

From: [Sunset Advisory Commission](#)
To: [Dawn Roberson](#)
Subject: FW: Form submission from: Public Input Form for Agencies Under Review (Public/After Publication)
Date: Tuesday, May 27, 2014 8:12:07 AM

-----Original Message-----

From: sundrupal@capitol.local [<mailto:sundrupal@capitol.local>]
Sent: Saturday, May 24, 2014 5:36 AM
To: Sunset Advisory Commission
Subject: Form submission from: Public Input Form for Agencies Under Review (Public/After Publication)

Submitted on Saturday, May 24, 2014 - 05:36

Agency: DEPARTMENT AGING AND DISABILITY SERVICES DADS

First Name: Raquel

Last Name: Swayze

Title:

Organization you are affiliated with:

City: McAllen

State: Texas

Your Comments About the Staff Report, Including Recommendations Supported or
Opposed:

Staff takes to long follow up on a nursing home complaints up to 3 weeks.

Complaints not read correctly no response in writing or email like stayed if you disclose your personal information
and relationships to client.

Took 2 years for a complaint against a Home Health to b investigated. Nursing Homes are usually advise that DADS
will be by the next day

Any Alternative or New Recommendations on This Agency: Earlier turn around time one complaints, if a response
should be sent in writing since that's what were told when we disclose our information at the the complaints are file.
Nursing homes should not be notified that they coming by to check on a complaints

My Comment Will Be Made Public: I agree