

MEMORANDUM

Department of Aging and Disability Services Regulatory Services * Survey and Certification Clarification

TO: Regulatory Services
Regional Directors and State Office Managers

FROM: Veronda L. Durden
Assistant Commissioner
Regulatory Services

SUBJECT: **Comment Card Providing Customer Feedback – S&CC #05-09** (Replaces Home and Community Support Services Agencies (HCSSA) Transmittal Memo, FY 2001-002)

APPLIES TO: HCSSA Program State and Regional Survey Staff

DATE: August 22, 2005

What is the purpose of the agency comment card?

The purpose of the agency comment card is to ensure professional and courteous customer service in the survey process. Department of Aging and Disability Services (DADS) Regulatory Services has implemented a comment card process to solicit customer feedback from all agencies regulated by DADS. This process allows DADS to measure the quality of customer service provided by HCSSA surveyors. Each response card will be read and the feedback used to identify and eliminate problems or inconsistencies in the survey process.

When will the comment card be provided to the agency?

Surveyors will give the card to the agency/facility during the exit conference. The agency administrator will be encouraged to complete the postage-paid postcard and mail it to DADS State Office following the exit conference.

For questions concerning this memorandum, please contact Mary Valente, Program Manager, Policy Development and Support, at (512) 438-2240.

[signature on file]

Veronda L. Durden
Assistant Commissioner
Regulatory Services

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