



Long-Term Care Regulatory Provider Letter

Number: PL 2021-26 (Revised)

Title: HCS and TxHmL Survey Operations Transformation

Provider Types: HCS and TxHmL

Date Issued: August 10, 2021

1.0 Background and Purpose

The Health and Human Services Commission created the Regulatory Services Division (RSD) in 2017 as regulatory functions consolidated from Department of Family and Protective Services (DFPS), Department of Aging and Disability Services (DADS), and the Department of State Health Services (DSHS). As part of this consolidation effort, new teams were developed while keeping the division's core values of quality, consistency, efficiency, and accountability in mind.

RSD LTCR continues to move forward with transformational activities and the next phase includes the integration of the Waiver Survey and Certification Unit into Survey Operations and regional structure. This transition will occur on August 30, 2021.

This provider letter outlines the new LTCR organizational structure and provides updated contact information. **Revisions have been made to reflect changes on how to file a complaint regarding an HCS or TxHmL surveyor.**

2.0 Structure, Organization¹, and Information

2.1 Survey Operations

The Waiver Survey and Certification Program Managers and survey teams will report to the Assistant Regional Director and Regional Director in their respective regions.

¹ August 2021 LTCR organization chart is attached as Attachment I

The Assistant Regional Director and Regional Director report to Renee Blanch-Haley, Director of Survey Operations. Additional points of contact include Jenni Crowson, Director of Field Operations and Diana Choban, Deputy Associate Commissioner for Regional Operations and Licensing.

As of August 30, 2021, providers should contact their local LTCR Regional Director with any questions or concerns related to the survey process. Providers can locate HCS and TxHmL regional survey operation offices and regional director contact information in this provider letter as Appendix I or on the [Long-Term Care Regulatory Regional Contact Numbers page](#). Providers can also contact their local [regional program manager](#) using the information in Appendix II.

2.2 Policy and Rules

For questions about HHSC HCS and TxHmL program rules providers can contact the LTCR IDD Policy Manager Susie Weirether and the HCS and TxHmL policy team at LTCRPolicy@hhs.texas.gov or call (512) 438-3161. HHSC will continue to notify providers of changes to policies, procedures and/or regulatory requirements as they occur. To sign up for notifications, please subscribe to receive provider alerts through [GovDelivery](#).

2.3 Training

HCS and TxHmL providers can find out about [HCS & TxHmL Joint Training Opportunities](#) by visiting the HHSC Provider Training page. Providers will find a list of classes available to HCS and TxHmL providers. Providers can contact the LTCR Curriculum and Training team at LTCRJointTraining@hhs.texas.gov.

3.0 Long-term Care Enforcement Division

Providers can contact HHSC Long-term Care Enforcement Division at HHSCLTCEnforcement@hhs.texas.gov.

4.0 Four-Person Residence Approval Email

Providers should use the new email address to request approvals for four-person residences at: HCSFourPersonResidenceRequests@hhs.texas.gov.

5.0 Reporting Complaints about the LTCR Survey Process

5.1 Surveyor Consistency Survey

Providers should still use the HHSC Long-Term Care Regulatory Services Consistency Feedback Tool to report inconsistencies in how Long-Term Care Regulation (LTCR) survey staff interpret and apply the regulations. Providers can link to the survey at: <https://www.surveymonkey.com/r/HHCHZVV>.

5.2 To file a complaint regarding a surveyor

The process for filing a complaint involving an HCS or TxHmL surveyor has changed. To file a complaint:

- Call:
 - Complaint and Incident Intake (CII) hotline at 1-800-458-9858 for all other programs.
- Complete a comment card survey online; or
- Call the regional director for the LTCR regional office for the region in which your facility or agency is located

6.0 Reporting Complaints about HCS/TxHmL Services

The process for reporting complaints will not change. Providers report complaints to the HHSC Office of Individuals with Intellectual or Developmental Disabilities (IDD) Ombudsman. Providers can:

- Call: 800-252-8154
- Email: OmbudsmanIDD@hhsc.state.tx.us
- Fax: 888-780-8099
- Mail:
Texas Health and Human Services Commission
IDD Ombudsman
P.O. Box 13247
Austin, TX 78711-3247

7.0 Policy and Rules Contact Information

If you have any questions about this letter, please contact LTCR Policy and Rules by email at LTCRPolicy@hhs.texas.gov or call (512) 438-3161.

8.0 Appendix I – LTRC Regional Director Contact Information

Region 1²

Regional Director: John Bertrand

Main line: 806-783-6532

Regional director: 806-783-6529

[Regional director email: John.Bertrand@hhs.texas.gov](mailto:John.Bertrand@hhs.texas.gov)

Region 2

Regional Director: Mollie Malone

Main line: 325-795-5547

Regional director: 940-327-5325

[Regional director email: Mollie.Malone@hhs.texas.gov](mailto:Mollie.Malone@hhs.texas.gov)

Region 3

Regional Director: Dan Hernandez

Main line: 817-792-3482

Regional director: 817-792-7228

[Regional director email: Dan.Hernandez@hhs.texas.gov](mailto:Dan.Hernandez@hhs.texas.gov)

Region 4

Regional Director: Jeanette Goldsberry

Main line: 903-683-5473

Regional director: 936-635-7258

[Regional director email: Jeanette.Goldsberry@hhs.texas.gov](mailto:Jeanette.Goldsberry@hhs.texas.gov)

Region 5

Regional Director: Cecilia Cavuto

Main line: 512-908-9656

Regional director: 512-908-3205

[Regional director email: Cecilia.Cavuto@hhs.texas.gov](mailto:Cecilia.Cavuto@hhs.texas.gov)

PPECC Manager: 512-908-9635

Region 6

Regional Director: Mark Kendall

Main line: 713-767-2200

Regional director: 713-767-2291

[Regional director email: Mark.Kendall@hhs.texas.gov](mailto:Mark.Kendall@hhs.texas.gov)

Region 7

Regional Director: Laura Castillo

² Regional County Designation attached as Appendix II

Main line: 210-438-6329

Corpus Christi Main line: 361-878-7768

Dillan Main Line: 361-878-7739

Regional director: 512-568-5624

[Regional director email: Laura.Castillo2@hhs.texas.gov](mailto:Laura.Castillo2@hhs.texas.gov)

9.0 Appendix II - LTCR HCS/TxHmL Program Manager Contact Information

Region 1 and 2

Laura Ford, Program Manager

Office: (806) 791-7565

Cell: (512) 638-2726

Laura.Ford@hhs.texas.gov

Residential Survey Division Region 1, 2, and 3

Erin Blair, Program Manager

Office: (806) 791-7506

Cell: (806) 252-0689

Erin.Blair01@hhs.texas.gov

Residential Survey Division Region 2, 5 and 7

Jennifer Gleaves, Program Manager

Office: (512) 438-5840

Cell: (512) 761-0668

Jennifer.Gleaves@hhs.texas.gov

Region 3

Cheryl Wilde, Program Manager

Office: (817) 792-7275

Cell: (682) 218-0776

Fax: (817) 792-7268

Cheryl.Wilde01@hhs.texas.gov

TeShara Jones, Program Manager

Office: (817) 792-7283

Cell: (512) 217-0201

Teshara.Jones@hhs.texas.gov

Region 4 and 6

Cheryl Harris, Program Manager

Office: (713) 735-8995

Cell: (713) 876-1155

Cheryl.Harris@hhs.texas.gov

Residential Survey Division Region 4 and 6

Shanesha Mitchell, Program Manager

Office: (713) 735-8996

Cell: (512)-765-2539

Shanesha.Mitchell@hhs.texas.gov

Region 6

Bradford Bamba, Program Manager

Office: (713) 735-8963

Cell: (512) 406-1816

Bradford.Bamba@hhs.texas.gov

Region 5 and 7

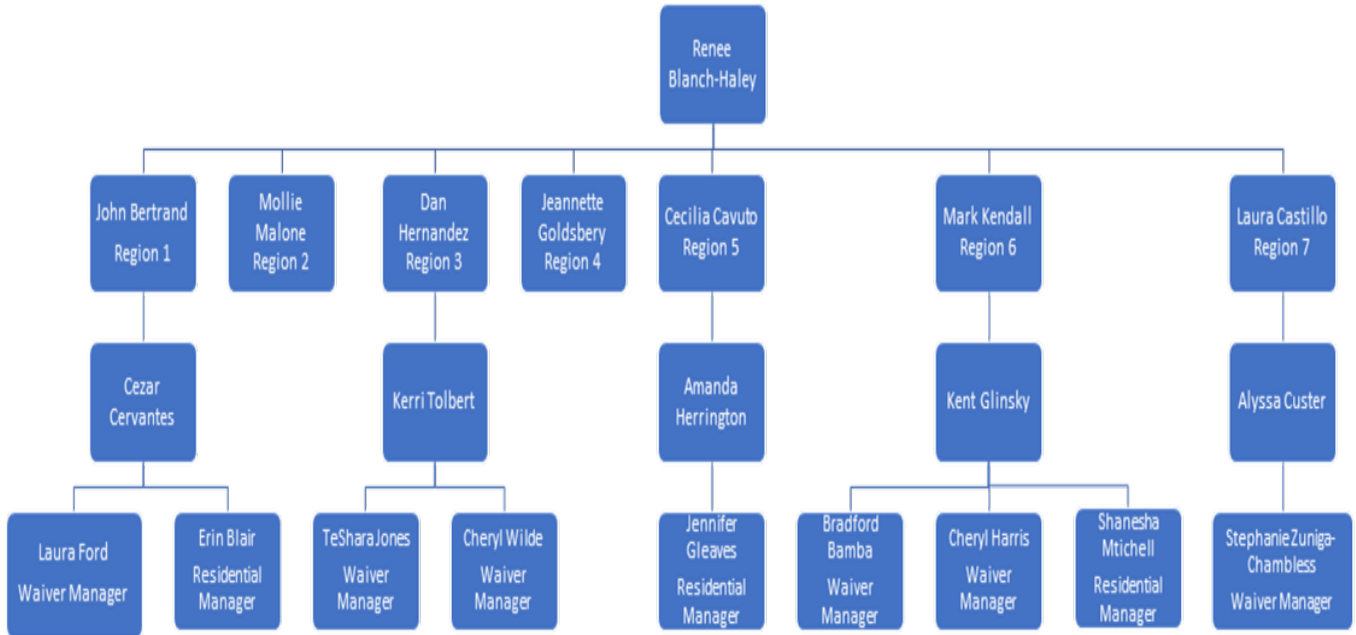
Stephanie Zuniga-Chambless, Program Manager

Office: (210) 438-6264

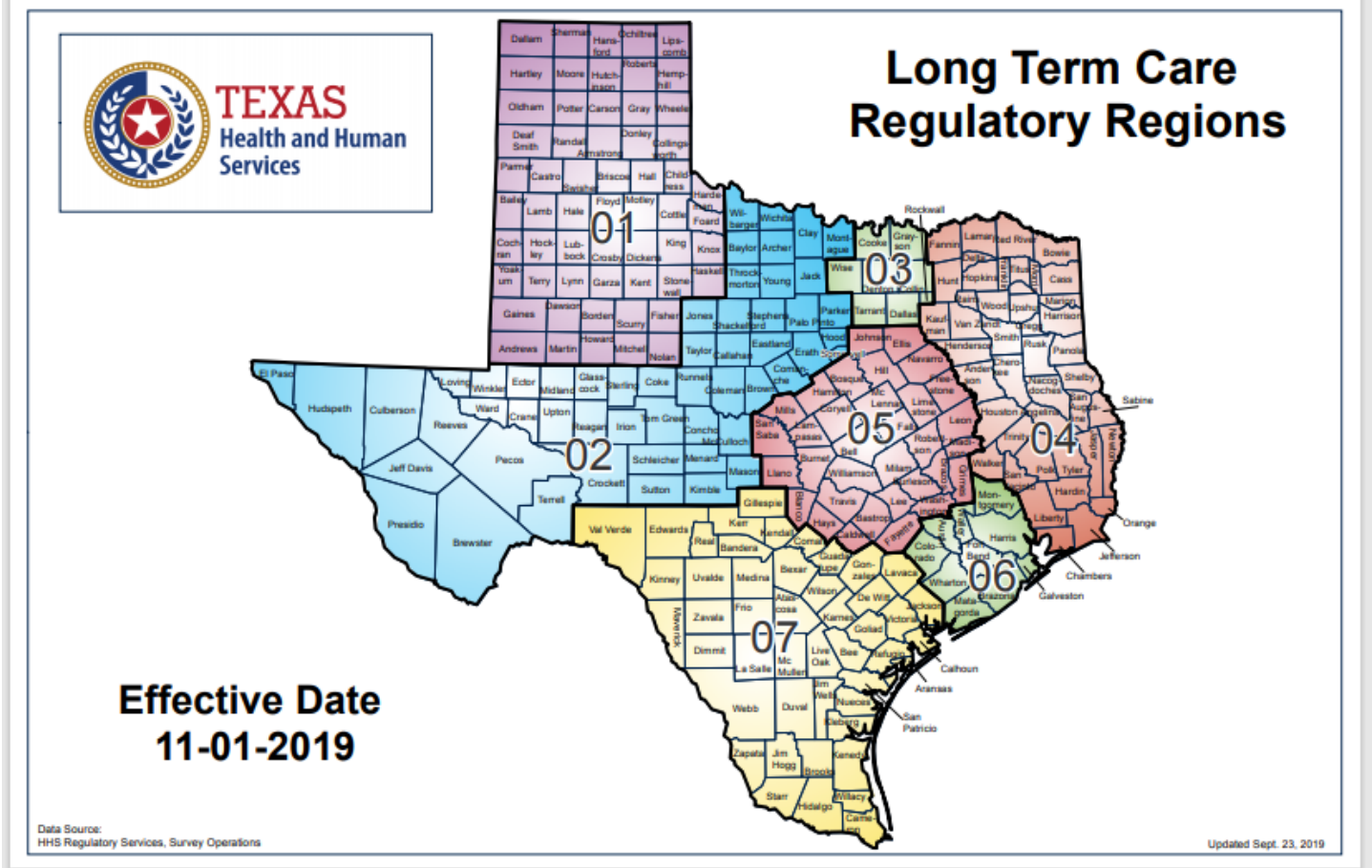
Cell: (512) 638-2284

Stephanie.Zuniga-Chambless@hhs.texas.gov

10.0 Appendix III - LTCR HCS/TxHmL Survey Operations Organization Chart



11.0 Appendix IV - LTCR Regional Map



12.0 Appendix II – Regional County Distribution

12.1 Region 1 Counties:

Andrews, Armstrong, Bailey, Borden, Briscoe, Carson, Castro, Childress, Cochran, Collinsworth, Cottle, Crosby, Dallam, Dawson, Deaf Smith, Dickens, Donley, Fisher, Floyd, Foard, Gaines, Garza, Gray, Hale, Hall, Hansford, Hardeman, Hartley, Haskell, Hemphill, Hockley, Howard, Hutchinson, Kent, King, Knox, Lamb, Lipscomb, Lubbock, Lynn, Martin, Mitchell, Moore, Motley, Nolan, Ochiltree, Oldham, Parmer, Potter, Randall, Roberts, Scurry, Sherman, Stonewall, Swisher, Terry, Wheeler, Yoakum

12.2 Region 2 Counties:

Archer, Baylor, Brewster, Brown, Callahan, Clay, Coke, Coleman, Comanche, Concho, Crane, Crockett, Culberson, Eastland, Ector, El Paso, Erath, Glasscock, Hood, Hudspeth, Irion, Jack, Jeff Davis, Jones, Kimble, Loving, Mason, McCulloch, Menard, Midland, Montague, Palo Pinto, Parker, Pecos, Presidio, Reagan, Reeves, Runnels, Schleicher, Shackelford, Somervell, Stephens, Sterling, Sutton, Taylor, Terrell, Throckmorton, Tom Green, Upton, Ward, Wichita, Wilbarger, Winkler, Young

12.3 Region 3 Counties:

Collin, Cooke, Dallas, Denton, Grayson, Rockwall, Tarrant, Wise

12.4 Region 4 Counties:

Anderson, Angelina, Bowie, Camp, Cass, Chambers, Cherokee, Delta, Fannin, Franklin, Gregg, Hardin, Harrison, Henderson, Hopkins, Houston, Hunt, Jasper, Jefferson, Kaufman, Lamar, Liberty, Marion, Morris, Nacogdoches, Newton, Orange, Panola, Polk, Rains, Red River, Rusk, Sabine, San Augustine, San Jacinto, Shelby, Smith, Titus, Trinity, Tyler, Upshur, Van Zandt, Walker, Wood

12.5 Region 5 Counties:

Bastrop, Bell, Blanco, Bosque, Brazos, Burleson, Burnet, Caldwell, Coryell, Ellis, Falls, Fayette, Freestone, Grimes, Hamilton, Hays, Hill, Johnson, Lampasas, Lee, Leon, Limestone, Llano, Madison, McLennan,

Milam, Mills, Navarro, Robertson, San Saba, Travis, Washington, Williamson

12.6 Region 6 Counties:

Austin, Brazoria, Colorado, Fort Bend, Galveston, Harris, Matagorda, Montgomery, Waller, Wharton

12.7 Region 7 Counties:

Aransas, Atascosa, Bandera, Bee, Bexar, Brooks, Calhoun, Cameron, Comal, Dewitt, Dimmit, Duval, Edwards, Frio, Gillespie, Goliad, Gonzales, Guadalupe, Hidalgo, Jackson, Jim Hogg, Jim Wells, Karnes, Kendall, Kennedy, Kerr, Kinney, Kleberg, La Salle, Lavaca, Live Oak, Maverick, McMullen, Medina, Nueces, Real, Refugio, San Patricio, Starr, Uvalde, Val Verde, Victoria, Webb, Willacy, Wilson, Zapata, Zavala