

GOOD WORK. ON TIME.

**John D Y C U S**

3607 Shady Park Drive  
Arlington, TX 76013  
(817) 277-2138  
john@xdycus.com

May 14, 2007

Adelaide Horn  
Commissioner  
Texas Department of Aging and Disability Services  
P.O. Box 149030  
Austin, TX 78714-9030

Dear Ms. Horn:

The Arlington nonprofit Helping Restore Ability enables me to get up in the morning and go to bed at night and to use the toilet in between, and I'm terrified that your low-bid, one-source CMPAS renewal process — I believe an RFP will go out soon — could jeopardize this vital assistance. Please tell me that my concerns are unfounded.

17 yrs  
Any agency can look good on paper. Any agency can massage the numbers to present an attractive budget. But no Texas agency vying for a CMPAS contract can match HRA's record of uninterrupted service with a smile. HRA has been in business 30 years. Seventeen of those years it has administered a CMPAS contract. Longevity, delivery skills, knowledge of the territory — all must weigh heavily in the decision. More heavily, one would think, than the mere promise of cost savings. Please tell me that is the case.

An agency that's meeting its constituents' needs and your regulations should not have to fear, every few years, a competitor with a slick presentation spiriting away the contract. Nothing here is broken, so what are we trying to fix — and at what risk? If you must tamper with a smoothly functioning system, let me suggest an open enrollment approach whereby the client could choose between multiple agencies providing the service. Thus, those who wish to stay with HRA could do just that.

Long before I was a client, I was HRA board president for several years in the 1980s. I know how important it is to dot all the i's and cross all the t's, and that failure to do so causes payments to stop. I know how difficult it is to find, train and retain quality professional staff and attendants. HRA does extremely well in these areas (it survived my tenure), and the result can be seen in households throughout Texas, especially in Tarrant and Dallas counties. Check your complaint files. HRA's, I'm thinking, is really close to bare.

I do not want to imagine the chaos potential for clients in changing providers, nor the disruption in the lives of HRA staff suddenly unemployed, nor the frustration of your own people having to smooth the procedural kinks for a new executive director and accounting staff. This could be one of those lose-lose situations we hope we never experience.

Surely that's not what anyone desires.

John Dycus

c: Sen Chris Harris  
Sen. Kim Brimer  
Rep. Diane Patrick  
Rep. Paula Hightower Pierson  
Rep. Bill Zedler  
Rep. Marc Veasey

Helping Restore Ability  
(HRA)