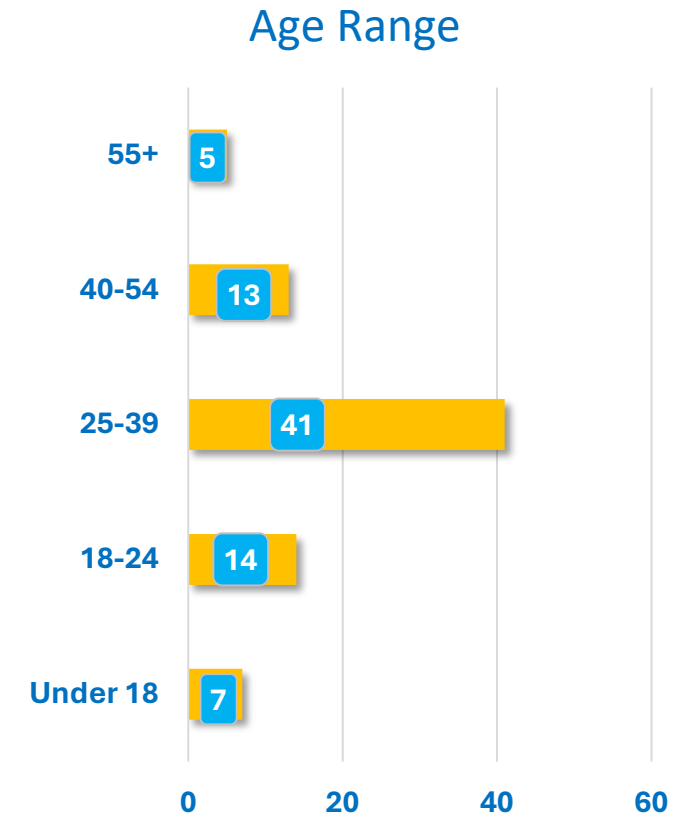
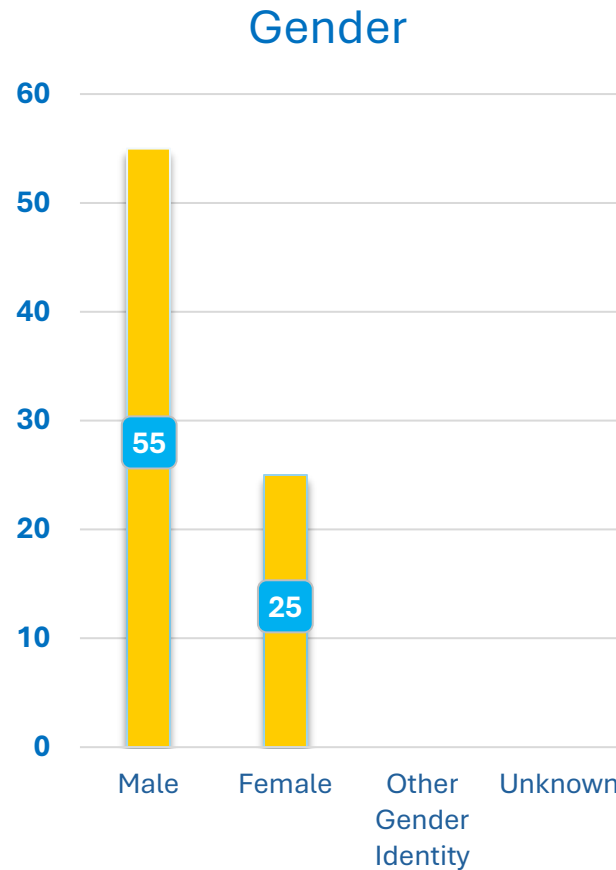
Facility Based:

- Ages 10+
- Confirmed OR Suspected IDD Diagnosis
- Currently or at risk of experiencing a mental health crisis
- Client must meet necessity requirements for Facility-Based IDD Crisis Respite (HHSC)

Equitable Access - IDD CRISIS RESPITE

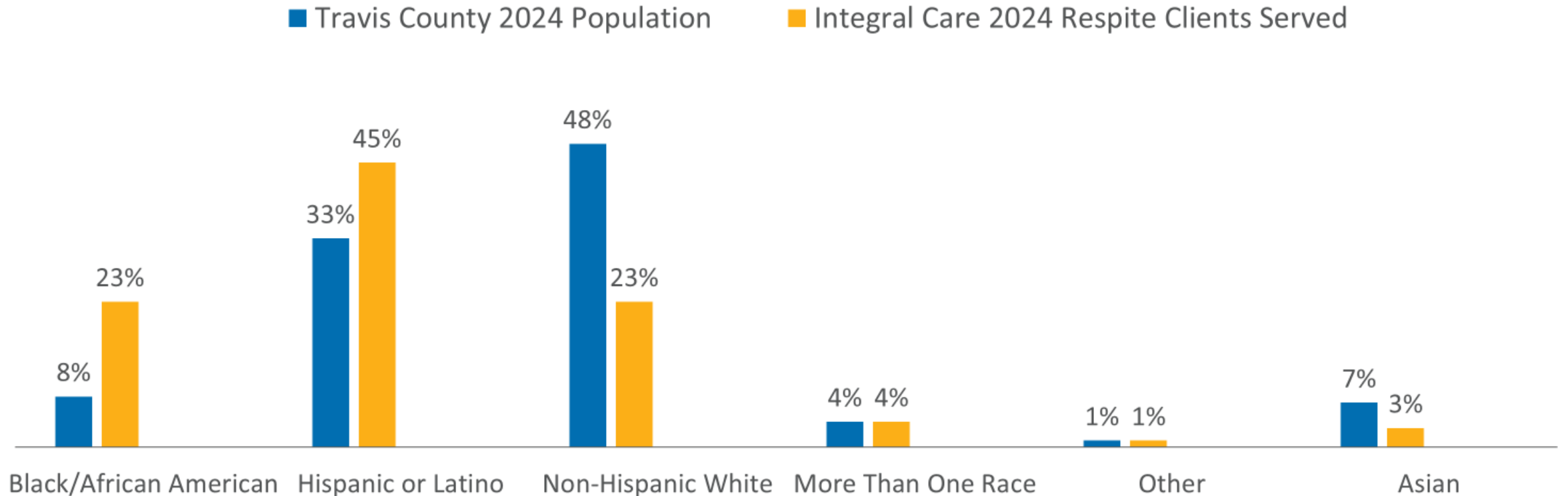
Demographics Served FY 24

- Total number individuals served: **80**
- Number of individuals experiencing homelessness: **20**



Race/Ethnicity Comparison: Travis County and Integral Care

Clients of color comprised 77% of individuals served by Integral Care Respite during Q1 & Q2 fiscal year 2024, with Hispanic/Latino and Black/African American clients represented at higher rates when compared to the overall demographic makeup of Travis County. Note that of the White population served, 23% are not of Hispanic/Latino origin.



Program Successes: Crisis Respite

At a Glance:

- Referrals (*both in-home and facility based*): **FY22 = 19; FY23 = 107; FY24 = 173**
- Unduplicated people served: **FY22 = 16; FY23 = 69; FY24 Q1-3 = 80**
- # of people served at an Integral Care Crisis Respite Unit: **97 people across all 4 CRUs (FY22-FY24)**
- Percentage of people served that did NOT require an Institutional Level of Care: **95% maintained their setting during and immediately after the crisis episode (FY22-FY24)**

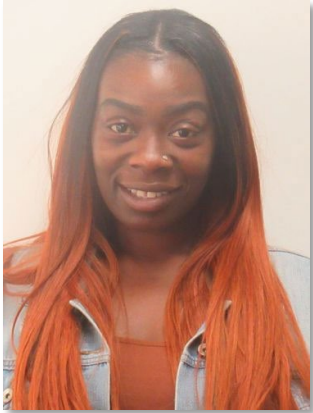
IDD Crisis Respite continues to explore new opportunities to support people with IDD experiencing crisis to reduce the risk of future crises, access needed services, and work towards identified goals, including:

- Helping people prepare for employment including applying for jobs, practicing interviewing skills, and drafting resumes
- Applying for state and federal benefits needed to access many ongoing services and supports
- Supporting people in a variety of settings including substance use treatment facilities, medical and psychiatric appointments, the Social Security Administration office, and in-patient medical and psychiatric facilities
- Provide skills training that is focused on promoting independence and self-advocacy

Crisis Respite Team



Gina Galvan



Johnisha Terry



Will Sullivan



Megan Byrd



Tabian Graham



John Christopher



Cross System Collaboration to Improve Quality of Care

Collaborations:

- **Intake & Enrollment:**
 - Integral Care 24/7 Call Center
 - Dept. Of Family and Protective Services
 - Austin State Hospital
 - Integral Care Crisis Teams
- **Crisis Respite:**
 - Integral Care Crisis Teams
 - Crisis Respite Units
 - Integral Care PES
 - Medical/Psychiatric Facilities
 - Utilization Management
- **In-Home Respite:**
 - Intake and Enrollment
 - Integral Care Crisis Teams
 - Service Coordination Teams
 - Community Resource Coordination Group

Service Delivery:

- **Intake & Enrollment:**
 - Provide intensive and expedited support to people experiencing crisis thru the intake and enrollment process
 - Reduce risk of crisis by connecting people to services they may not have had access to previously
- **Crisis Respite:**
 - Barriers encountered accessing Crisis Respite for people with IDD
 - Facility and In-Home Supports
- **In-Home Respite:**
 - Supplements Contracted or Waiver Respite
 - Community and In-Home Respite Support



Moving Forward:

In Home Respite

- Continued outreach to eligible families and focus on developing community partnerships
- Expand services for social opportunities that encourage independence, community participation, and peer-to-peer connections
- Continue to explore equitable access strategies

Intake and Enrollment

- Increase collaboration with community partners, including school districts and agencies that serve children, to develop efficient referral processes
- Utilize IDD division reports to identify clients at risk of losing placement due to crisis and who may require an HCS diversion application to prevent institutionalization

Crisis Respite

- Maintain SOAR certification to assist clients apply for benefits and connect to services
- Utilize agency and IDD division reports to identify clients experiencing, or at risk of experiencing, crisis to proactively support access to respite services
- Increase collaboration with community partners to develop efficient referral processes
- Plan to expand support to new children's crisis respite facility serving ages 13-17

Questions
Comments
Feedback

*Thank you for your time and
attendance*



Contacts:

Intake and Enrollment

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In-Home Respite

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Crisis Respite

Kyla Daniel - kyla.Daniel@integralcare.org

