



COMMISSIONER
Chris Traylor

August 30, 2011

To Whom It May Concern:

Labor Relations Alternatives (LRA) has been providing investigations training to State Support Living Centers and private ICF-MR providers in Texas for many years. My experience with them is more recent in my role as Incident Management Coordinator for the State Supported Living Centers section of the Department of Aging and Disability Services (DADS).

In December 2008, the Department of Justice issued a letter of findings regarding conditions and treatment at the Lubbock State Supported Living Center. Later, the state and DOJ reached a settlement agreement for all the other facilities operated by DADS. In the settlement agreement between DADS and DOJ, one provision of the improvement plan was that centers must have qualified investigators to conduct timely and thorough investigations. In responding to this provision, DADS choose LRA to provide investigations training to ensure that their investigators have the necessary knowledge and skills to conduct investigations. The training is competency based and is relevant to the types of investigations centers must conduct. Monitoring of this provision by external experts indicate this training has been helpful in remediation of DOJ's findings. LRA has also provided training to all centers on conducting root cause analysis, another DOJ requirement.

I have been pleased with the results of LRA's training and its focus on skill building. I have also found LRA to be very accommodating and professional in meeting our training needs. The LRA training staff are excellent and bring a wealth of knowledge and real life experiences that enhances the training for our staff.

Please feel free to contact me if you would like to discuss DADS experience with LRA and its training programs.

A handwritten signature in cursive script that reads "George Schock".

George Schock
Incident Management Coordinator
State Supported Living Centers
(512) 438-3806