



**Gulf Bend Center**  
**Intellectual and Developmental Disabilities**  
**Local Provider Network Development Plan**

**Fiscal Years 2024-2025**

## I. PURPOSE AND SCOPE OF THE IDD LOCAL PROVIDER NETWORK DEVELOPMENT PLAN

The focus of our Intellectual Developmental Disabilities (IDD) Program is to assist individuals and their families in choosing and accessing quality services and supports that best meet their needs and requests. Our IDD Program accomplishes this by helping individuals with IDD reach their full potential through meaningful connections.

## II. OUR MISSION, OUR CULTURE & OUR VISION



## III. OUR CORE VALUES

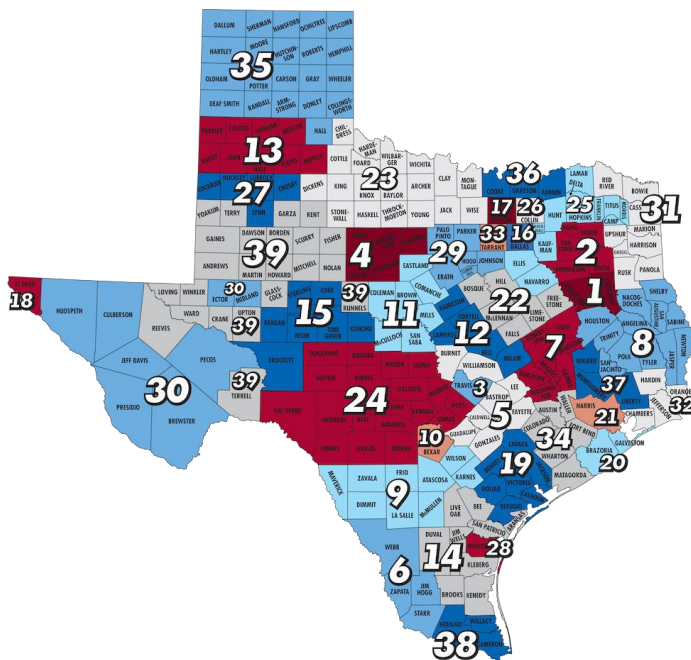


#### IV. OUR HISTORY AND SERVICE AREA DEMOGRAPHICS:

Gulf Bend Center was created under the Texas Mental Health and Mental Retardation Act of 1965, which established a statewide system of locally, governed public community mental health and intellectual & developmental disability centers. In 1970, after considerable research and planning by community and state leaders, the Center opened its doors to the people of Calhoun, DeWitt, Goliad, Jackson, Refugio, and Victoria counties. In 1974, Lavaca County joined the local service area.

The Center serves a seven-county catchment area in the Coastal Bend region of south-central Texas. Spreading 6,336 square miles, all counties in this area are considered rural populations. The counties served include:

- Calhoun
- DeWitt
- Goliad
- Jackson
- Lavaca
- Refugio
- Victoria



According to the most recent U.S. Census Bureau, the following table outlines the population size, total square miles, percentage of persons under 18, percentage of persons 65 and over, race percentages of

Hispanics and Whites, percentage of individuals with disabilities under 65 and the percent of those in poverty per county served.

<https://www.census.gov/quickfacts/geo/dashboard>

County	Population	Square Miles	Persons under 18	Persons 65 and over	Hispanic or Latino	White	With disability under 65	In poverty
Victoria	91065	882.11	24.9	17.0	49.3	42.4	10.3	16.2
Calhoun	19706	506.94	23.1	19.6	50.5	40.8	11.6	14.6
Jackson	15142	829.44	25.4	20.0	34.5	56.6	11.5	13.5
DeWitt	19772	908.98	22.9	19.9	37.0	53.5	10.3	17.1
Lavaca	20589	969.71	23.5	23.7	20.5	71.9	8.7	12.4
Refugio	6632	770.48	22.2	21.9	52.6	39.4	15.0	15.5
Goliad	7131	852.01	20.3	24.6	35.4	58.0	9.0	14.7

A research study conducted by the Texas Workforce Investment Council focused on demographic characteristics of the population of individuals with disabilities in Texas. This report was updated in 2022, ranking Texas as having the second largest number of individuals with disabilities amongst all the states. The data collected in the table below summarizes the total number of individuals with disabilities per county served by Gulf Bend Center, as well as a breakdown by type of disability.

<https://gov.texas.gov/uploads/files/organization/twic/People-With-Disabilities-2024.pdf>

**Table 42: LWDA 19 Golden Crescent—Individuals with Disabilities by County, 2022**

County	Population	Individuals with Disabilities	Disabilities					
			Ambulatory	Cognitive	Hearing	Ind. Living	Self-Care	Vision
Calhoun	20,111	3,326	1,670	1,202	1,117	1,048	576	735
DeWitt	19,942	3,170	1,556	1,065	973	1,286	669	595
Goliad	7,053	1,121	550	377	344	455	237	210
Gonzales	19,770	3,143	1,541	1,056	965	1,275	664	590
Jackson	15,077	2,397	1,175	806	735	972	506	450
Lavaca	20,459	3,252	1,595	1,093	998	1,320	687	611
Victoria	91,341	15,104	7,587	5,460	5,073	4,759	2,615	3,338
<b>Golden Crescent Total</b>	<b>193,753</b>	<b>31,513</b>	<b>15,674</b>	<b>11,059</b>	<b>10,205</b>	<b>11,115</b>	<b>5,954</b>	<b>6,529</b>

The Texas Workforce Investment Council also highlighted statistical information on the estimated labor force participants with disabilities employed in Gulf Bend Center's 7-county catchment area. With the Texas Health and Human Services (HHS) Employment First initiative, individuals with disabilities have the opportunity to gain and maintain meaningful employment services in the Texas Workforce System through employers that recognize and support integrated competitive employment opportunities. The

strategic plan for the Texas Workforce System is to increase employment outcomes for populations with disabilities.

**Table 70: LWDA 19 Golden Crescent–Labor Force Participants with Disabilities by County, 2022**

County	Disabilities			
	Ages 16 and Older	Labor Force Participants		
		Total	Employed	Unemployed
Calhoun	3,011	856	788	68
DeWitt	2,979	668	608	61
Goliad	1,053	237	215	21
Gonzales	2,953	663	603	60
Jackson	2,252	506	459	46
Lavaca	3,057	686	623	63
Victoria	13,675	3,889	3,578	310
<b>Golden Crescent Total</b>	<b>28,980</b>	<b>7,505</b>	<b>6,874</b>	<b>629</b>

On a broader scale, the Texas Workforce completed a 2024 Update on People with Disabilities: A Texas Profile which reflected a growing number of individuals with disabilities living longer lives. Older Texans now make up the largest percentage of individuals with disabilities.

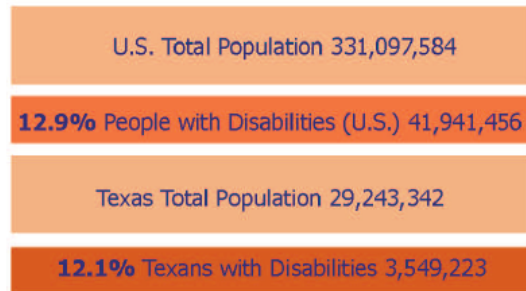
<https://gov.texas.gov/uploads/files/organization/twic/Disabilities-Summary.pdf>

# People with Disabilities: A Texas Profile

## 2024 Update

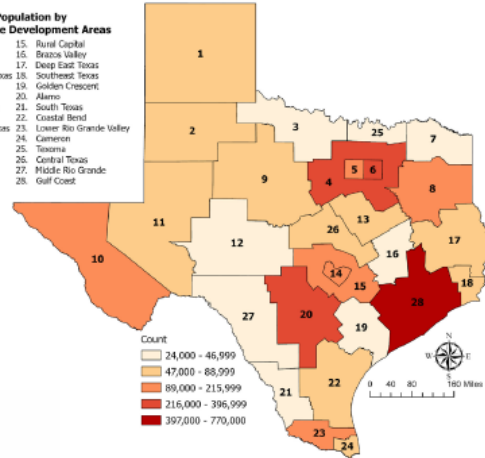
Demographic characteristics of individuals with disabilities can help system partners serve this population with abilities that can translate into innovative thinking and alternative approaches to business challenges.

### Demographic Characteristics

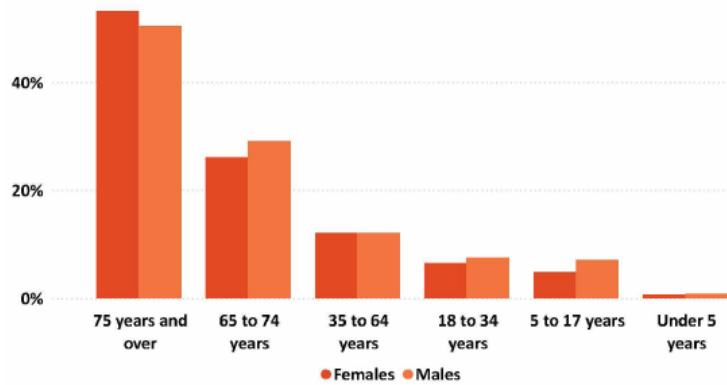


Total Population by Local Workforce Development Areas

1. Panhandle
2. South Plains
3. North Texas
4. North Central Texas
5. Tarrant County
6. Greater Dallas
7. Northeast Texas
8. East Texas
9. West Central Texas
10. Borderplex
11. Permian Basin
12. Concho Valley
13. Heart of Texas
14. Capital Area
15. Rural Capital
16. Brazos Valley
17. Deep East Texas
18. Southeast Texas
19. Golden Crescent
20. Alamo
21. South Texas
22. Coastal Bend
23. Lower Rio Grande Valley
24. Cameron
25. Texasoma
26. Central Texas
27. Middle Rio Grande
28. Gulf Coast



### Age and Gender

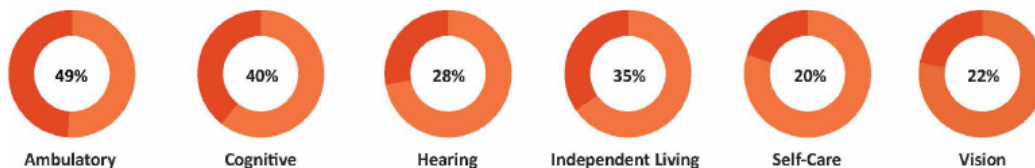


The Houston metro area and surrounding Gulf Coast area counties show the most significant number, at over 760,000 Texans with disabilities. Others include the San Antonio-New Braunfels, Austin-Round Rock, and Dallas-Forth Worth metro areas.

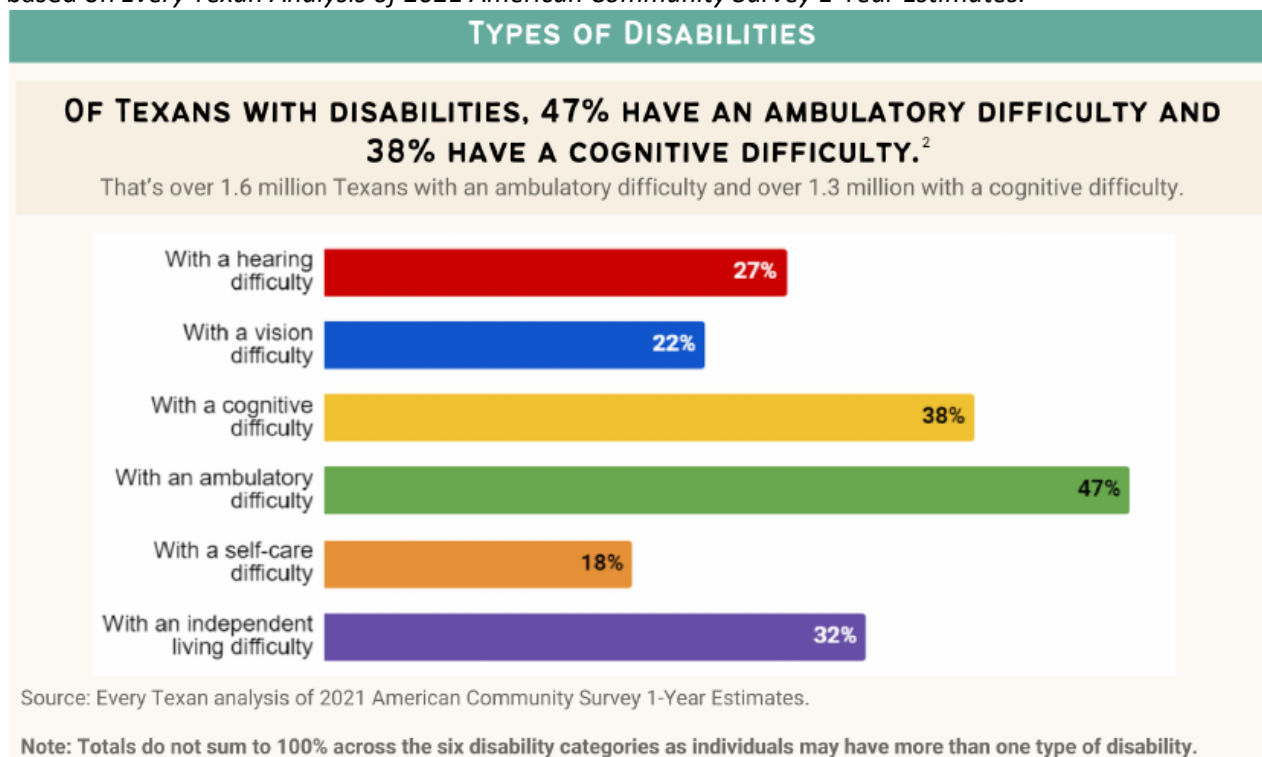
Older Texans make up the largest percentage of individuals with disabilities.

The six disability categories are not mutually exclusive. This means that one person may claim multiple disability types.

### Disability Type



Texans with Disabilities provided a Data Brief, highlighting percentages for different types of disabilities based on *Every Texan Analysis of 2021 American Community Survey 1-Year Estimates*.



## V. AUTHORITY FUNCTIONS AND TARGET POPULATIONS

Gulf Bend Center is the designated Local IDD Authority (LIDDA) by Texas Health and Human Services Commission (HHSC) responsible for local planning, policy development, coordination of services with other agencies and network providers, resource development, resource allocation, and oversight of IDD services. Additional LIDDA functions include: screening and eligibility determination; intake activities and providing an explanation of IDD services and supports; service coordination/habilitation coordination and monitoring; maintaining the HCS/TxHmL Interest List; enrollment in Medicaid programs; permanency planning; ensuring the provision of crisis respite; and providing crisis services through a Crisis Intervention Specialist.

As the LIDDA, Gulf Bend Center supervises and ensures the provision of IDD services to the following individuals located within the local service area:

### LIDDA Priority Population

The IDD priority population consists of:

- Persons with an Intellectual Disability, as defined by Texas Health and Safety Code 591.003;
- A person with autism spectrum disorder, as defined in the Diagnostic and Statistical Manual of Mental Disorders;



- A person with a related condition who is eligible for, and enrolling in services in an ICF/IID Program, Home, and Community-based Services (HCS) Program, or Texas Home Living (TxHmL) Program;
- Nursing facility residents who are eligible for specialized services for IDD or a related condition pursuant to Section 1919€(7) of the Social Security Act;
- Children who are eligible for Early Childhood Intervention services through the System Agency;
- A person diagnosed by an authorized provider as having a pervasive developmental disorder through a diagnostic assessment completed before November 15, 2015.

#### Service Population Prioritization

Since resources are insufficient to meet the service needs of every consumer in the IDD priority population, services are provided to meet the most intense needs first. Intense needs are determined as follows:

- An individual is in danger or at risk of losing his or her support system, especially the living arrangement or support needs to maintain staff;
- An individual is at risk of abuse or neglect;
- An individual's basic health and safety needs are not being met through current supports;
- An individual is at risk for functional loss without intervention, preventive or maintenance services; or
- An individual demonstrates repeated criminal behavior.

#### Description of IDD Services

IDD services provided by Gulf Bend Center include the following:

<b>SERVICE CATEGORY</b>	<b>DESCRIPTION -- Additional requirements are contained in the Service Definition Manual</b>	<b>Required / Optional</b>
Screening (a service that is an authority function that may be subcontracted)	Gathering information to determine a need for services. This service is performed face-to-face or by telephone contact with persons. Screening includes the process of documenting individuals' initial and updated preferences for services and the LIDDA's biennial contact of individuals on the Home and Community-based Services ("HCS") Interest List and the Texas Home Living ("TxHmL") Interest List. The service does not include providing information and referrals.	Required
Eligibility Determination (a service that is an authority function that may be subcontracted)	An interview and assessment or an endorsement conducted in accordance with Tex. Health and Safety Code, §593.005, and 40 Tex. Admin. Code Chapter 5, Subchapter D to determine if an individual has an intellectual disability or is a member of the Intellectual and Developmental Disability ("IDD") priority population.	Required  This meets the requirements of Tex. Health and Safety Code §534.053(a)(3).
* Service Coordination (a service that is an authority function that may NOT be subcontracted)	Assistance in accessing medical, social, educational, and other appropriate services and supports that will help an individual achieve a quality of life and community participation acceptable to the individual as described in the plan of services and supports. Service coordination functions are: <ul style="list-style-type: none"> <li>▪ assessment — identifying the individual's needs and the services and supports that address those needs as they relate to the nature of the individual's presenting problem and disability;</li> <li>▪ service planning and coordination — identifying, arranging, advocating, collaborating with</li> </ul>	Required  This meets the requirements of Tex. Health and Safety Code §534.053(a)(4)(5).



SERVICE CATEGORY	DESCRIPTION -- Additional requirements are contained in the Service Definition Manual	Required / Optional
	<p>other agencies, and linking for the delivery of outcome-focused services and supports that address the individual's needs and desires;</p> <ul style="list-style-type: none"> <li>▪ monitoring — ensuring the individual receives needed services, evaluating the effectiveness and adequacy of services, and determining if identified outcomes are meeting the individual's needs and desires; and</li> <li>▪ crisis prevention and management — linking and assisting the individual to secure services and supports that will prevent or manage a crisis.</li> </ul> <p>The plan of services and supports is based on a person-directed process that is consistent with the [HHSC] <i>Person Directed Planning Guidelines</i> and describes:</p> <ul style="list-style-type: none"> <li>▪ the individual's desired outcomes; and</li> <li>▪ the services and supports, including service coordination services, to be provided to the individual, with specifics concerning frequency and duration.</li> </ul>	
SERVICE CATEGORY	DESCRIPTION -- Additional requirements are contained in the Service Definition Manual	Required / Optional
	<p>This service category includes the following:</p> <p><b>A. Basic Service Coordination:</b> Service Coordination performed in accordance with 40 Tex. Admin. Code Chapter 2, Subchapter L.</p> <p><b>B. Continuity of Services:</b> Activities performed in accordance with:</p> <ul style="list-style-type: none"> <li>▪ 40 Tex. Admin. Code Chapter 2, Subchapter F, for an individual residing in a State Supported Living Center whose movement to the community is being planned or for an individual who formerly resided in a state facility and is on community-placement status, or</li> <li>▪ Section 2.8.4 of the Statement of Work to this Contract for an individual enrolled in the Intermediate Care Facility for Individuals with an Intellectual Disability or Related Condition (“ICF/IID”) Program to maintain the individual’s placement or to develop another placement for the individual.</li> </ul> <p><b>C. Service Authorization and Monitoring:</b> Services provided to an individual who is assessed as having a single need (provision of this service counts toward Total Served if the individual is receiving no other general revenue-funded IDD service).</p> <p><b>D. Service Coordination – HCS or TxHmL Program</b> Service Coordination for individuals enrolled in the HCS Program or TxHmL Program in accordance with 40 Tex. Admin. Code Chapter 9, Subchapter D or Subchapter N.</p>	
SERVICE CATEGORY	DESCRIPTION -- Additional requirements are contained in the Service Definition Manual	Required / Optional
Habilitation Coordination	Assistance for a designated resident residing in a nursing facility (“NF”) to access appropriate specialized services necessary to achieve a quality of life and level of community participation acceptable to the designated resident and legally authorized representative (“LAR”) on the designated resident's behalf	<p>Required</p> <p>This meets the definition from 26 Tex. Admin. Code Ch. 303, Subchapter A, §303.102, (20)</p>
*IDD Community Services (provider services that may be subcontracted)	<p>Services provided to assist an individual to participate in age-appropriate community activities and services. The type, frequency, and duration of services are specified in the individual’s plan of services and supports.</p> <p>This service category includes:</p>	

SERVICE CATEGORY	DESCRIPTION -- Additional requirements are contained in the Service Definition Manual	Required / Optional
	<input type="checkbox"/> <b>Community Support:</b> Individualized activities that are consistent with the individual's plan of services and supports and provided in the individual's home and at community locations (e.g., libraries and stores). Supports include: <ul style="list-style-type: none"> <li>habilitation and support activities that foster improvement of, or facilitate, an individual's ability to perform functional living skills and other daily living activities;</li> <li>activities for the individual's family that help preserve the family unit and prevent or limit out-of-home placement of the individual;</li> <li>transportation for an individual between home and the individual's community employment site or day habilitation site; and</li> <li>transportation to facilitate the individual's employment opportunities and participation in community activities.</li> </ul>	Optional
	<input type="checkbox"/> <b>Respite:</b> Planned or emergency short-term relief services provided to the individual's unpaid caregiver when the caregiver is temporarily unavailable to provide supports. This service provides an individual with personal assistance in daily living activities (e.g., grooming, eating, bathing, dressing and personal hygiene) and functional living tasks. The service includes assistance with: planning and preparing meals; transportation or assistance in securing transportation; assistance with ambulating and mobility; reinforcement of behavioral support or specialized therapies activities; assistance with medications and the performance of tasks delegated by a Registered Nurse ("RN") in accordance with state law; and supervision of the individual's safety and security. The service also includes habilitation activities, use of natural supports and typical community services available to all people, social interaction and participation in leisure activities, and assistance in developing socially valued behaviors and daily living and functional living skills.	Required  This meets the requirements of Tex. Health and Safety Code §534.053(a)(4).
	<input type="checkbox"/> <b>Behavioral Support:</b> Specialized interventions by professionals with required credentials to assist an individual to increase adaptive behaviors and to replace or modify maladaptive behavior that prevent or interfere with the individual's inclusion in home and family life or community life. Support includes: <ul style="list-style-type: none"> <li>assessing and analyzing assessment findings so that an appropriate behavior support plan may be designed;</li> <li>developing an individualized behavior support plan consistent with the outcomes identified in the individual's plan of services and supports;</li> <li>training and consulting with family members or other providers and, as appropriate, the individual;</li> <li>and monitoring and evaluating the success of the behavioral support plan and modifying the plan as necessary.</li> </ul>	Optional*†
SERVICE CATEGORY	DESCRIPTION -- Additional requirements are contained in the Service Definition Manual	Required / Optional
	<input type="checkbox"/> <b>Independent Living Skills Training:</b> Individualized activities that are consistent with the individual service plan and provided in a person's residence and at community locations (e.g. libraries and stores). Supports include: <ul style="list-style-type: none"> <li>habilitation and support activities that foster improvement of, or facilitate, the person's ability to perform functional living skills and other daily living activities;</li> <li>activities for the person's family that help preserve the family unit and prevent or limit out-of-home placement of the person; and</li> <li>transportation to facilitate the person's employment opportunities and participation in community activities, and between the person's residence and day habilitation site.</li> </ul>	Required by contract for Nursing Facility Residents only†
Crisis Intervention Services	<input type="checkbox"/> <b>Lead Crisis Intervention Specialist:</b> In accordance with the Crisis Intervention Specialist section: <ul style="list-style-type: none"> <li>Provides information about IDD programs and services; collaborates with LIDDA staff and Transition Support Team members to identify individuals with IDD in the LIDDA's local service area who are at risk of requiring crisis services.</li> </ul>	Required by contract

Crisis Respite	<input type="checkbox"/> <b>Crisis Respite – Out-of-Home:</b> Therapeutic support provided in a safe environment with staff on-site providing 24-hour supervision to an individual who is demonstrating a crisis that cannot be stabilized in a less intensive setting. Out of home respite is provided in a setting for which the state provides oversight (for example, an Intermediate Care Facility (“ICF”), a HCS group home, a Department of State Health Services -authorized crisis respite facility or crisis residential facility).	Required by contract
	<input type="checkbox"/> <b>Crisis Respite – In-Home:</b> Therapeutic support provided to an individual, who is demonstrating a crisis, in the individual’s home when it is deemed clinically appropriate for the individual to remain in his/her natural environment and it is anticipated the crisis can be stabilized within a continuous 72-hour period.	

## VI. LOCAL PLANNING PROCESS

Gulf Bend Center’s local planning process involves meaningful and strategic reviews of center-wide performance, community needs, stakeholder input and budget analysis to develop a set of initiatives which guide the center’s priorities. A Needs Assessment is done every 3 years to assist in assessing the services and needs of the seven surrounding communities. Planning takes place on a continuing basis at all levels across the organization through both formal and informal staff meetings, management meetings, workgroups, case reviews, the Planning Network and Advisory Committee (PNAC) and the Board of Trustees. GBC uses the input of all stakeholders, consumers, community partners, PNAC and Board members to complete our Consolidated Local Service Plan (CLSP), LMHA/LBHA Local Provider Network Development Plan, and IDD Local Provider Network Development Plan.

The initiatives of the IDD Local Provider Network Development Plan are designed to support the Center’s mission and align with HHSC’s strategic priorities to improve and protect the health and wellbeing of individuals with IDD. These initiatives are developed as part of the planning process and are further defined by the development of objectives/actions. Monitoring and evaluation activities support the need for ongoing assessment of responsiveness, effectiveness, and efficacy.

## VII. PRIORITIES AND INITIATIVES:

### A. Health and Safety

State Strategic Priority: Ensuring the health and safety of persons with intellectual and developmental disabilities in community settings

Gulf Bend Center Strategic Priority:

1. Maintain certification as a Certified Community Behavioral Health Clinic (CCBHC)
  - Provide a comprehensive array of services needed to create access, stabilize clients in crisis, and provide the necessary treatment for those with the most serious, complex mental illnesses, including those dually diagnosed with mental illness and intellectual disabilities
  - Provide individualized, integrated care that addresses health and well-being as a whole person
2. Foster a culture to become a Trauma Informed Care based organization
  - Ground our organization in an understanding of and responsiveness to the impact of trauma on both our customers and staff
  - Emphasize physical, psychological, and emotional safety for all individuals

Discussion:

Gulf Bend Center acknowledges that individuals with intellectual and developmental disabilities

experience the same types of behavioral health disorders as people without disabilities, including major depressive disorder, bipolar disorder, anxiety disorders, and impulse control disorders. Persons with IDD are also at increased risk for developing post-traumatic stress symptoms as a result of trauma, including abuse and neglect.

**Planned Actions:**

1. Maintain policies and procedures, internal workflows, and referral pathways to assist individuals with IDD in gaining access to services and supports offered through Certified Community Behavioral Health Clinic (CCBHC) such as substance abuse treatment and care coordination.
  - Include strategies to address the behavioral health needs of persons with IDD
2. Provide Trauma Informed Care training to all Gulf Bend Center employees
  - Maintain Gulf Bend Center Trauma Informed Care Training Team
  - Sustain Trauma Informed Care as a component of new employee orientation
  - Review and revise operational procedures to incorporate principles of safety, trustworthiness, peer support, collaboration and mutuality, empowerment, voice, and choice
  - Provide ongoing cultural competency training to all Gulf Bend Center employees to address cultural, historical and gender issues many times associated with trauma events
3. Maintain and improve strategies to ensure person-centered treatment planning
  - Ensure Gulf Bend Center staff maintain continuing education on person-centered treatment planning per contract requirements
4. Maintain Emergency Provider Contract Decertification and Closure Plan
  - Maintain LIDDA Emergency Response Team
  - Ensure availability of staff to immediately take action
  - Maintain open line of communication with HHSC on alternative placement status
  - Ensure health and safety of individuals
  - Complete transfers of individuals to alternative placement
5. Follow Procedure for addressing a Notification of Potential Threats to Health and Safety
  - Ensure individual is seen in person within 48 hours

**B. Access**

State Strategic Priority: Improving access to IDD services within the Center service area

Gulf Bend Center Strategic Priority:

1. Improve access to IDD services within the local service area
  - Modify the Center's intake, screening, and eligibility processes
  - Improve access to telehealth services and supports
  - Strengthen collaboration of TLETS program with local law enforcement
  - Increase access to Crisis Respite Services for children and adults with IDD
  - Review options for expanding contracted services to include Outpatient Biopsychosocial Approach for IDD Services (OBI) with HHSC
  - Increase community awareness

**Discussion:**

Individuals with intellectual and developmental disabilities have many strengths and abilities. They deserve a quality of life that encompasses respect, dignity, and independence, where they have an established support system to pursue their goals and become valued members of our community by their own standards. Support systems, like Gulf Bend Center, strive to empower these individuals while assisting them to make informed decisions and choices. Unfortunately, funding for such services and supports continues to be a challenge across Texas. Improving access to services in rural areas is an identified need for the health and safety of our customers.

**Planned Actions:**

1. Improve efficiency and timeliness of processes for screening, intake, and enrollment in order to access waiver services for individuals on the Interest List, aging out of care, transitioning or diverting from institutional care, or diverting from a crisis.
2. Expand telehealth and remote access to services for greater access to healthcare and therapeutic services, especially in rural or underserved areas.
3. Ensure individuals with intellectual disabilities are provided information on all Community Living Options (CLO), including HCS group homes, large and small ICFs, and SSLCs with the goal of placing individuals in the least restrictive environment appropriate to the individual's care.
4. Collaborate with local law enforcement agencies on TLETS program to successfully divert individuals with IDD from jail
5. Establish a local contract for crisis respite services to encompass child, adolescent, and adult intervention for in-home and out-of-home therapeutic support
6. Establish an Outpatient Biopsychosocial approach for IDD Services (OBI) to deliver outpatient mental health services tailored to people with IDD and mental health needs.
7. Strengthen collaboration among interdisciplinary teams to provide holistic and coordinated care for individuals with IDD.
8. Increase attendance at local health fairs and CRCGs. Provide presentations to ECI and ISDs, as well as attend ARD meetings to share information with priority population about IDD long-term services and supports.
9. Host IDD Resource Fair and Crisis Kit Event
10. Implement informational sessions with community partner agencies
11. Develop and implement an annual community awareness event- Friendship Fest
12. Join membership of Victoria Association for Citizens with Disabilities (VACD)

**C. Quality Measures**

*State Strategic Priority:* Develop databased measures of quality and value for community-based services and supports for persons with intellectual and developmental services

*Gulf Bend Center Strategic Priority:*

1. Improve Electronic Health Records (EHR) system
  - ⊖ Utilize the SmartCare EHR system to capture and manage complex data that is needed for CCBHC reporting
  - Streamline processes to improve efficiencies
  - Collaborate with Streamline on the development of IDD related forms that will enhance workflows and decrease data entry between systems using appropriated ARPA funds
  - Explore Artificial Intelligence (AI) options to improve personalized care plans and predictive analytics to prevent crises.
2. Successfully migrate from CARE to TMHP

Discussion:

Quality improvement is the systematic and continuous action taken by Gulf Bend Center to lead to measurable improvement in the delivery and accessibility of our health care services. Through quality measures we're able to review processes, outcomes, and patient perceptions to help strengthen accountability and support performance improvement initiatives. Electronic Health Records provide opportunity to readily collect data and evaluate quality performance measures.

Planned Actions:

1. Make full use of SmartCare Electronic Health Record by implementing Patient Portal component to increase communication and transparency with customers
2. Build IDD forms for utilization of person-centered planning and/or collaborate with other SmartCare users to create forms that batch to TMHP
3. Maintain TMHP Long-Term Care (LTC) Online Portal access for data entry and form completion for all IDD staff