



COMMISSIONER
Adelaide Horn

October 15, 2008

To: Community Attendant Services (CAS) Providers
Community-Based Alternative (CBA) Providers
Community Living Assistance and Support Services (CLASS) Providers
Consolidated Waiver Program (CWP) Providers
Consumer Managed Personal Attendant Services (CMPAS) Providers
Day Activity and Health Services (DAHS) Providers
Deaf-blind with Multiple Disabilities (DBMD) Providers
Family Care (FC) Providers
Hospice Services Providers
Integrated Care Management (ICM) Providers
Medically Dependent Children Program (MDCP) Providers
Primary Home Care (PHC) Providers
Program of All-inclusive Care for the Elderly (PACE) Providers
Special Services to Persons with Disabilities (SSPD and SSPD-SAC) Providers

Subject: Information Letter No. 08-154
Announcement of Availability of New Consumer Rights Booklet

The purpose of this letter is to notify community service providers that the Texas Department of Aging and Disability Services (DADS) has developed a new Consumer Rights Booklet for the following community service programs: CAS, CBA, CLASS, CWP, CMPAS, DAHS, DBMD, FC, Hospice, ICM, MDCP, PHC, PACE, SSPD and SSPD-SAC. Based upon advocates' request, this booklet is intended to assist individuals in programs which did not already have a rights booklet available and does not replace any existing consumer rights booklets.

DADS will mail the new Consumer Rights booklets to each program provider beginning in mid-October. Program providers may begin use of the new Consumer Rights booklet upon receipt. The new Consumer Rights booklet will be available in Spanish and English, and in the future, they will also be available in Braille.

Additional copies of any Consumer Rights booklet may be ordered by e-mailing crscomplaints@dads.state.tx.us and identifying in the e-mail subject line that you are requesting Consumer Rights Booklets for your program. All Consumer Rights booklets are available on the Consumer Rights and Services website at: http://www.dads.state.tx.us/news_info/publications/brochures/index.html#consumer.

If you have questions about this letter, please contact DADS toll free Consumer Rights and Services number 1-800-458-9858.

Sincerely,

[signature on file]

Michelle Dionne-Vahalik
Director
Community Services

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