

## The 2010 Long Term Services and Supports Quality Review Project Begins in October



The Texas Department of Aging and Disability Services (DADS) is conducting its annual Long Term Services and Supports Quality Review project for 2010.

This quality review process involves conducting face-to-face interviews with people receiving services and sending mail surveys to families of children receiving services. The intent of the interviews and surveys is to collect information directly from the people receiving services about the quality of their lives, services and supports and to use the information to develop quality improvement strategies.

NACES Plus Foundation Inc. will conduct the statewide interviews on behalf of the Quality Assurance and Improvement (QAI) unit at DADS. NACES will begin contacting providers in October 2009 to collect the pre-survey information necessary for scheduling and conducting the interviews with the participants. If contacted, providers are asked to cooperate with NACES staff and provide the pre-survey information requested.

NACES will contact selected individuals and guardians, as appropriate, starting in November 2009 to schedule the face-to-face interviews. DADS selected individuals to interview from the following programs:

- State Support Living Centers
- General Revenue Programs (Mental Retardation Authorities)
- Consumer Managed Personal Attendant Services (CMPAS)
- Adult Foster Care (AFC)
- Family Care (FC)
- Residential Care (RC)

- Special Services for Persons with Disabilities (SSPD)
- Primary Home Care (PHC)
- Community Attendant Services (CAS)
- Program of All-inclusive Care for the Elderly (PACE)

DADS is also conducting a Children/Family mail survey to collect information about children who receive services and supports in DADS programs. This year the programs include:

- Community Living Assistance and Support Services (CLASS)
- Medically Dependent Children Program (MDCP)
- Home and Community-Based Services (HCS)
- Texas Home Living Waiver (TxHmL)
- Consolidated Waiver Program (CWP)

Participation by the individuals and their families in this project is voluntary; interviewers will make every attempt to minimize the disruption to the participants' routine.

DADS will maintain confidentiality of all information collected from providers, families, and individuals and will use only aggregated data for analysis and publication purposes. This process complies with the privacy requirements of the Health Insurance Portability and Accountability Act (HIPAA).

DADS welcomes any questions or comments about the project. Please send them to the project manager, Carol Haynes-Buchanan at [carol.haynes@dads.state.tx.us](mailto:carol.haynes@dads.state.tx.us) or call 512-438-4565.

Reports from the previous years are available in the publications section of the DADS website.