



**TEXAS**  
Health and Human  
Services

# **Youth Empowerment Services (YES) Waiver**

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**Provider Outreach Guide**

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# **OUTREACH AND PROVIDER NETWORK DEVELOPMENT**



**For YES Waiver participants to truly benefit from the YES Waiver program, every YES Comprehensive Waiver Provider needs to recruit providers who can deliver each of the YES Waiver services in the service array. This is where provider outreach and recruitment efforts become an essential piece in developing and maintaining a successful YES Waiver program.**

## 1. YES Waiver Service Array

What makes the Youth Empowerment Services (YES) Waiver such a special program are the many different services available to youth and their families participating in YES. The YES Waiver provides youth and families a unique service array, opening up new opportunities for healing, growth, and transformation.

### YES Waiver Services

- Adaptive Aids and Supports
- Community Living Supports
- Employment Assistance
- Family Supports
- Minor Home Modifications
- Non-Medical Transportation
- Paraprofessional Services
- Respite (In-Home and Out-of-Home)
- Specialized Therapies:
  - ▶ Animal-Assisted Therapy
  - ▶ Art Therapy
  - ▶ Music Therapy
  - ▶ Nutritional Counseling
  - ▶ Recreational Therapy
- Supported Employment
- Supportive Family-Based Alternatives (SFA)
- Transitional Services



## 2. Provider Network Development Requirements

Comprehensive Waiver Providers (CWPs), which include local mental/behavioral health authorities and private providers, are required to develop and maintain an adequate YES provider network. An adequate provider network includes:

- Contracted qualified providers for the *full YES Waiver service array*.
- Participant choice of qualified providers of YES Waiver services.
- Participant access to providers within 30 miles of their residence (within 75 miles if participant lives in a rural area).  
(Performance Contract Notebook (MH/PCN), YES Prov, 2020)



The Health and Human Services Commission (HHSC) requires a CWP to be able to offer the full YES Waiver service array to all YES participants. A CWP must meet the requirements set forth in their contract to build and sustain an adequate YES provider network. If a CWP is unable to provide the complete array of services available through the YES Waiver, the CWP must perform outreach and recruitment activities to build their YES provider network.

When recruiting new providers, a CWP can either directly hire additional staff to provide YES services or subcontract with other persons or organizations to provide the service. In both options, the CWP is ultimately responsible for ensuring all parties are in compliance with HHSC's YES Waiver provider requirements. If a CWP chooses to subcontract, the CWP is responsible for developing its own written agreements with other entities.

### REMINDER

This is not a comprehensive list of requirements; please refer to your organization's contracting requirements and the [YES Policy Manual](#). YES Waiver contracts include:

- [Comprehensive Waiver Provider \(YESPROV\)](#)
- [Performance Contract Notebook \(PCN\)](#)

### 3. Developing a YES Waiver Provider Network

When developing a provider network, it is important to think outside the box and take a grassroots approach. First objective is to get your YES team excited and empowered to identify potential service providers in your community. Getting out into your community and making connections with other community members can be extremely beneficial for building your YES provider network.

A helpful first step is creating a list of all potential community resources in the local area, such as:

- Local colleges and universities
- Hospitals
- Recreational centers
- Community mental health centers
- Local non-profits

After you and your YES team have brainstormed ideas and have created a list of potential community resources, it is now time to do some detective work! The internet can be your best friend when working towards building your YES provider network. Using online search engines for local animal shelters, community theatres, yoga studios, nutritionists, etc., can be very helpful and may result in positive outcomes.

**TIP!**  
**Online search engines**  
**can be one of the best**  
**ways to find YES**  
**Waiver service**  
**providers!**

### Provider Network Resources



#### Google

<https://www.google.com/>

Use keywords to find providers in your community that would qualify to provide YES Waiver services (e.g., art therapist, dietician, camp). You can also use Google Maps search to discover how close providers are to your location.



## Google Maps Search

<https://www.google.com/maps>

Suggested Searches:

- Animal-assisted therapist
- Art therapist
- Music therapist
- Nutritionist/ dietician
- Recreational therapist
- Hospital
- Camp
- University
- College
- Youth center
- Social services
- Library

**Enter your organization's address or the location of where you are searching for providers.**

**Click "Nearby".**

**After clicking "nearby", a blank box will appear and you will type in a keyword for what you are searching for in your location.**

**Locations will appear on the map and contact information, website, and directions will appear on the left side bar.**

The University of Texas at Austin

4.4 ★★★★★ (742)  
Public university

Directions Save **Nearby** Send to your phone Share

art therapist

Hours More filters

Austin Art Therapy Collective  
Psychotherapist · 2511 b E 6th St  
Website Directions

Art Therapy Austin  
Wellness center · 1200 E 11th St STE 109  
(512) 699-4811  
Website Directions

Art & Therapy ATX  
Showing results 1 - 20

The University of Texas at Austin, Austin, TX 7

Susan I. Bates

The Art of Structural Therapy

DANA Healing Arts LLC

Deanna J. Miesch, LPC

Nicole Lee, LCSW

Art Therapy Austin

City David, LPC

Austin Art Therapy Collec

Laura L

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## Psychology Today

<https://www.psychologytoday.com/us/therapists>

Psychology Today allows you to search for psychologists in specific communities, while also enabling advanced searches for finding psychologists/therapists in specific fields (art therapists, play therapists, music therapists, etc.)

**TIP!**  
Psychology Today's search engine allows you to search for mental health professionals by zip code. You can further refine your search results by insurance, issues, sexuality, age, gender, language, faith, and types of therapy!

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## Anxiety and Depression Association of America (ADAA) – Find a Therapist Directory

<https://members.adaa.org/page/FATMain>

Similar to Psychology Today, ADAA enables you to search for therapists in your community.

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## Texas Health and Human Services: Search for Child Care Center or Home

[https://www.dfps.state.tx.us/Child\\_Care/Search\\_Texas\\_Child\\_Care/ppFacilitySearchDayCare.asp](https://www.dfps.state.tx.us/Child_Care/Search_Texas_Child_Care/ppFacilitySearchDayCare.asp)

The HHSC/DFPS search site for Child Care Centers can be used to find out-of-home respite providers and supportive family-based alternatives.

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## Respite Camps

Day or overnight camp respite service is provided only by camps that are licensed by the State of Texas or accredited by the American Camp Association.

HHSC Youth Camp Programs: Find a Licensee

<https://www.dshs.texas.gov/youthcamp/find-a-licensee.aspx>

American Camp Association: Find a Camp

<http://find.acacamps.org/>



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## Colleges and Universities

Colleges and universities are great resources for recruiting potential YES Waiver providers. Faculty and students who meet YES Waiver credentialing requirements may be hired to work as paraprofessionals, community living supports providers, supported and assisted employment providers, non-medical transportation providers, in-home respite providers, and other types of providers. HHSC recommends contacting the following departments at your local university or college:

**TIP!**  
Graduate students studying Psychology or Social Work are often looking for programs to complete their certification hours and may want to provide YES Waiver services as an intern!

- Counseling
- Psychology
- Social Work
- Nursing
- Communication
- Education
- Natural Sciences

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## Community Medical Hospitals and Psychiatric Hospitals

Medical and psychiatric hospitals often have recreational therapists, art therapists, music therapists, animal-assisted therapists, and nutritional counselors – making them a great resource for recruiting specialized therapists. While it is important to make connections with hospitals to find providers, it is also important to build relationships with your community hospital staff so they know about the YES Waiver program and can refer children and youth.



## Other Creative Search Ideas

Getting out into the community and taking a grass roots approach to build your YES provider network can make a huge difference! Some examples of where you and your team can explore options in the community include:

- Community Resource Coordination Group meetings<sup>1</sup>
- Coffee shops
- Community mental health centers<sup>2</sup>
- Local non-profits
- Recreational Centers
- Child-serving agencies

Posting job opportunities on different websites can also be helpful in finding providers.

- Your organization's website
- Craigslist
- Local newspapers
- Pinterest
- Indeed
- Facebook
- LinkedIn

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<sup>1</sup> <https://crcg.hhs.texas.gov/>

<sup>2</sup> <https://txcouncil.com/about-community-centers/#about-community-center-what-is>

## Specialized Therapies: Certification Boards

When searching for specialized therapists, it can be helpful to begin by searching the different certification board websites that list all certified therapists for each specialized area of focus.

Association/ Certification Board	Website	Phone Number
<b>Art: Art Therapy Credentials Board (AT-BC)</b>	<a href="https://www.atcb.org/Home/FindACredentialedArtTherapist">https://www.atcb.org/Home/FindACredentialedArtTherapist</a>	(877) 213-2822
<b>Art: American Art Therapy Association</b>	<a href="https://arttherapy.org/art-therapist-locator/">https://arttherapy.org/art-therapist-locator/</a>	(888) 290-0878
<b>Animal Assisted: Pet Partners</b>	<a href="https://petpartners.org/">https://petpartners.org/</a>	(425) 679-5500
<b>Animal Assisted: Equine Assisted Growth and Learning Association (EAGALA)</b>	<a href="https://www.eagala.org/programs">https://www.eagala.org/programs</a>	(801) 754-0400
<b>Animal Assisted: Professional Association of Therapeutic Horsemanship International (PATH Intl.)</b>	<a href="https://fontevacustomer-15cf09b5446.force.com/s/searchdirectory?id=a2If40000019XO9">https://fontevacustomer-15cf09b5446.force.com/s/searchdirectory?id=a2If40000019XO9</a>	(800) 369-7433
<b>Animal Assisted: Trauma Focused Equine Assisted Psychotherapy (TF-EAP)</b>	<a href="https://naturallifemanship.com/practitioner-listings/">https://naturallifemanship.com/practitioner-listings/</a>	(512) 571-2727
<b>Animal Assisted: Equine Therapy Registry</b>	<a href="https://www.equinetherapyregistry.org/index.php/registry/listings">https://www.equinetherapyregistry.org/index.php/registry/listings</a>	N/A
<b>Music: Certification Board for Music Therapists</b>	<a href="https://my.cbmt.org/cbmtssa/f?p=CRTSSA:17800:12361129513404:::17800">https://my.cbmt.org/cbmtssa/f?p=CRTSSA:17800:12361129513404:::17800</a>	(800) 765-2268
<b>Music: American Music Therapy Association</b>	<a href="https://www.musictherapy.org/about/find/">https://www.musictherapy.org/about/find/</a>	(301) 589-3300
<b>Nutrition: Academy of Nutrition and Dietetics</b>	<a href="https://www.eatrighttexas.org/about/find-a-dietitian-nutritionist/">https://www.eatrighttexas.org/about/find-a-dietitian-nutritionist/</a>	(469) 213-8651
<b>Nutrition: HealthProfs – Nutritionist/Dietician</b>	<a href="https://www.healthprofs.com/us/nutritionists-dietitians">https://www.healthprofs.com/us/nutritionists-dietitians</a>	N/A
<b>Recreation: National Council of Therapeutic Recreation Certification (NCTRC):</b>	<a href="https://www.nctrc.org/ctrs-verification/">https://www.nctrc.org/ctrs-verification/</a>	(845) 639- 1439
<b>Recreation: Therapeutic Recreation Specialist Texas (TRS/TXC)</b>	<a href="https://ctractexas.org/ctrac-verification/">https://ctractexas.org/ctrac-verification/</a>	(512) 848-7559

## REMINDER

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Apart from nutritional counseling, all specialized therapies have the option for individuals to be certified by the approved HHSC certification and licensing boards listed in the YES Policy Manual **or** be a licensed professional with documented training and experience relative to the specific service provided. (Refer to [\*YES Policy Manual\*](#) for additional information on provider qualifications)

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## Community Outreach

Once you have a comprehensive list of potential providers to contact, divide the list among staff and set weekly goals for the number of contacts you and your team are going to make. Getting out into your community goes a long way and you may be surprised by the positive response you receive. Always leave an informational YES Waiver flyer with your contact information when you are out in the community.

### **TIP!**

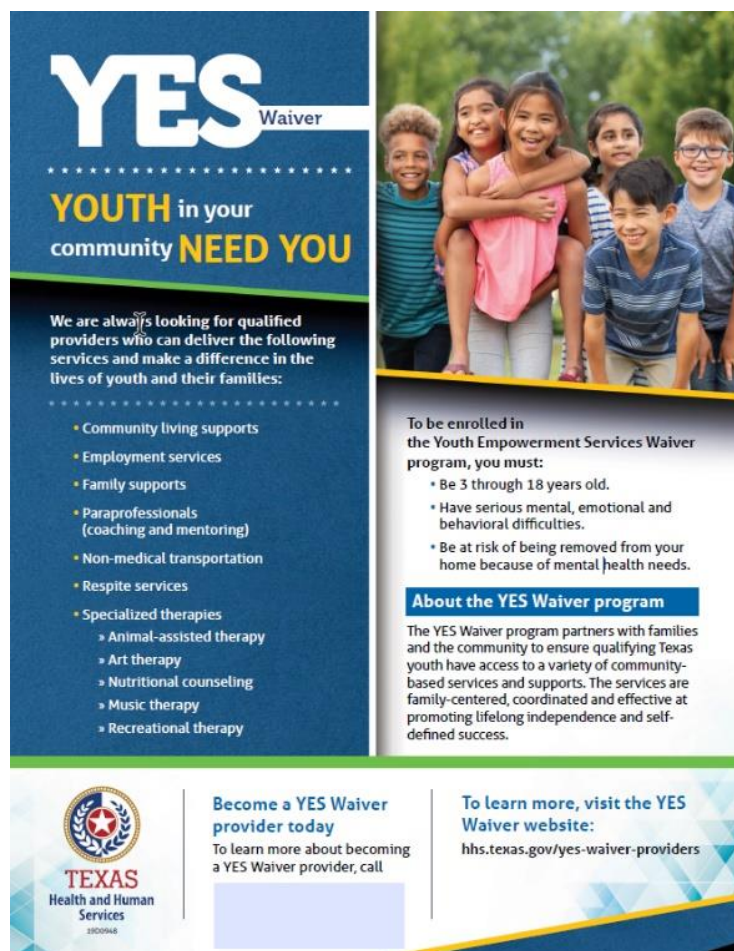
**Providers can provide more than one YES service to youth and families. As an example, a paraprofessional could also provide in-home respite and/or employment assistance. Or, an art therapist could also provide music therapy, as long as they meet the qualifications.**

## 4. YES Outreach Materials and Provider Recruitment

All organizations should create job descriptions and post job openings on your organization's website to recruit providers for any YES services that are not yet in your service array or are only offered by one provider. Using the [YES Policy Manual](#) to create job descriptions is also a great way to highlight service descriptions, provider qualifications, and expectations.

Distributing printed copies of the HHSC YES Waiver provider brochure, "YES Waiver: Information for Individual Service Providers and Provider Agencies Serving Youth and Families," to your team will also help with program awareness and visibility when you or your team members are out in the community.

### YES Marketing Templates



**YES** Waiver

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**YOUTH** in your community **NEED YOU**

We are always looking for qualified providers who can deliver the following services and make a difference in the lives of youth and their families:

\*\*\*\*\*

- Community living supports
- Employment services
- Family supports
- Paraprofessionals (coaching and mentoring)
- Non-medical transportation
- Respite services
- Specialized therapies
  - » Animal-assisted therapy
  - » Art therapy
  - » Nutritional counseling
  - » Music therapy
  - » Recreational therapy

To be enrolled in the Youth Empowerment Services Waiver program, you must:

- Be 3 through 18 years old.
- Have serious mental, emotional and behavioral difficulties.
- Be at risk of being removed from your home because of mental health needs.

**About the YES Waiver program**

The YES Waiver program partners with families and the community to ensure qualifying Texas youth have access to a variety of community-based services and supports. The services are family-centered, coordinated and effective at promoting lifelong independence and self-defined success.

**Become a YES Waiver provider today**

To learn more about becoming a YES Waiver provider, call

**To learn more, visit the YES Waiver website:**

[hhs.texas.gov/yes-waiver-providers](https://hhs.texas.gov/yes-waiver-providers)

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Marketing templates have been created to assist your outreach efforts. The YES Provider Outreach Flyer is formatted as a pdf document and has been developed to allow you to edit the contact information box to include your organization's name, point of contact, phone number, and email address.

The Family and Youth Outreach Flyer is unique to your individual organization and includes your address, inquiry line number, and counties served.

These flyers can be distributed in-person or electronically at community events, schools, college campuses, coffee shops, and any other creative places you can think of sharing information about the YES Waiver program.

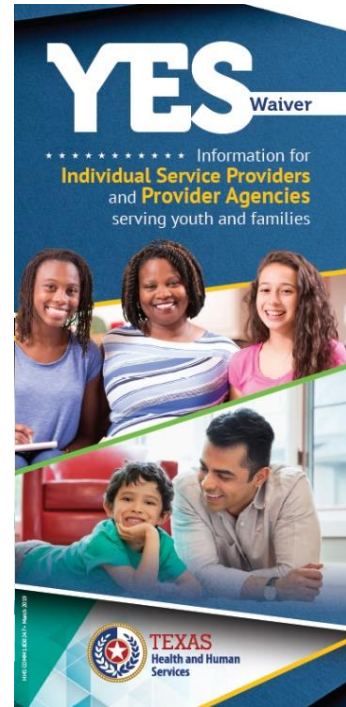


## Ordering YES Materials from HHSC Pinnacle

All brochures and additional marketing materials can be ordered at no cost through the HHSC Forms and Print Product Catalog, known as the [Pinnacle](#).

Registration is required to place an order. If you have never registered with the Pinnacle, just complete the simple registration process and enter "YES" into the search bar to find YES marketing materials. Some items have order limits (number of items allowed per order) but you may place as many orders as needed.

All marketing materials are available in both English and Spanish.



## Creating Your Own Marketing Materials:

While organizations are able to create their own YES Waiver marketing materials, please note:

"Any information developed by YES Waiver Providers and intended for distribution in accordance with their outreach and marketing plan, must be submitted to, and approved by, HHSC prior to dissemination. All outreach material templates must be submitted electronically to HHSC at the beginning of the Waiver year and any new or updated outreach material that is created thereafter must be submitted to, and approved by, HHSC prior to dissemination. Outreach material should be available in both English and Spanish." - YES Waiver Policy Manual, 2020

**TIP!**  
**Use information and language from the YES Waiver provider brochures or YES Waiver website to help create YES marketing materials for your organizations – this will make the approval process faster.**

If you create your own YES Waiver marketing materials, please email all materials to the YES Waiver inbox at [yeswaiver@hhsc.state.tx.us](mailto:yeswaiver@hhsc.state.tx.us) for approval before use.

## 5. Quarterly Provider Network Development Report

All provider outreach and recruitment efforts to establish and maintain provider network adequacy must be documented in your quarterly provider network development report on the "Pending Providers and Recruitment" tab.

Pending Providers and Recruitment Contacts Made						
Date of Contact	Provider/Organization Name	Service Description	Name of Provider Contact	Subcontractor or Staff	Pending Provider or Initial Recruitment	Referral Method/Creative Approaches Taken to Build Provider Network

### REMINDER

When completing the "Pending Providers and Recruitment Contacts Made" tab you should document all outreach and recruitment efforts made by your entire team. It is acceptable to only complete the "Date of Contact" and "Referral Method/Creative Approaches Taken to Build Provider Network" if no other information is available to document.

## List of Acronyms

Acronym	Full Name
CWP	Comprehensive Waiver Provider
HHSC	Health and Human Services Commission
YES	Youth Empowerment Services