



COMMISSIONER  
Jon Weizenbaum

February 18, 2015

**To:** Law Enforcement Agencies

**Subject:** Information Letter 15-14  
Requests for Law Enforcement Intervention from Department of Aging and Disability Services Providers Serving Individuals in Certain Residential Settings

Dear Sir or Madam:

The Texas Department of Aging and Disability Services (DADS) contracts for the provision of home and community-based services for individuals with physical, medical, intellectual or developmental disabilities in what we often describe as small residential settings. Most of these small residential settings have six individuals or less living in them.

While law enforcement may be called to respond to a crisis at a small residential setting, **DADS contracted providers are expected to address routine, non-criminal behavioral issues.**

Should your department respond to a call at a DADS residential setting or other small residential setting that is not within the scope of law enforcement duties, please call DADS Consumer Rights and Services (CRS) at 1-800-458-9858 which is answered Monday through Friday, 7:00 a.m. to 7:00 p.m. central time. Calls After hours, on weekends and on holidays will be answered by a voice messaging system. To aid DADS CRS office follow up with the reported concerns, please provide the following information:

- Name of the DADS program, if known
- Address of the residence
- Name of individuals involved
- Name of the responding officer
- Name of the law enforcement agency
- Call back number for the officer or law enforcement agency

Report any concerns regarding the supervision or care of individuals in the small residential setting using the same phone number listed above or by email to [CRSComplaints@dads.state.tx.us](mailto:CRSComplaints@dads.state.tx.us).

DADS created a website, — [www.dads.state.tx.us/law](http://www.dads.state.tx.us/law) — to provide law enforcement personnel with additional information about small residential settings and about individuals with physical, medical, intellectual or developmental disabilities.

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If you have questions about this letter or the website, please email them to [pdo@dads.state.tx.us](mailto:pdo@dads.state.tx.us).

Sincerely,

*[signature on file]*

Donna Jessee  
Director  
Center for Policy and Innovation

*[signature on file]*

Elisa J. Garza  
Assistant Commissioner  
Access and Intake