



COMMISSIONER  
Jon Weizenbaum

Date: April 14, 2016  
To: Home and Community Support Services Agencies (HCSSAs)  
Subject: Provider Letter No. 16-12  
New Tool for Reporting Survey Inconsistencies

The new Texas Department of Aging and Disability Services (DADS) provider feedback tool allows providers to report survey inconsistencies related to the interpretation and application of HCSSA regulations and rules. DADS Survey Operations will use the data gathered to identify and research inconsistencies, guide and enhance training, and improve policies and procedures.

In order to report specific survey inconsistencies, go to <https://www.surveymonkey.com/r/HHCHZVV>. You will need to provide the name of your agency, agency identification number, survey date and tags cited. Survey visits include initial certification/licensure surveys, recertification/re-licensure surveys, complaint/incident investigations, follow-up surveys, change of ownership surveys, and monitoring visits. You must complete the feedback tool in order for Survey Operations to collect the necessary information to research the reported concern. Specific reports will be researched at the state office level. State office will share data with the region in aggregate form, without identifying information. DADS state office staff will work with the regional program managers on substantiated inconsistencies in order to address identified surveyor training needs.

The intent of this effort is not to modify survey protocol or tags; it is strictly to identify issues in survey consistency as an informational and improvement tool. The Informal Dispute Resolution (IDR) process must still be followed in order to request an administrative review. DADS will not notify individual informants of specific research findings, but will release a statistical report to inform providers of consistency analysis and any actions related to those findings. To register general complaints regarding surveyors, please follow the established process outlined in [PL 14-07, Complaints Regarding Surveyors](#).

Please email [compliance.surveys@dads.state.tx.us](mailto:compliance.surveys@dads.state.tx.us) if you have any questions regarding the new survey consistency reporting tool.

Sincerely,

*[signature on file]*

Mary T. Henderson  
Assistant Commissioner  
Regulatory Services

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