

# Home and Community Based Service Program (HCS)

The Home and Community Based Service Program provides a comprehensive, community based service system for individuals with mental retardation.

Tony's Heart will develop an Individual Service Plan and Individual Plan of Care for each consumer based on assessments and need. Individuals are encouraged to choose where and with whom they live, including living with their natural family or in a foster companion care residence.

Residential assistance may consist of a few hours per week for those living in their own home or in the home of family, or up to 24 hours per day for individuals requiring additional supervision.

## Admission Criteria

- Must be eligible for Medicaid/SSI
- Diagnosis of mental retardation before the age of 18 or a diagnosis of a related condition by a licensed physician.

Tony's Heart, Inc.  
7851 Gatehouse Drive  
Houston, Texas 77040-1658



*"Our consumers are the heart  
of our program"*

*A Home and Community Based  
Service Provider*

## Our Mission

It is our mission at Tony's Heart to provide, oversee and ensure the provision of services and support using the highest quality resources available. These services are provided with the goal of assisting consumers to live with dignity and as contributing members of the community while assuring their health, safety and welfare as they exercise their right to self-determination.

## Our Director

The Director of Tony's Heart, Inc. is Marcelino Olvera. Mr. Olvera has 17 years of experience in the mental health and mental retardation field, working with both Tri-County MHMR and MHMRA of Harris County. During his tenure with MHMRA of Harris County he worked with MHMRA's MRLA/HCS Programs where he served as a Team Leader and as a Case Manager. Mr. Olvera has assembled a team of professional service providers to assure that quality service is provided in an efficient manner.

## Our Services

- **Case Management**
- **Supported Home Living**
- **Supervised Living**
- **Foster/Companion Care**
- **Residential Support**
- **Day Habilitation**
- **Nursing**
- **Respite**
- **Supported Employment**
- **Dental**
- **Audiology**
- **Counseling and Therapies**
- **Adaptive Aids**
- **Minor Home Modifications**

Should our consumers have additional needs we will assist and coordinate with other professionals to obtain such services.

If you feel you have been treated unfairly, have been denied needed services, or have been denied accommodation or if you are unable to resolve complaints regarding services with your staff person or their supervisor, you may contact the Director at **832-466-4616**

The office of Texas Department of Aging and Disabilities is available when the resolution of a complaint by Tony's Heart Inc. is unsatisfactory to the individual or legally authorized representative. To contact Consumer Rights and Services call **1-800-458-9858**.

*The HCS Waiver Program is driven by the Consumer's Choice, with the designated HCS Waiver provider being selected by the consumer, LAR, and/or family members.*

**For more information regarding Tony's Heart, Incorporated contact us at:**

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Houston, Texas 77040-1658

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