



Participant Handbook

Home and
Community-Based Services
Adult Mental Health



TEXAS
Health and Human
Services



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Texas Health and Human Services
Attn: HCBS-AMH Program
P.O. Box 149347, Mail Code 2012
Austin, Texas 78714-9347

dshs.state.tx.us/mhsa/hcbs-amh



About the Program

Home and Community-Based Services - Adult Mental Health is a program to help you live in the community you choose. Specifically, we help people are working toward long-term recovery from mental illness. There is no time limit on services. You can use them for as long as you need them.

You and your legally authorized representative (the person who helps you make important decisions) will work together to choose a recovery manager and a provider agency. They will help you get services you need to make good choices about everyday life. This will help you get your life on track.

The recovery manager will help you create a recovery plan. A recovery plan helps you focus on your life goals to help you recover in your community. To plan ahead, your recovery plan may be created while you are in the hospital.

Your Recovery

Recovery helps you improve your health and wellness, live a self-directed life and strive to reach your full potential. In this case, recovery means taking steps to improve day-to-day living with a mental illness or

addiction. For many of us that live with a mental illness or an addiction, recovery is a long road.

You can feel more in control of your recovery and work toward improving your life through this program. You may want to get a job, move to your own apartment or make new friends. There are many routes in recovery and your recovery team will be there to help you every day.

The approach the program uses may feel different from how you are used to doing things. You may not be used to questions like, “What do you want to work on?” or “What’s really important to you?” It may even feel overwhelming, or you may have other emotional responses. Take it at your own pace.

Your Choices

If you sign-up for this program, you will have many choices to make.



Choose Professionals to Help

- You have a choice of recovery managers available in your community. Your recovery manager will help you with your goals. They will also help you choose services that are right for you and keep track of all those services. They will work with other

groups to get you the services you need as part of your recovery plan.

- You have a choice of provider agencies available in your community. Your provider agency will provide the services in the program that you need.



Choose a Safe Place to Live

We want you have the same rights and responsibilities as anyone else in the community.

- You can speak with your recovery manager about choosing the best place to live. Your recovery manager will also help you choose a location that meets the requirements to participate in the program.
- You can live in:
 - ▶ Your own home or apartment
 - ▶ Your family or friend’s home
 - ▶ Your provider’s group home
 - ▶ Assisted living



Choose a Recovery Support Team

Your recovery support team is made up of people who are important to you and will help you with your recovery plan. Think about who you might invite join the team. You can meet on a regular basis or just when you need to update the plan.

- It may be easy or hard to think of the right people. Your recovery manager can help you take a look at who is important to you, who you trust and who will support you.
- You have the right to invite anyone you would like to. You may include professionals like doctors or therapists as well as friends or family members.
- When you meet with your Recovery Support Team:
 - ▶ Think about your priorities and goals before the meeting.
 - ▶ Ask for the kind of support that is best for you.
 - ▶ Speak up and share your ideas and needs with your team!
 - ▶ Think about your own responsibilities as you work toward your goals.
 - ▶ Bring up anything you think is important to you and what you want out of your life.
 - ▶ Discuss ways to reach your goals. Think about your goals for taking care of your mental health, personal goals and your job goals. Remember to include goals for your social life and any educational and housing goals.



Your Individual Recovery Plan

Your Individual Recovery Plan will include steps to reach your goals.

- Your recovery manager will put your ideas in writing. This will be a large part of your Individual Recovery Plan.
- You should review the written plan with your recovery manager. Then, share it with your legally authorized representative (the person who helps you make important decisions) to make sure you understand it. Ask questions if you don't understand any part of your plan.
- You should sign the plan and ask for a copy. Keep it in a safe place with all of your other important papers.
- Follow your plan closely. Do what you promised to do for yourself and take steps to take charge of your life.

Your Responsibilities

By enrolling in the program you agree to:

- Participate in the program.
- Meet with your recovery manager and other HCBS-AMH service providers.
- Participate in creating and completing your Individual Recovery Plan.

- Work on the life goals in your Individual Recovery Plan to live more independently.
- Speak with your recovery manager if you have any problems with services.
- Take your medication exactly as your doctor told you to, for safety reasons. Tell your nurse or recovery manager if you think you need to change your medications.
- Live in a residence that lets you participate in the HCBS-AMH program.
- Notify your recovery manager before you plan to move somewhere else so you can remain in the program.
- Care for yourself and get extra help if you need it from your recovery manager, recovery support team, friends or family.
- Allow our staff and providers to access to your health information.

You should also understand:

- If you go to a nursing home, hospital or prison for more than six months, you may be discharged from the HCBS-AMH program.
- If you are discharged, you will have to reapply to the program and start the process from the beginning.

- If you do not want to participate in HCBS-AMH services, you may be discharged or suspended from the program.



Services We Offer

These services are designed to help you during recovery.

- **Residential services** help with daily living — bathing, dressing, chores, walking or moving around, and planning or cooking meals. We'll even help find ways to get you where you need to go and help you get involved with things you like to do.
- **Rehabilitation services** train you on different skills so you can be successful and more independent.
- **Employment services** help you find a job of your choice in your community.
- **Small home improvements and minor home modifications** help with physical changes you need at home to be safe.
- **Home-delivered meals** are healthy meals delivered to your home.
- **Transition assistance** helps with buying needed items for your new home like dishes, sheets and furniture. We may also help with money deposits like rent or electricity for your new place.

- **Adaptive aids** are helps you function in your own home and be safe and healthy.
- **Transportation services** help get you to program services and other places you need to go.
- **Community psychiatric supports and treatment** are meetings with a therapist to help you reach your goals.
- **Peer support** includes meetings with someone who is also in recovery and understands first-hand what you might be going through. They can help you with stress, problem solving and staying hopeful so you can reach your recovery goals.
- **Respite care** provides short-term help and relief for your family if they provide care for you.
- **Substance use disorder services** includes meetings to help you deal with drug addiction.
- **Nursing services** will help you with questions about medicines. A nurse will also help with long-term health problems you may have.
- **Recovery management** helps you plan your recovery. This includes helping you get services in this program and finding other tools as well as services in the community. They will also help you solve problems and make good choices.



Discharge from the HCBS-AMH Program

Life happens. There are reasons you may choose to leave this program. Or, you may be discharged from this program. Your recovery manager will work with you if this happens to make sure you have the services you need before your last day of the program.



Suspension from the HCBS-AMH Program

Suspension means your services are put on hold for a period of time. There are several reasons you may have your services put on hold or choose to stop your services for a period of time. Suspension of services can last up to 180 days. Your recovery manager will work with you to let you know what to expect.

Transfer to a Different Recovery Manager or HCBS-AMH Provider

There are many reasons you may want to choose a different recovery manager or provider agency. The recovery manager will help you with the program procedures during this process.

Your Rights While in the HCBS-AMH Program

One of the important parts of your own recovery is knowing your rights. Just like knowing the rules of the road when driving, knowing your rights can make you feel more confident. You should speak up for yourself if you feel a right has been violated. Ask for what you need. It's very important for you to know the information in the "Handbook of Consumer Rights."

You have the rights that any other person living in the community enjoys. Some of the rights about your mental health are:

- The right to be treated with dignity and respect.
- The right to privacy and confidentiality (keeping all of your information private).
- The right to get your medical record.
- The right to develop and have a copy of your Individual Recovery Plan (you take part in making sure it meets your needs and helps you meet your goals).
- The right to being fully informed about medications, treatments and medical procedures (how and why things are done).

You also have the right to make a complaint if you feel your rights have been violated by a provider or if you disagree with the way things are being done in your case. You can make a complaint if:

- You think your rights have not been respected.
- You feel you are not getting the services you need.
- Your program benefits have been cut, reduced, suspended or if you have stopped receiving benefits.

If you have Medicaid, you can also ask for a Medicaid Fair Hearing. You have to ask for a Medicaid Fair Hearing within 90 days. You should continue to get program services and benefits if you make a complaint or while you are waiting for a Medicaid Fair Hearing.

You can write a complaint letter and send it to:

Civil Rights Office

Texas Health and Human Services Commission
701 W. 51st Street, MC W206
Austin, Texas 78751

Phone: 888-388-6332 or 512-438-4313

Fax: 512-438-5885

HHSCivilRightsOffice@hhsc.state.tx.us

Complaints can take a long time to process. However, if nothing has been done about your complaint, you

can contact the Health and Human Services Office of the Ombudsman. They can look into your original complaint.

To reach the Office of the Ombudsman, call them or write another complaint letter and either mail, fax or email the letter.

Texas Health and Human Services Commission

Office of the Ombudsman

Mail Code: H-700

P.O. Box 85200

Austin, TX 78708

877-787-8999

Fax: 512-706-7130 *(not toll free)*

contact@hhsc.state.tx.us

Remember, complaints do not have to include your name. We do our best to handle all complaints as fast as possible to make sure you are taken care of.

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 listed on your crisis plan.
- Call the Crisis Hotline at 800-316-9241.
- Go to the nearest hospital emergency room.


You can always call 911 for any kind of emergency.

Emergency Planning

It's important to plan ahead for those times when you might not be able to make decisions for yourself. That is why it is a good idea to have something called an Advance Directive or Declaration for Mental Health Treatment. These are legal papers that lay out what you want if certain things happen:

- What kind of medications would you want to take or avoid?
- What kind of treatments work best for you?
- Whom do you want to speak for you legally and make decisions for you if you can't make them on your own?

More information about advance directives can be found at hhs.texas.gov/laws-regulations/forms/advance-directives



More information about the Declaration for Mental Health Treatment can be found at hhs.texas.gov/laws-regulations/forms/miscellaneous/form-dmht-declaration-mental-health-treatment

A mental health crisis can happen without warning. It can even happen when you have followed everything on your Individual Recovery Plan. Your recovery team will help you plan for something like this. This plan will help you be aware of warning signs, strategies and resources during a crisis.



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