

Current Audit Recommendations:

- 1. The Commission on Human Rights and Opportunities should comply with Sections 46a-52 and 1-225 of the General Statutes and Section 46a-54-3a (b) of the Regulations of State Agencies regarding commission membership, meeting schedules, and meeting minutes.**

Comment:

The commission had one long-standing vacancy, and did not have up-to-date appointment letters on file for two members. The commission did not submit its annual schedule of commission meetings to the Office of the Secretary of the State. The commission's designated representative did not sign meeting minutes as approved and final.

- 2. The Martin Luther King, Jr. Holiday Commission, with guidance from the Commission on Human Rights and Opportunities, should ensure compliance with Section 10-29b of the General Statutes. The commission should seek clarification from the General Assembly whether it was authorized to change its status to a charitable corporation.**

Comment:

The Martin Luther King, Jr. Holiday Commission did not meet during the audited period. There are 4 vacancies on the commission and appointment letters were only available for 6 members, all of which had terms expiring within the audited period.

The MLK Jr. Holiday Commission did not meet its annual reporting requirement to the Governor.

In December 2016, the MLK Jr. Holiday Commission had legally changed its status to a charitable corporation without legislative authorization.

- 3. The Commission on Human Rights and Opportunities should continue to request the appointment of the vacant human rights referee position. In addition, the commission should consider whether the Office of Public Hearings needs additional support, including the acquisition of a case management system.**

Comment:

The Office of Public Hearings (OPH) operated with only 2 of the 3 statutorily- required human rights referees since December 2015. Furthermore, one full-time employee performs all of the office's administrative duties. As of April 22, 2020, OPH has 269 hearings scheduled through August 2021. The office also lacks an adequate case tracking system.

- 4. The Commission on Human Rights and Opportunities should continue to prioritize the replacement of its Case Tracking System and increase its information technology capabilities to enhance operational effectiveness and efficient use of its resources.**

Comment:

The CHRO case tracking system does not effectively, efficiently, and reliably support CHRO in its mission. This is due to design limitations, inadequate maintenance, and unreliable information.

- 5. The Commission on Human Rights and Opportunities should implement a platform for the electronic preparation and submission of state agency affirmative action plans.**

Comment:

CHRO does not permit electronic filing of affirmative action plans, as allowed by statute.

- 6. The Commission on Human Rights and Opportunities should comply with its statutory reporting requirements.**

Comment:

CHRO did not comply with certain statutory reporting requirements during the audited period.

- 7. The Commission on Human Rights and Opportunities should work with the Department of Labor to ensure compliance with asset management requirements in Section 4-36 of the General Statutes and the State Property Control Manual.**

Comment:

Our reviews of asset management for the audited period noted that CHRO did not adequately support CO-59 balances and activity by Core-CT records, did not conduct physical inventories, and did not perform reconciliations between the CO-59 and inventory records. Also, CHRO's software inventory did not contain the required fields identified in the State Property Control Manual.

- 8. The Commission on Human Rights and Opportunities and the Department of Labor should jointly devise enhanced controls to improve the accuracy of revenue recognition and effectiveness of reconciliation processes.**

Comment:

We noted deficiencies in the accounting practices for revenue recognition and the effectiveness of revenue reconciliation.

- 9. The Commission on Human Rights and Opportunities should discontinue its practice of pursuing donations through the settlement process under Section 46a-89 of the General Statutes. In addition, the commission should establish criteria for the use of the restricted Human Rights Education and Donation Account.**

Comment:

CHRO inappropriately accounted for certain funds derived from complaint case settlements as donations. There is no established criteria for the use of the restricted Human Rights Education and Donation Account.

- 10. The Department of Labor should ensure that all investigations are adequately documented with complete records of evidence and final disposition. The Commission on Human Rights and Opportunities should ensure that final dispositions are consistent with investigatory evidence.**

Comment:

Documentation showing the final disposition of an investigation was lacking. In addition, the employee's service ratings did not appear to properly reflect the DOL investigation results or the subsequent CHRO counseling letter.

ACKNOWLEDGMENTS

The Auditors of Public Accounts would like to recognize the auditors who contributed to this report:

Dennis Collins
Sidney Gale

CONCLUSION

In conclusion, we wish to express our appreciation for the courtesies and cooperation extended to our representatives by the personnel of the Commission on Human Rights and Opportunities during the course of our examination.

A stylized, handwritten signature in black ink, featuring a large, sweeping 'D' and 'C'.

Dennis Collins Jr.
Principal Auditor

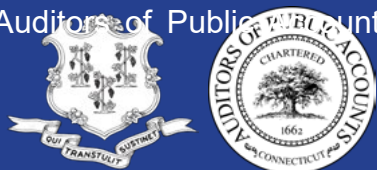
Approved:

A handwritten signature in black ink, consisting of a series of fluid, connected loops.

John C. Geragosian
State Auditor

A handwritten signature in black ink, featuring a large 'R' and 'K'.

Robert J. Kane
State Auditor



AUDIT SUMMARY

Commission on Human Rights and Opportunities

www.cga.ct.gov/apa

Fiscal Years Ended June 30, 2019 and 2020

ABOUT THE AGENCY



The Commission on Human Rights and Opportunities (CHRO) operates primarily under the provisions of Chapter 814c, Sections 46a-51 through 46a-104 of the General Statutes.

Its principal duty is to enforce state laws prohibiting discrimination in employment, housing, credit, and public accommodations through civil and human rights law enforcement. CHRO processes discrimination complaints through case assessment review, mediation, investigation, conciliation, prosecution, and adjudication. As part of its mission, CHRO acts as an advocate and provides education and outreach. It also enforces affirmative action laws and state agency contract compliance. Under Section 46a-52(e) of the General Statutes, the commission is within the Labor Department for administrative purposes only.

ABOUT THE AUDIT

We have audited certain operations of CHRO in fulfillment of our duties under Section 2-90 of the Connecticut General Statutes. The scope of our audit included, but was not necessarily limited to, the fiscal years ended June 30, 2019 and 2020. The objectives of our audit were to evaluate the:

1. Commission's internal controls over significant management and financial functions;
2. Commission's compliance with policies and procedures internal to the department or promulgated by other state agencies, as well as certain legal provisions; and
3. Effectiveness, economy, and efficiency of certain management practices and operations, including certain financial transactions.

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

[Link to full report](#)



6

Total Findings

Our report identified internal control deficiencies; instances of noncompliance with laws, regulations, and policies; and a need for improvement in practices and procedures that warrant the attention of management.



5

Repeat Findings

NOTEWORTHY FINDINGS



Findings

1

CHRO did not comply with certain statutory reporting requirements, including quarterly set-aside goal achievement reports; recommendations for the removal of injustices describing investigations, proceedings, and hearings conducted and their outcomes and any decisions rendered; and plans, documents, and other information requested by the Department of Administrative Services for the development of the Information and Telecommunication Systems Strategic Plan. We reviewed all 11 CHRO annual/biennial statutory reporting requirements.

2

CHRO asset management reports were deemed unreliable, due in part, to the lack of conducting a complete physical inventory. CHRO's reported assets totaled \$331,913 as of June 30, 2020.

3

CHRO does not have sufficient information technology resources to effectively support its three areas of service in discrimination case management, contractor compliance, and affirmative action reporting.

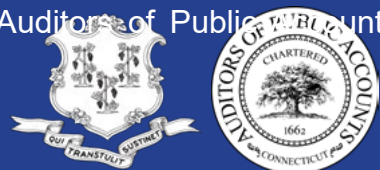


Recommendations

CHRO should comply with its statutory reporting requirements.

CHRO should work with the Department of Labor to ensure compliance with asset management requirements in Section 4-36 of the General Statutes and the State Property Control Manual.

CHRO should continue to pursue funding and obtain appropriate staffing resources to improve its information management capacity and agency efficiency. The commission should develop a strategy to upgrade its current information technology systems and training and implement electronic processing of state agency and contractor affirmative action plans.



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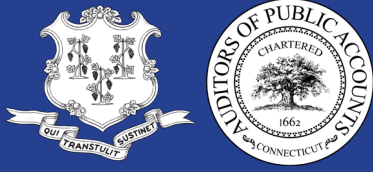


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AUDIT SUMMARY

Commission on Human Rights and Opportunities

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www.cga.ct.gov/apa

Fiscal Years Ended June 30, 2021 and 2022

ABOUT THE AGENCY



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[Link to full report](#)



Our audit identified internal control deficiencies; instances of noncompliance with laws, regulations, or policies; and a need for improvement in practices and procedures that warrant management's attention.

NOTEWORTHY FINDINGS



1

In 21 of 21 discrimination complaints reviewed, CHRO did not consistently adhere to statutory processing deadlines.

CHRO should process discrimination complaints and determine reasonable cause within the statutory deadlines.

2

Our review of CHRO's CO-59 asset management reports determined the reports were unreliable, due in part, to a lack of complete physical inventory inspections and reconciliations.

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3

CHRO did not have sufficient information technology resources to effectively support its three areas of service in discrimination case management, contractor compliance, and affirmative action reporting.

CHRO should continue to pursue funding and obtain appropriate staffing resources to improve its information management capacity and agency efficiency. The commission should develop a strategy to upgrade its current information technology systems, provide training, and implement electronic processing of state agency and contractor affirmative action plans.

4

CHRO was unable to document that it met statutorily required timelines for affirmative action plans submitted by contractors because it did not track the date that the plans were approved or disapproved.

CHRO should improve monitoring over the review of contractor affirmative action plans to ensure that it meets statutory deadlines.



A.B.I. Resources LLC

39 Kings Highway, Suite C

Gales Ferry CT, 06335

Phone: (860) 942-0365

Fax : (860) 465-9591

<https://www.CTbrainINJURY.com>

Date: 02.04.2024

Commission on Human Rights and Opportunities
Capitol Region Office
450 Columbus Boulevard, Suite 2

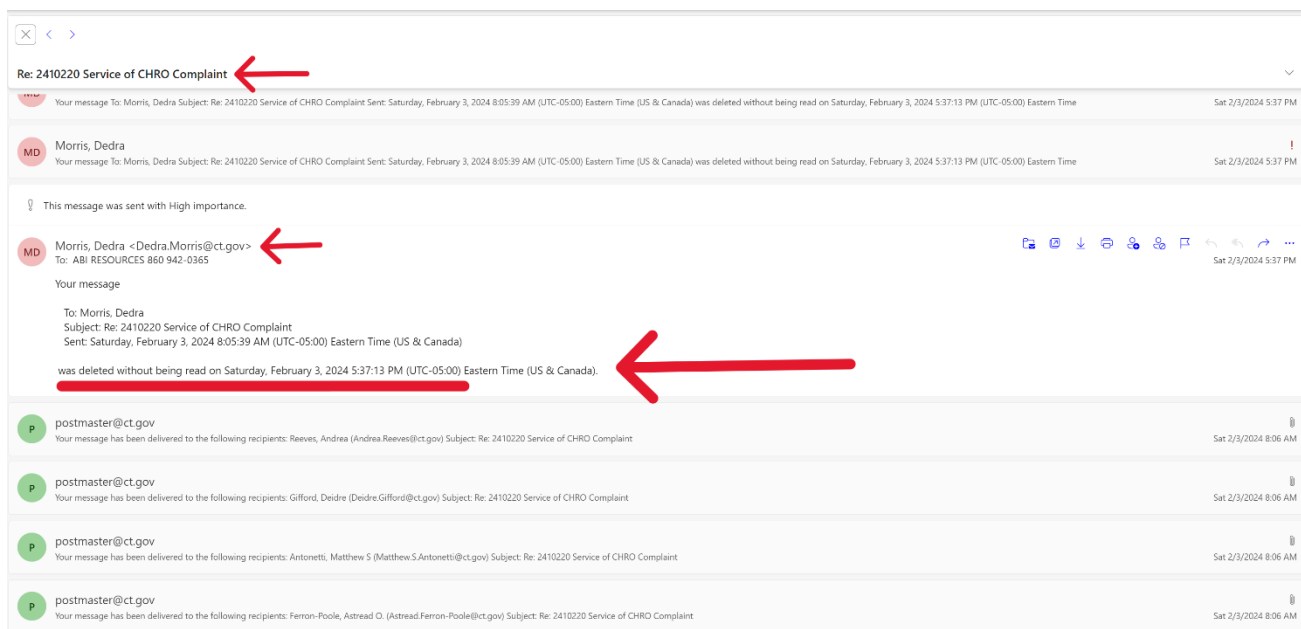
Hartford, CT 06103 | AA/EOEDepartment of Social Services - Central Office
55 Farmington Ave,
Hartford, CT 06105

TO: Connecticut Commission on Human Rights and Opportunities (CHRO) and the
Department of Social Services (DSS).

Formal Complaint and Demand for Investigation: Allegations of Discrimination and
Non-Compliance by CHRO and DSS

Formal Complaint of Discrimination and Request for Immediate Action

I hereby demand an immediate cessation of all discriminatory practices and policies
that violate ADA and whistleblower protections as experienced within the dealings
with the Connecticut Commission on Human Rights and Opportunities (CHRO) and
the Department of Social Services (DSS). This demand is made with the expectation
of a prompt, transparent investigation into these allegations and a swift
implementation of corrective measures to ensure full compliance with all applicable
federal and state laws, thereby safeguarding my rights and those of others who may be
similarly affected.



I am writing to formally allege discrimination by the Connecticut Commission on Human Rights and Opportunities (CHRO) and the Department of Social Services (DSS), in violation of the Americans with Disabilities Act (ADA) and whistleblower protection laws. Despite numerous attempts to seek resolution and compliance with these critical protections, my efforts have been met with systemic barriers and retaliatory actions that not only exacerbate my personal and professional situation but also raise serious concerns about the commitment of CHRO and DSS to uphold the law and protect the rights of individuals they serve.

This letter serves as a formal request for an immediate, transparent, and comprehensive investigation into these allegations. Furthermore, it demands the implementation of corrective actions to address and rectify the violations of ADA compliance and whistleblower protections I have experienced.

The failure to adequately address these issues not only undermines the integrity of CHRO and DSS but also inflicts significant harm on those who rely on your departments for support and protection. It

is imperative that this situation be rectified immediately to restore faith in your commitment to justice and legal compliance.

I expect a prompt response to this letter, detailing the steps that will be taken to investigate these claims and ensure that such violations do not recur. Failure to address these concerns adequately may compel me to pursue further legal action to protect my rights and ensure that the principles of fairness, transparency, and accountability are upheld.

Best regards,
David Medeiros
David Medeiros
ABI Resources, Founder, Team Member
Medicaid ABI Waiver Program Support Provider.



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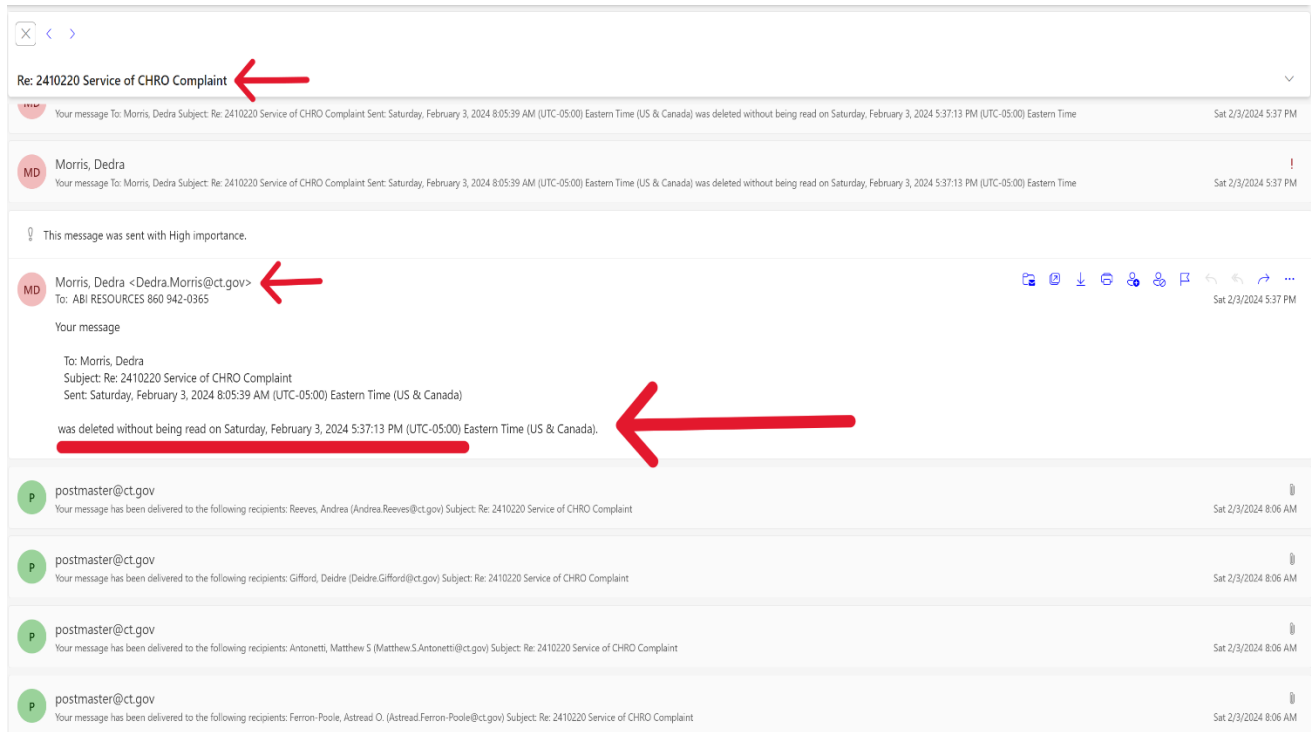
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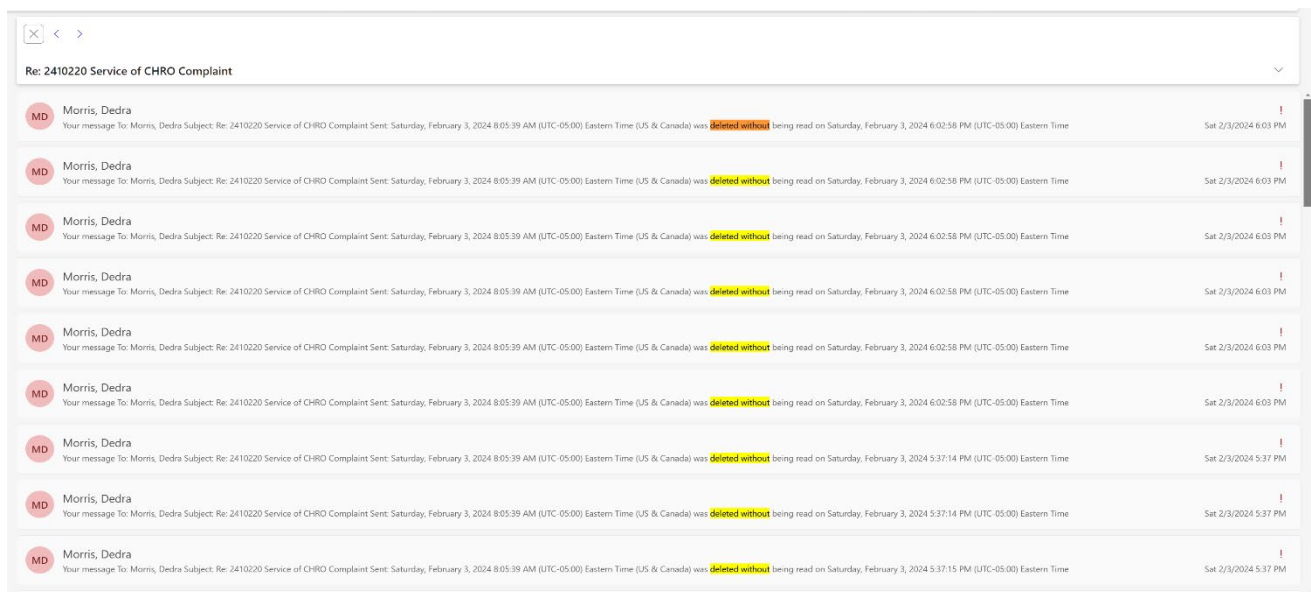




Your message

To: Morris, Dedra
Subject: Re: 2410220 Service of CHRO Complaint
Sent: Saturday, February 3, 2024 8:05:39 AM (UTC-05:00) Eastern Time (US & Canada)

was deleted without being read on Saturday, February 3, 2024 6:02:58 PM (UTC-05:00) Eastern Time (US & Canada).



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02.04.2024 Formal Complaint and Demand for Investigation: Allegations of Discrimination and Non-Compliance by CHRO and DSS Notice
Regarding Connecticut Department of Social Services Medicaid Administration, FOIA Non-Compliance, ADA Concerns, and Whistleblower
Retaliations. Complaint, Appeals, and Request for Transparency Page 2 of 73

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o:ABI RESOURCES 860 942-0365

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Morris, Dedra <Dedra.Morris@ct.gov>

To:ABI RESOURCES 860 942-0365

Sat 2/3/2024 5:37 PM

Your message

To: Morris, Dedra
Subject: Re: 2410220 Service of CHRO Complaint
Sent: Saturday, February 3, 2024 8:05:39 AM (UTC-05:00) Eastern Time (US & Canada)

was deleted without being read on Saturday, February 3, 2024 5:37:13 PM (UTC-05:00) Eastern Time (US & Canada).



This message was sent with High importance.
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To:ABI RESOURCES 860 942-0365

Sat 2/3/2024 5:37 PM

Your message

To: Morris, Dedra

Subject: Re: 2410220 Service of CHRO Complaint

Sent: Saturday, February 3, 2024 8:05:39 AM (UTC-05:00) Eastern Time (US & Canada)

was deleted without being read on Saturday, February 3, 2024 5:37:13 PM (UTC-05:00) Eastern Time (US & Canada).

P



postmaster@ct.gov

Sat 2/3/2024 8:06 AM

Your message has been delivered to the following recipients: Reeves, Andrea (Andrea.Reeves@ct.gov) Subject: Re: 2410220 Service of CHRO Complaint

P

postmaster@ct.gov

Sat 2/3/2024 8:06 AM

Your message has been delivered to the following recipients: Gifford, Deidre (Deidre.Gifford@ct.gov) Subject: Re: 2410220 Service of CHRO Complaint

02.04.2024 Formal Complaint and Demand for Investigation: Allegations of Discrimination and Non-Compliance by CHRO and DSS Notice Regarding Connecticut Department of Social Services Medicaid Administration, FOIA Non-Compliance, ADA Concerns, and Whistleblower

Retaliations. Complaint, Appeals, and Request for Transparency Page 10 of 73

P



postmaster@ct.gov

Sat 2/3/2024 8:06 AM

Your message has been delivered to the following recipients: Antonetti, Matthew S (Matthew.S.Antonetti@ct.gov) Subject: Re: 2410220 Service of CHRO Complaint

P



postmaster@ct.gov

Sat 2/3/2024 8:06 AM

Your message has been delivered to the following recipients: Ferron-Poole, Astread O. (Astread.Ferron-Poole@ct.gov) Subject: Re: 2410220 Service of CHRO Complaint

P



postmaster@ct.gov

Sat 2/3/2024 8:06 AM

Your message has been delivered to the following recipients: Morris, Dedra (Dedra.Morris@ct.gov) Subject: Re: 2410220 Service of CHRO Complaint

A



ABI RESOURCES 860 942-0365

Sat 2/3/2024 8:05 AM

02.03.2024 Subject: Urgent Request for Status Update and Immediate Action on ADA Non-Compliance and Whistleblower Protection Violations Dear Commission on Human Rights and Opportunities (CHRO), I write to urgently inquire about the status of my corr

P



postmaster@ct.gov

Fri 1/5/2024 9:12 AM

Your message has been delivered to the following recipients: Morris, Dedra (Dedra.Morris@ct.gov) Subject: Re: 2410220 Service of CHRO Complaint

P



postmaster@ct.gov

Fri 1/5/2024 8:55 AM

Your message has been delivered to the following recipients: Antonetti, Matthew S (Matthew.S.Antonetti@ct.gov) Subject: Re: 2410220 Service of CHRO Complaint

P



postmaster@ct.gov

Fri 1/5/2024 8:54 AM

Your message has been delivered to the following recipients: Reeves, Andrea (Andrea.Reeves@ct.gov) Subject: Re: 2410220 Service of CHRO Complaint

P



postmaster@ct.gov

Fri 1/5/2024 8:54 AM

Your message has been delivered to the following recipients: Gifford, Deidre (Deidre.Gifford@ct.gov) Subject: Re: 2410220 Service of CHRO Complaint

P



postmaster@ct.gov

Fri 1/5/2024 8:54 AM

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This message was sent with High importance.
This message was sent with High importance.

A

ABI RESOURCES 860 942-0365

To:Reeves, Andrea;Morris, Dedra;Gifford, Deidre
Cc:Ferron-Poole, Astread O.;Antonetti, Matthew S

Fri 1/5/2024 8:35 AM

Mail 7 - ABI RESOURCES 860 942-0365 - Outlook.pdf
325 KB



12.16.2023 binder Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations. RE David Medeiros v. State of CT Department of Social Services CHRO No. 2410220 Binder .pdf

1 MB



12.16.2023 Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations. RE David Medeiros v. State of CT Department of Social Services CHRO No. 2410220 .pdf

453 KB



Mail 6 - ABI RESOURCES 860 942-0365 - Outlook.pdf
325 KB



12.19.2023 CT CHRO WBC CHRO Mail - ABI RESOURCES 860 942-0365.pdf

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Mail 4- ABI RESOURCES 860 942-0365 - Outlook.pdf

305 KB



Mail 3 - ABI RESOURCES 860 942-0365 - Outlook.pdf

334 KB



2024.01.02 CHRO DSS Complaint ADA Whistleblower Protections David Medeiros ABI Resources Connecticut (1).pdf

335 KB



Mail 2 - ABI RESOURCES 860 942-0365 - Outlook.pdf
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39b1072f-1a32-44fd-b8c5-1c77627d0d97.pdf
432 KB


2024.01.02 CHRO DSS Complaint ADA Whistleblower Protections David Medeiros ABI Resources Connecticut.pdf
335 KB


01.02.2024 chro morris WBC Mail - ABI RESOURCES 860 942-0365 - Outlook.pdf
987 KB


12.29.2024 CHRO COMPLAINT Mail - ABI RESOURCES 860 942-0365 - Outlook.pdf
419 KB


12.23.2023 Ned Lamont Call for Systemic Change CHROs Failure in ADA Accommodation Compliance. Disability Discrimination Whistleblower Retaliation .pdf
877 KB


12.23.23 8 AM THREAD CHRO CT DSS- OutlookMail - ABI RESOURCES 860 942-0365 - Outlook - Copy.pdf
985 KB


12.16.2023 binder Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations. RE David Medeiros v. State of CT Department of Social Services CHRO No. 2410220 Binder .pdf
1 MB


12.14.2023 Dear Matthew S. Antonetti CT DSS .pdf
296 KB


DSS Response to ABI Resources 10.31.23 Correspondence (2).pdf
163 KB


12.15.2023 Complaint Seeking Connecticut Intervention for Whistleblower Rights and Accommodation in SelfAdvocacy Against Misconduct Connecticut Matthew S. Antonetti CT DSS .pdf

282 KB



12.16.2023 Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations. RE David Medeiros v. State of CT Department of Social Services CHRO No. 2410220 .pdf

453 KB



Show all 28 attachments (13 MB) Save all to OneDrive Download all

01.05.2024

20 documents attached.

Subject: Complaint / Demand for Immediate Rectification of ADA Non-Compliance and Whistleblower Protection Violations

Dear Commission on Human Rights and Opportunities (CHRO),

I am writing to you with a sense of urgency and determination, to formally raise and seek an immediate resolution to significant administrative discrepancies and communication failures in the handling of my case. These issues not only pose an obstruction but also constitute a clear breach of the Americans with Disabilities Act (ADA) and whistleblower protection statutes.

Despite prior assurances from the CHRO, my experience has been marred by a complex and confusing array of communication channels, rather than the streamlined, accessible process that is both expected and required. This fragmentation, which I perceive as systematic rather than incidental, directly contravenes my rights to reasonable accommodations under the ADA. The resulting situation has not only complicated my access to services but also raised serious concerns about the integrity and effectiveness of the CHRO's processes.

The current state of affairs, characterized by multiple and conflicting communication threads, has led to significant conflicts of interest, compromised the integrity of information, and diluted the effectiveness of my advocacy efforts. This approach, which seems to be a deliberate 'divide and conquer' tactic, is wholly inappropriate and unacceptable, especially within an organization that is entrusted with upholding public trust and rights.

As an advocate for civil rights and equitable treatment of individuals with disabilities, I find it imperative to highlight that the continuation of these practices is intolerable. Such actions undermine not only my individual rights but also the broader trust in institutions that are supposed to protect and uphold these rights.

To address these concerns, I demand the following actions:

Immediate consolidation of all communications related to my case into a single, accessible thread, as previously assured by your office.

A comprehensive and transparent investigation into the administrative errors and conflicts of interest I have outlined.

A detailed explanation of the current failures in compliance, along with a robust action plan for remediation.

Full compliance with all reasonable accommodation requests that have been previously submitted but ignored.

Provision of the names, titles, and contact information of all @CT.gov employees involved in my CHRO case.

Access to all communications from @CT.gov addresses/state employees regarding any aspect of my CHRO complaint.

Identification of all CHRO supervisors and along with a request for Comm. Sujata Gadkar-Wilcox, Comm. Alex Harris, Comm. Tamara Titre, Tanya A. Hughes CHRO Commissioner to provide clarification, explanation, and resolutions to the issues raised and at hand.

I request the Connecticut Department of Social services Commissioner Andrea Barton Reeves to provide clarification, explanation, and resolutions to DSS's actions.

Detailed Record of Case Handling:

Can you provide a detailed timeline and record of how my case has been handled from the initial submission to the present date?

Reason for Communication Fragmentation:

What are the specific reasons for the fragmented and complex communication channels in handling my case?

ADA Compliance Verification:

How does the CHRO ensure compliance with the ADA in terms of accommodating individuals with disabilities in its administrative processes?

Conflict of Interest Clarification:

Can you identify any potential conflicts of interest that may have arisen in the handling of my case?

Assessment of Advocacy Impact:

How have the current communication and administrative processes affected the effectiveness of my advocacy efforts?

Investigation into Administrative Errors:

What procedures will be followed to investigate the administrative errors and conflicts of interest that I have outlined?

Action Plan for Remediation:

What specific steps will the CHRO take to rectify the current failures in compliance with ADA and whistleblower protection statutes?

Status of Accommodation Requests:

What is the status of all reasonable accommodation requests that have been submitted in relation to my case?

Transparency in Employee Involvement:

Who are the specific @CT.gov employees involved in my case, and what roles do they play?

Access to Communications:

Can I be granted access to all communications from @CT.gov addresses/state employees regarding any aspect of my CHRO complaint?

Supervisory Oversight and Response:

What is the extent of oversight by CHRO supervisors on my case, and how will they address the issues I've raised?

Department of Social Services Involvement:

What is the role of the Connecticut Department of Social Services in this matter, and how will the Commissioner respond to the issues at hand?

Measures to Prevent Future Occurrences:

What measures will the CHRO implement to prevent similar issues from occurring in the future with other cases?

Feedback Mechanism for Complainants:

What mechanisms are in place for complainants to provide feedback on the handling of their cases and suggest improvements?

Accountability Measures:

What accountability measures are in place for handling potential violations of the ADA and whistleblower protections?

I trust that the CHRO will treat these grievances with the seriousness they warrant and respond promptly and effectively. It is in the interest of justice and equity that these matters are addressed with the utmost attention and rectitude.

Best regards,
David Medeiros
ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

Date 01.02.2024

Commission on Human Rights and Opportunities

Re: Comprehensive Complaint and Request for Escalation - CHRO No. 2410220 David Medeiros v. State of Connecticut, Department of Social Services

Re: Comprehensive Grievance Report and Request for Clarity.

Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program.

Whistleblower Report Prepared by: David Medeiros and ABI Resources LLC Date: November 21, 2023

Re: Newly filed CHRO Complaint 12.29.2023 against CHRO and DSS.

Esteemed Members of the Commission on Human Rights and Opportunities,

This comprehensive complaint is a cumulation of ongoing concerns, systemic issues, and personal grievances experienced in my interactions with the Commission on Human Rights and Opportunities (CHRO) and the Department of Social Services (DSS). It serves to illuminate the substantial and repetitive failures to adhere to the mandates of the Americans with Disabilities Act (ADA), the disregard for the proper treatment of whistleblowers, and the overall lack of procedural integrity.

I. Introduction and Background:

My journey as a brain injury survivor and stroke survivor has been marred by the CHRO's and DSS's failure to provide necessary ADA accommodations and civil rights. The lack of proper communication and assistance has hindered my ability to effectively engage in proceedings and advocate for my rights. Despite repeated requests for accommodations, such as assistance in understanding and completing complex documentation and a preference for written communication, I have faced misinterpretations and inadequate responses.

II. Allegations of Non-Compliance and Accommodation Failures:

The DSS's actions, including the initiation of complex email threads involving numerous parties, have contravened the clear, simplified communication methods necessary for my effective participation. Notably, the new email and involvement of Mr. Michael Slitt, given his prior engagements with the ABI Waiver Program, presents a glaring conflict of interest, potentially influencing the impartial handling of my case. CHRO email threads with state employees from CHRO and CT DSS Kimberly D. Morris, Debra Morris, CHRO Judge Dr. Cherron Payne, Ferron-Poole, Astread O Matthew. S. Antonetti, Micheal Silt, Jennifer Nicole Zakrzewski, Deidre Gifford, Andrea Barton Reeves Commissioner, Connecticut Department of Social Services.

III. Whistleblower Protections and Retaliatory Actions:

As a whistleblower, I have reported significant issues within the ABI Waiver Program, placing me at risk of retaliatory actions from individuals within the DSS. The audit's identification of instances of noncompliance with laws, regulations, or policies by the CHRO is indicative of an environment where whistleblower protections are not adequately enforced.

IV. Demand for Investigation and Independent Adjudication:

I demand a detailed investigation into the CHRO's practices, especially regarding ADA accommodations and whistleblower retaliations. It is critical that my distinct complaints be adjudicated independently to prevent the conflation of issues.

V. Federal Escalation Given Audit Findings:

Given the audit findings, which include four repeat findings from previous audits, it is imperative that this matter be escalated to federal authorities, specifically the U.S. Department of Justice Civil Rights Enforcement and all appropriate Federal Departments for an impartial and exhaustive review.

Conclusion and Imperative for Immediate Action:

The systemic issues within the CHRO not only affect my individual case but suggest a broader pattern of noncompliance and disregard for civil rights protections. Immediate federal intervention is necessary to address these deficiencies and ensure justice for all individuals who rely on the CHRO's mandate. These compounding conflicts of interest are profound.

I implore the CHRO to act swiftly and decisively to address these systemic deficiencies, to uphold the rule of law, and to ensure justice for all individuals who rely on its mandate.

VI. Timeliness and Further Accommodations:

The significant delay in addressing CHRO Case 2410220, now exceeding 260 days, is unacceptable and contradicts the principles of timely justice. Such delays have not only affected the resolution of my complaints but also aggravated the challenges I face due to my disability and professional life.

VII. Systemic Changes and Audit Findings:

The recent audit findings have revealed systemic issues within the CHRO's processes, including internal control deficiencies and non-adherence to statutory processing deadlines. These findings correlate directly with the inefficiencies and obstacles I have encountered throughout my case. It is imperative that these systemic issues be addressed immediately to prevent future recurrence and to ensure that all individuals are treated fairly and with respect to their legal rights.

VIII. Escalation to Federal Authorities:

Given the gravity of these issues, and considering the potential limitations of the state-level jurisdiction to provide a comprehensive and unbiased resolution, I request the escalation of my case to the federal authorities. The involvement of entities such as the United States Department of Justice is crucial to ensure that my civil rights are adequately protected, and that justice is served.

IX. Conclusion and Call to Action:

The issues outlined in this comprehensive complaint, corroborated by the recent audit findings and my personal experiences, underscore the urgent need for a review and overhaul of the CHRO's current practices, particularly regarding ADA compliance and whistleblower protections. I request a formal investigation into my allegations, a review of the CHRO's practices by federal authorities, and a public acknowledgment of the failures and steps taken to prevent such failures in the future.

Your immediate and thorough attention to this matter is not only deeply appreciated but also crucial in upholding the principles of justice, fairness, and the rule of law. The systemic issues within the CHRO not only affect my individual case but also suggest a broader pattern of noncompliance and disregard for civil rights protections.

X. Detailed Issues and Specific Incidents:

The issues I've encountered with the CHRO and DSS have been numerous and varied, impacting my ability to seek justice and fair treatment. Notably, my disability accommodations are not met as per ADA guidelines. This includes, but is not limited to, divided complex communications, the improper management of my communications, lack of clear and accessible interactions, and failure to provide necessary support to understand and navigate the processes involved in my case.

XI. Impact on Personal and Professional Life:

The inadequate handling of my complaints and the need for ADA accommodations have had a profound impact on both my personal well-being and my professional endeavors. As the owner of ABI Resources LLC, these issues have not only affected my individual rights but have also hindered my company's operations, which serve individuals with similar disabilities.

XII. Request for Transparency and Accountability:

In the spirit of transparency and accountability, I urge the CHRO to disclose all communications and internal deliberations regarding my case. This includes the provision of detailed explanations for the involvement of new parties in the email thread initiated by DSS and the rationale behind any changes in the handling of my complaints.

XIII. Additional Allegations of Misconduct:

Beyond the initial allegations, I have observed a pattern of behavior that may constitute further misconduct, including the mishandling of sensitive information and a lack of responsiveness to critical issues raised. These actions suggest a systemic disregard for the rights of individuals seeking redress through the CHRO and DSS.

XIV. Remedial Actions and Systemic Reforms:

I call upon the CHRO to implement immediate remedial actions to address the specific issues outlined in this complaint. Furthermore, I advocate for systemic reforms within the CHRO to ensure that future complaints are handled with the requisite seriousness, professionalism, and adherence to legal standards.

XV. Legal and Ethical Implications:

The concerns raised herein have significant legal and ethical implications for the functioning of the CHRO and DSS. It is essential that these bodies operate within the bounds of the law and uphold the highest ethical standards to maintain public trust and ensure the protection of civil rights.

XVI. Conclusion and Expectation of a Timely Response:

In conclusion, the details provided in this comprehensive complaint paint a picture of a system that requires immediate attention and reform. I expect a timely response to each point raised and a detailed action plan outlining the steps the CHRO will take to address these concerns and prevent future failures.

Please regard this letter not as mere correspondence, but as a formal complaint necessitating immediate action and rectification. The issues discussed are not only detrimental to my life but reflect broader systemic problems that may impact others seeking justice through the CHRO and DSS.

XVII. Documentation and Evidence of Non-Compliance:

In support of my claims, I am prepared to provide a comprehensive dossier of all correspondence and records of interactions with the CHRO and DSS that demonstrate the patterns of non-compliance with ADA standards. The detailed log of incidents will illustrate the systemic failures and individual instances of negligence that have occurred throughout the handling of my case.

XVIII. Impact of Non-Compliance on Legal Proceedings:

The lack of ADA compliance has directly affected the legal proceedings related to my case. It has not only delayed the resolution of my complaints but also has compromised the integrity of the process, leaving me at a substantial disadvantage and impeding my right to a fair hearing.

XIX. Proposed Remedies and Accommodations:

I hereby propose the following remedies and accommodations to rectify the current situation:

Immediate implementation of a clear communication protocol that adheres to ADA requirements and civil rights.

Follow-up Mechanism: I respectfully request a formal response to this complaint along with an action plan for addressing these concerns.

XX. Need for Systemic Change and Training:

To prevent future occurrences of such failings, I call for systemic change within the CHRO and DSS, including comprehensive training for all staff on ADA compliance, disability awareness, and the proper handling of whistleblower complaints.

XXI. Assurance of Non-Retaliation:

In light of my status as a whistleblower and the sensitive nature of the issues raised, I seek assurances from the CHRO that there will be no form of retaliation or adverse action taken against me for bringing these matters to light.

XXII. Monitoring and Oversight:

I request that the CHRO establish a system of monitoring and oversight to ensure that the corrective actions proposed are effectively implemented and that compliance with ADA standards is maintained throughout all processes.

XXIII. Appeal for Justice and Integrity:

This complaint is an appeal to the CHRO to uphold the principles of justice and integrity that are the foundation of its mission. The resolution of these issues is not only crucial for my case but is also indicative of the CHRO's commitment to serving the community it is meant to protect.

I expect that this comprehensive complaint will be met with the seriousness it deserves and that immediate steps will be taken to address the concerns raised. The neglect of these issues not only undermines my trust in the CHRO but also casts doubt on the organization's ability to fulfill its mandate.

Thank you for your attention to these urgent matters. I look forward to a detailed response outlining the actions that will be taken to resolve these issues and restore my confidence in the CHRO's commitment to civil rights and justice.

Would you please ensure my complaint is provided to Federal and State Department representatives so they may be advised of civil rights and ensure justice in state processes:

- Connecticut Department of Social Services Commissioner Andrea Barton Reeves
- U.S. Senators Richard Blumenthal and Chris Murphy
- U.S. House Representatives John Larson, Joe Courtney, Rosa DeLauro, Jim Himes, and Jahana Hayes
- Connecticut Governor Ned Lamont
- Lieutenant Governor Susan Bysiewicz
- Secretary of State Denise Merrill
- Attorney General William Tong
- State Treasurer Shawn Wooden
- State Comptroller Kevin Lembo
- State Auditors John Geragosian and Rob Kane
- U.S. Department of Health and Human Services (HHS) Secretary Xavier Becerra
- Centers for Medicare & Medicaid Services (CMS) Administrator Chiquita Brooks-LaSure
- U.S. Department of Justice (DOJ) Attorney General Merrick Garland
- U.S. Equal Employment Opportunity Commission (EEOC) Chair Charlotte A. Burrows
- Office of Special Counsel (OSC) Special Counsel Henry J. Kerner
- Office for Civil Rights (OCR) at HHS Acting Director Melanie Fontes Rainer
- The Department of Labor DOL
- Government Accountability Office GAO
- Connecticut General Assembly CGA

I trust that this matter will be addressed with the seriousness it warrants, for the benefit of all individuals with disabilities in Connecticut.

Thank you for your attention to this matter. I look forward to a prompt and positive response that serves the greatest good.

Best regards, David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member
Medicaid Acquired Brain Injury ABI Waiver Program Support Provider.

RE: 2410220 Respondent Granted Extension
Slitt, Michael <Michael.Slitt@ct.gov>
Thu 1/4/2024 2:55 PM
To: Morris, Dedra <Dedra.Morris@ct.gov>
Cc: aabiwr@live.com <aabiwr@live.com>; Zakrzewski, Jennifer <Jennifer.Zakrzewski@ct.gov>
Oh, now I get it, thank you!!!! This is very helpful. Sorry for MY confusion!
From: Morris, Dedra <Dedra.Morris@ct.gov>

Sent: Thursday, January 4, 2024 2:54 PM
To: Slitt, Michael <Michael.Slitt@ct.gov>
Cc: aabiwr@live.com; Zakrzewski, Jennifer <Jennifer.Zakrzewski@ct.gov>
Subject: Re: 2410220 Respondent Granted Extension

Hi Atty. Slitt,

I was denying the extension for January 29, 2024, and granting until February 1, 2024. The RP acknowledge receipt of the service on December 18, 2023, which brings it to February 1, 2024, which was granted. Sorry for the confusion but I hope I was helpful this time.

Thanks, Dedra

www.ct.gov/chro

Dedra A. Morris Administrative Assistant Capitol Region Office
Commission on Human Rights and Opportunities 450 Columbus Boulevard, Suite 2
Harford, CT 06103 | AA/EOE
P: 860-541-3456 | F: 860-566-1997
dedra.morris@ct.gov

From: Slitt, Michael <Michael.Slitt@ct.gov> Sent: Thursday, January 4, 2024 2:30 PM To: Morris, Dedra <Dedra.Morris@ct.gov>
Cc: aabiwr@live.com <aabiwr@live.com>; Zakrzewski, Jennifer <Jennifer.Zakrzewski@ct.gov>
Subject: RE: 2410220 Respondent Granted Extension Hi Ms. Morris:
Can you please confirm that this request for an extension was granted (as stated in your subject line), as opposed to denied (as appears in the body of the email)? You emailed the Complaint to the Respondent on December 15, 2023, which would make the response due on January 14, 2024. Respondent is requesting a one-time 15- day extension to January 29, 2024.

Thanks!

From: Morris, Dedra <Dedra.Morris@ct.gov>
Sent: Thursday, January 4, 2024 1:58 PM
To: Slitt, Michael <Michael.Slitt@ct.gov>
Cc: aabiwr@live.com; Zakrzewski, Jennifer <Jennifer.Zakrzewski@ct.gov>
Subject: 2410220 Respondent Granted Extension

David Medeiros v. State of CT, Department of Social Services
Dear Parties, Happy New Year!
I hope this email finds you well.

Your request for extension until January 29, 2024, is denied because you only have a onetime 15-day extension from date of receipt which is February 1, 2024, to submit your response to the CHRO and the Complainant.

Thank you. Have a wonderful day and be safe!

Blessing and Peace, Dedra

www.ct.gov/chro

Dedra A. Morris Administrative Assistant Capitol Region Office
Commission on Human Rights and Opportunities 450 Columbus Boulevard, Suite 2
Harford, CT 06103 | AA/EOE
P: 860-541-3456 | F: 860-566-1997
dedra.morris@ct.gov

From: Slitt, Michael <Michael.Slitt@ct.gov>
Sent: Tuesday, January 2, 2024 11:22 AM
To: Morris, Dedra <Dedra.Morris@ct.gov>; CHRO.Capitol <CHRO.Capitol@ct.gov>
Cc: aabiwr@live.com <aabiwr@live.com>; Zakrzewski, Jennifer <Jennifer.Zakrzewski@ct.gov>
Subject: David Medeiros v. DSS, CHRO No. 2410220 - Extension to File Answer Dear Ms. Morris:
Pursuant to section 46a-83(b) of the Connecticut General Statutes, please find attached to this email a request for an extension of time for the Respondent, Department of Social Services, to file a response to the above-referenced complaint. The Complainant is copied on this email.

Please contact me with any questions or concerns. Thank you,

Michael Slitt
Staff Attorney
Department of Social Services
Office of Legal Counsel, Regulations and Administrative Hearings 55 Farmington Ave, 11th Floor
Harford, CT 06105
Phone: (860) 424-5068
Fax: (860) 424-5403
Email: Michael.Slitt@ct.gov

Re: 2410220 Service of CHRO Complaint
ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sat 12/23/2023 12:15 PM
To: Reeves, Andrea <Andrea.Reeves@ct.gov>; Morris, Dedra <Dedra.Morris@ct.gov>; Gifford, Deidre <Deidre.Gifford@ct.gov>
Cc: Ferron-Poole, Astread O. <Astread.Ferron-Poole@ct.gov>; Antonetti, Matthew S <Matthew.S.Antonetti@ct.gov>
12.23.2023

Dear Ms. Morris,

Thank you so much for sending over the documents regarding the discrimination complaint, dated December 15, 2023. I've received all the attachments you mentioned.

On a quick note, I realized I'm not familiar with some of the individuals included in this email thread. Could you kindly provide some insight into who they are and their roles? This would really help me understand the context better.

I'd really appreciate any help you can provide to make this process as smooth as possible.
Thank you once again, and let me take a moment to wish you a joyous Christmas season and a wonderful New Year ahead! Warm regards,

Best regards, David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

From: Reeves, Andrea <Andrea.Reeves@ct.gov>
Sent: Monday, December 18, 2023 6:57 AM
To: Morris, Dedra <Dedra.Morris@ct.gov>; Gifford, Deidre <Deidre.Gifford@ct.gov>; aabiwr@live.com <aabiwr@live.com> Cc: Ferron-Poole, Astread O. <Astread.Ferron-Poole@ct.gov>; Antonetti, Matthew S <Matthew.S.Antonetti@ct.gov> Subject: Re: 2410220 Service of CHRO Complaint

Dear Ms. Morris,

We are in receipt of the attached complaint.

I am the current commissioner of the Department of Social Services, so please feel free to forward any subsequent documents and other correspondence to me at Andrea.Reeves@ct.gov and to our Legal Director, Matthew Antonetti at Matthew.Antonetti@ct.gov.
Thank you.

Get Outlook for iOS

From: Morris, Dedra <Dedra.Morris@ct.gov>
Sent: Friday, December 15, 2023 7:33:29 PM
To: Gifford, Deidre <Deidre.Gifford@ct.gov>; aabiwr@live.com <aabiwr@live.com>
Cc: Ferron-Poole, Astread O. <Astread.Ferron-Poole@ct.gov>; Reeves, Andrea <Andrea.Reeves@ct.gov>
Subject: 2410220 Service of CHRO Complaint

David Medeiros v. State of CT, Department of Social Services,

Dear Parties,

I hope this email finds you well.

Please see attached five pdf documents of a service of discrimination complaint. Please confirm receipt.
Thank you. I hope you have a fabulous and safe weekend.
Wishing you and yours a Merry Christmas and a prosperous New Year! 😊

Grace and Peace, Dedra

www.ct.gov/chro

Dedra A. Morris Administrative Assistant Capitol Region Office
Commission on Human Rights and Opportunities 450 Columbus Boulevard, Suite 2
Hartford, CT 06103 | AA/EOE
P: 860-541-3456 | F: 860-566-1997
dedra.morris@ct.gov

Re: WBR Complaint
ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Tue 12/19/2023 12:44 PM

To: Morris, Kimberly <Kimberly.Morris@ct.gov>
Cc: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>

Would you please schedule a time for us to sit down and complete this?

Best regards, David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

From: Morris, Kimberly <Kimberly.Morris@ct.gov>
Sent: Tuesday, December 19, 2023 12:36 PM
To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: WBR Complaint

Please fill out each line item on the complaint and have the complaint notarized, you can go to a bank to have the complaint notarized. If you have questions regarding the procedures if this office, I'm willing to answer questions you may have.

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Tuesday, December 19, 2023 12:24 PM To: Morris, Kimberly <Kimberly.Morris@ct.gov> Subject: Re: WBR Complaint
Importance: High

Assist me in completing all these documents and notarizing them.

Best regards, David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

From: Morris, Kimberly <Kimberly.Morris@ct.gov>
Sent: Tuesday, December 19, 2023 12:22 PM
To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: WBR Complaint

What type of accommodations do you need?

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Tuesday, December 19, 2023 12:21 PM
To: Morris, Kimberly <Kimberly.Morris@ct.gov>
Cc: ABI RESOURCES 860 942-0365 <AABIWR@live.com>
Subject: Re: WBR Complaint
Importance: High

Hello Ms. Morris,

Thank you for informing me about the need to complete the Whistleblower Retaliation (WBR) Complaint forms and having everything notarized. I appreciate your guidance in this process.

I am contacting you to request accommodations to assist me in completing all these documents and notarizing them. Would you kindly provide me assistance with this process?
Your support would be greatly appreciated. Thank you for your understanding.
Best regards, David Medeiros

ABI Resources
Medicaid Acquired a Brain Injury ABI Waiver Program Provider

From: Morris, Kimberly <Kimberly.Morris@ct.gov>

Sent: Tuesday, December 19, 2023 9:56 AM To: aabiwr@live.com <aabiwr@live.com> Subject: WBR Complaint

Good Morning,

It has come to our attention that you would like to file a WBR Complaint. Please fill out the attached complaint form and have it notarized and sent back.

Thank you.

www.ct.gov/chro

Kimberly D. Morris (she/her/hers) Secretary II
Office of Public Hearings
Commission on Human Rights and Opportunities 450 Columbus Blvd., Suite 2
Hartford CT 06103 | AA/EOE
P: 860-418-8770 | F: 860-418-8780 | Direct: 860-541-4711 |
Kimberly.morris@ct.gov

Re: 12.16.2023 Subject Request for Federal Intervention - Disability Discrimination and Whistleblower Retaliation Case Subject: Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations, RE: David Medeiros v. State...
ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Thu 12/21/2023 10:32 AM
To: ocrcomplaint@hhs.gov <ocrcomplaint@hhs.gov>
Bcc: ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>

12.21.2023 New Whistleblower Retaliation Complaint Connecticut CHRO DSS

I am continuing to address the challenges and concerns with the Connecticut Department of Social Services (DSS) and the Connecticut Commission on Human Rights and Opportunities (CHRO). How can any person, especially the disabled population, self-advocate and trust in civil rights systems? I also want you to know that these problems have been like this since 2000. I have always advocated for them since 2000 living in constant fear while being bullied by CT DSS and trapped in a systematic nightmare. The only difference now is I am giving this everything I have within. I'm not afraid anymore, I have more courage, honor, and experience to self-advocate.

DM

12.21.2023

Dear CHRO

After a comprehensive discovery process, it has been identified that Dr. Cherron Payne, from Farmington, Connecticut, has been appointed to a significant role within the Connecticut Commission on Human Rights and Opportunities (CHRO). Governor Ned Lamont announced the appointment of Dr. Payne, along with Jon FitzGerald of Bristol, to serve as administrative law judges for the CHRO. Furthermore, Dr. Payne has been designated as the chief human rights referee by Governor Lamont.

The following are new concerns and complaints.

Judge Dr. Payne, along with Jon FitzGerald of Bristol, serve as administrative law judges for the CHRO but more importantly, Judge Dr. Cherron Payne is to ensure that my civil rights are adhered to. The communication from Judge Dr. Cherron Payne serves as several significant conflicts of interest. CHRO failed the Connecticut General Assembly CGA audit dated December 20, 2023. CT's state auditors provide independent and objective audits of the operations of state government and protection against waste, fraud, and abuse.

CHRO continues to complicate communication challenges in my self-advocacy efforts. CHRO continues to request information that has already been submitted.

CHRO is responsible for ensuring equity and opportunity for Connecticut small and minority business enterprises owned by women, ethnic minorities, and people with disabilities. CHRO is not ensuring equity and opportunity.

12.20.2023

Hello Cherron and Kimberly,

May I kindly ask for your complete name, title, and contact information? Your email was sent from Kimberly Morris kimberly.morris@ct.gov and I am confused as to who will be helping me.

I am writing to formally file a complaint of whistleblower retaliation and disability discrimination against the Connecticut Commission on Human Rights and Opportunities (CHRO) and the Connecticut Department of Social Services (DSS). As a person living with a recognized disability and a professional committed to ethical standards, I have encountered actions that I believe constitute a violation of my rights under relevant state and federal laws, including the Americans with Disabilities Act.

Specifically, this complaint addresses instances where I have been subjected to adverse actions and discriminatory treatment following my disclosure of unethical practices within both entities. These actions have not only impeded my professional duties but also have disregarded my rights and accommodations as an individual with a disability.

This complaint seeks to bring these issues to light, ensuring compliance with legal standards and promoting an environment that respects my rights and the rights and dignity of all individuals, regardless of their abilities. I am prepared to provide detailed information and evidence to support these claims and look forward to a thorough and fair investigation into these matters.

I trust that the CHRO and DSS will handle this complaint with the seriousness it deserves and will take appropriate actions to address the issues raised. Thank you for your attention to this important matter.

Best regards, David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

From: Morris, Kimberly <Kimberly.Morris@ct.gov>
Sent: Wednesday, December 20, 2023 3:10 PM

To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: WBR Complaint

Who is the entity you will be filing the WBR Complaint against?

Thank you.

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Logo Description automatically
generated

Kimberly D. Morris (she/her/hers) Secretary II
Office of Public Hearings
Commission on Human Rights and Opportunities 450 Columbus Blvd., Suite 2
Harford CT 06103 | AA/EOE
P: 860-418-8770 | F: 860-418-8780 | Direct: 860-541-4711 |
Kimberly.morris@ct.gov

Re: WBR Complaint
ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Wed 12/20/2023 2:42 PM
To: Morris, Kimberly <Kimberly.Morris@ct.gov>
Cc: ABI RESOURCES LLC www.CTbrainINJURY.com <AABIWR@LIVE.COM>
12.20.2023

Hello Cherron,

May I kindly ask for your complete name, title, and contact information? Your email was sent from Kimberly Morris kimberly.morris@ct.gov and I am confused as to who will be helping me.

I am writing to formally file a complaint of whistleblower retaliation and disability discrimination against the Connecticut Commission on Human Rights and Opportunities (CHRO) and the Connecticut Department of Social Services (DSS). As a person living with a recognized disability and a professional committed to ethical standards, I have encountered actions that I believe constitute a violation of my rights under relevant state and federal laws, including the Americans with Disabilities Act.

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I trust that the CHRO and DSS will handle this complaint with the seriousness it deserves and will take appropriate actions to address the issues raised.

Thank you for your attention to this important matter.

Best regards, David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

From: Morris, Kimberly <Kimberly.Morris@ct.gov>
Sent: Wednesday, December 20, 2023 12:00 PM
To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: WBR Complaint

Who is the entity you will be filing the WBR Complaint against? Thanks,
Cherron

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Tuesday, December 19, 2023 12:45 PM
To: Morris, Kimberly <Kimberly.Morris@ct.gov>
Cc: ABI RESOURCES 860 942-0365 <AABIWR@live.com>
Subject: Re: WBR Complaint

You don't often get email from aabiwr@live.com. Learn why this is important
EXTERNAL EMAIL: This email originated from outside of the organization. Do not click any links or
open any attachments unless you trust the sender and know the content is safe.

Would you please schedule a time for us to sit down and complete this?

Best regards, David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

From: Morris, Kimberly <Kimberly.Morris@ct.gov>
Sent: Tuesday, December 19, 2023 12:36 PM
To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: WBR Complaint

Please fill out each line item on the complaint and have the complaint notarized, you can go to a bank to have
the complaint notarized. If you have questions regarding the procedures if this office, I'm willing to answer
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From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Tuesday, December 19, 2023 12:24 PM To: Morris, Kimberly <Kimberly.Morris@ct.gov> Subject: Re:
WBR Complaint
Importance: High

Assist me in completing all these documents and notarizing them.

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Medicaid Aquired Brain Injury ABI Waiver Program Provider

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Subject: Re: WBR Complaint

Importance: High

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Hello Ms. Morris,

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Would you kindly provide me assistance with this process? Your support would be greatly appreciated.

Thank you for your understanding.

Best regards, David Medeiros ABI Resources

Medicaid Acquired a Brain Injury ABI Waiver Program Provider

From: Morris, Kimberly <Kimberly.Morris@ct.gov>

Sent: Tuesday, December 19, 2023 9:56 AM To: aabiwr@live.com <aabiwr@live.com> Subject: WBR Complaint

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Kimberly D. Morris (she/her/hers) Secretary II

Office of Public Hearings

Commission on Human Rights and Opportunities 450 Columbus Blvd., Suite 2

Harford CT 06103 | AA/EOE

P: 860-418-8770 | F: 860-418-8780 | Direct: 860-541-4711 |

Kimberly.morris@ct.gov

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Sent: Tuesday, December 19, 2023 12:45 PM

To: Morris, Kimberly <Kimberly.Morris@ct.gov>

Cc: ABI RESOURCES 860 942-0365 <AABIWR@live.com>

Subject: Re: WBR Complaint

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David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

From: Morris, Kimberly <Kimberly.Morris@ct.gov>

Sent: Tuesday, December 19, 2023 12:22 PM
To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: WBR Complaint

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Cc: ABI RESOURCES 860 942-0365 <AABIWR@live.com>

Subject: Re: WBR Complaint
Importance: High

You don't often get email from aabiwr@live.com. Learn why this is important

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Would you kindly provide me assistance with this process? Your support would be greatly appreciated.

Thank you for your understanding.

Best regards, David Medeiros ABI Resources
Medicaid Acquired a Brain Injury ABI Waiver Program Provider

From: Morris, Kimberly <Kimberly.Morris@ct.gov>

Sent: Tuesday, December 19, 2023 9:56 AM To: aabiwr@live.com <aabiwr@live.com> Subject: WBR Complaint
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Kimberly D. Morris (she/her/hers) Secretary II
Office of Public Hearings
Commission on Human Rights and Opportunities 450 Columbus Blvd., Suite 2
Harford CT 06103 | AA/EOE
P: 860-418-8770 | F: 860-418-8780 | Direct: 860-541-4711 |
Kimberly.morris@ct.gov

Best regards, David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

Best regards, David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sent: Wednesday, December 20, 2023 12:03 PM
To: Brown, William (USACT) <william.brown2@usdoj.gov>
Cc: Dearing, Stewart (USACT) <Stewart.Dearing@usdoj.gov>; Dixon, Karen (USACT) [Contractor] <Karen.Dixon@usdoj.gov>; ABI RESOURCES LLC www.CTbrainINJURY.com <AABIWR@live.com>
Subject: Re: David Medeiros / ABI Resources / Follow up

Best regards, David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sent: Saturday, December 16, 2023 10:20 AM
To: ocrcomplaint@hhs.gov <ocrcomplaint@hhs.gov>
Subject: 12.16.2023 Subject Request for Federal Intervention - Disability Discrimination and Whistleblower Retaliation Case Subject: Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations. RE: David Medeiros v. State of CT

12.16.2023

Office for Civil Rights
U.S. Department of Health & Human Services 200 Independence Avenue, S.W.
Room 509F, HHS Building Washington, D.C. 20201

Subject: Complaint Request for Federal Intervention - Disability Discrimination and Whistleblower Retaliation Case Dear Sir/Madam,
I am writing to request federal intervention in a matter of utmost importance involving the Connecticut Commission on Human Rights and Opportunities (CHRO). As a brain injury survivor and a whistleblower, I have filed a formal complaint against the CHRO for disability discrimination and whistleblower retaliation.

The CHRO has consistently failed to provide the necessary accommodations required under the Americans with Disabilities Act and Connecticut state laws. This failure has severely hindered my ability to engage in self-advocacy and has directly impacted my case, exacerbating the challenges posed by my disability.

Furthermore, there are systemic issues within the CHRO, including bias against individuals with disabilities and whistleblowers, as well as procedural inconsistencies. These issues not only affect my case but also raise concerns about the equitable treatment of all individuals interacting with the CHRO.

I respectfully request a thorough investigation into these matters by the Office for Civil Rights. It is imperative that these violations of state and federal disability laws, as well as whistleblower protections, be addressed and rectified immediately.

Your assistance in ensuring fair treatment and necessary accommodations is crucial for my effective communication and participation in these matters. I believe the government's intervention is essential in rectifying the current situation and ensuring transparency and accountability.

Thank you for your attention to this matter. I look forward to your prompt response and assistance.

Best regards, David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

Date: 12/16/2023.

2 documents are attached to this email.

Connecticut Commission on Human Rights and Opportunities (CHRO) Capitol Region Office 450 Columbus Boulevard, Suite 2
Hartford, CT 06103-1835

Subject: Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations.
RE: David Medeiros v. State of CT, Department of Social Services CHRO No. 2410220 EEOC No. N/A

Dear Sir/Madam,

I, David Medeiros, a brain injury survivor and whistleblower, hereby file a formal complaint against the Connecticut Commission on Human Rights and Opportunities (CHRO) for disability discrimination and whistleblower retaliation.

It has come to my attention that CHRO is engaging in practices that undermine my rights for accommodation and ability to self-advocate. CHRO has been presenting and documenting false information as fact, manipulating and misinforming facts, and hindering my pursuit of justice. These actions appear to be a deliberate attempt to use my disability against me, thereby protecting the interests of the State of Connecticut.

Moreover, CHRO has failed to provide necessary accommodations, slowing and complicating the process for justice. This lack of accommodation and the purposeful obfuscation of processes directly violate my rights under federal and state disability laws.

Additionally, there is a concerning discrepancy in CHRO's documentation, specifically regarding the Commissioner of the Connecticut Department of Social Services. Despite Andrea Barton Reeves being announced as the Commissioner by Governor Ned Lamont, in 2022. CHRO's documentation fails to recognize this change and in fact is addressed to Dr. Deidre S. Gifford, who is NOT the Connecticut Department of Social Services Commissioner. This raises serious concerns about the accuracy and credibility of CHRO's records and processes.

Addressing Disability Accommodations:

I wish to highlight the essential requirement for reasonable accommodations for my disability, as mandated by the Americans with Disabilities Act and Connecticut state laws. The failure of the CHRO to provide these necessary accommodations has significantly impeded my ability to participate fairly in my case, thus exacerbating the challenges posed by my disability.

Identifying Systemic Issues:

Furthermore, it appears there are systemic issues within the CHRO that have contributed to the discrimination and retaliation I've faced. These include possible patterns of bias against individuals with disabilities and whistleblowers, as well as procedural inconsistencies. Addressing these systemic issues is crucial not only for the resolution of my case but also to ensure equitable treatment of all individuals interacting with the CHRO.

I request a thorough investigation into these matters by both the CHRO and the Department of Justice. It is imperative that these violations of state and federal disability laws and whistleblower protections be addressed and rectified immediately.

I request your assistance in ensuring fair treatment and accommodations, which are crucial for my effective communication and participation in these matters. Additionally, I seek guidance and support from the state government to uphold my rights to self-advocate, both as an individual with a disability, a whistleblower, and as a business owner.

It is imperative that government entities respect and facilitate the participation of individuals like me in matters affecting our lives and businesses. I am committed to advocating for transparency and accountability, and I believe the government's intervention is crucial in rectifying the current situation.

Thank you for your attention to this matter.

A.B.I. Resources LLC

39 Kings Highway, Suite C Gales Ferry CT, 06335 Phone: (860) 942-0365
Fax: (860) 465-9591
<https://www.CTbrainINJURY.com>

Date: 12/16/2023

Connecticut Commission on Human Rights and Opportunities (CHRO) Capitol Region Office
450 Columbus Boulevard, Suite 2
Hartford, CT 06103-1835

Subject: Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations.
RE: David Medeiros v. State of CT, Department of Social Services CHRO No. 2410220
EEOC No. N/A

Dear Sir/Madam,

I, David Medeiros, a brain injury survivor and whistleblower, hereby file a formal complaint against the Connecticut Commission on Human Rights and Opportunities (CHRO) for disability discrimination and whistleblower retaliation.

It has come to my attention that CHRO is engaging in practices that undermine my rights for accommodation and ability to self-advocate. CHRO has been presenting and documenting false information as fact, manipulating and misinforming facts, and hindering my pursuit of justice. These actions appear to be a deliberate attempt to use my disability against me, thereby protecting the interests of the State of Connecticut.

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Thank you for your attention to this matter.

Best regards, David Medeiros David Medeiros
ABI Resources, CEO, Director, Team Member Medicaid ABI Waiver Program Support Provider.

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State of Connecticut
COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES
Capitol Region Office - 450 Columbus Boulevard, Suite 2, Hartford, CT 06103
ad"4tue matt 2"9#4:

December 15, 2023

NOT THE COMMISSIONER

Via email: deidre.gifford@ct.gov

Diedre S. Gifford, MD, MPH Commissioner
Department of Social Services 55 Farmington Avenue
Hartford, CT 06105

RE: David Medeiros u. State of CT, Department of Social Services
CHAO No. 2410220 EEOC No. N/A

Dear Commissioner Gifford

A complaint, referenced above, has been filed with the Commission on March 28, 2023, but due to an administrative error the service was delayed, the Commission apologizes about any inconvenience this may have the caused the Respondent. A copy of the complaint is a d.

The enclosed General Notice advises you of your rights, duties, and responsibilities. Please read carefully the information contained in the notice. The enclosed Notice Regarding Out of State Attorneys advises that all attorneys practicing before the Commission must be ed to practice law in Connecticut and that it is the responsibility of all counsel to comply with Connecticut practice rules. Also enclosed is important information with respect to the conciliation process. The Commission is available to assist you if you wish to pursue settlement of this complaint. If you wish to conciliate the complaint prior to providing an answer, you must notify the Commission within 10 days of receipt of the enclosed complaint. You must file an answer to the complaint under oath with the Commission within 30 days of receipt of this complaint unless pre-answer conciliation has been requested. If you fail to answer the complaint within this time, you may be defaulted by the Commission. Parties are encouraged to submit all filings by email only without an additional hardcopy if possible. You must email a scanned copy of your signed and notarized Answer to chro.capitol@d.gov and dedra.morris@d.gov.

Main (860) 566-7710 ~ Fax (860) 566-1997
www.cl.gov/chro- Toll Free in Connecticut (800) 477-8737 Affirmative Action/Equal Opportunity Employer

A.B.I. Resources LLC
39 Kings Highway, Suite C Gales Ferry CT, 06335 Phone: (860) 942-0365
Fax: (860) 465-9591
<https://www.CTbrainINJURY.com>

Date: 12/14/2023

Dear Matthew S. Antonetti,
Legal Director, Connecticut Department of Social Services,

This letter is written with a heavy sense of duty and urgency, reflecting years of accumulated concerns regarding the Connecticut Department of Social Services' handling of the Acquired Brain Injury (ABI) Waiver Program, and the recent mischaracterization of the whistleblower grievances and requests for clarity and transparency from the department. As the owner of ABI Resources and a person living with a brain injury, I must assert my rights firmly and unequivocally, demanding fair just treatment from your department.

It is crucial to address the recent correspondence from CT DSS, which not only misrepresents my willingness to engage in constructive dialogue but also trivializes the profound and systemic issues we have raised over the years. The portrayal of me as reluctant to communicate is not just inaccurate; it's a disservice to the earnest efforts we have put forth in advocating for the rights of individuals with brain injuries, including myself.

Your Department letter is misleading and is an attack on me personally. I will not participate in manipulative communications. For your reference.

Re: Concerns
Fri 9/29/2023 8:00 AM
To: Dumont, Amy E

Hello Amy,

I've reviewed the content of the recent email and found it to be inaccurate and concerning. Please re-evaluate the information, and let's discuss further.

All the best, David Medeiros ABI Resources

The communication I initiated on September 29, 2023, was a genuine attempt to address and resolve the issues at hand, not to avoid or impede progress.

I am expressing serious concerns regarding the communication strategies employed by the department. It has come to my attention that there may be instances of misleading information dissemination and potential manipulation of language. Such practices are particularly concerning as they appear to be targeted towards exploiting my disabilities. This not only discredits my legitimate concerns but also significantly impedes my capacity for self-advocacy. It is imperative that these issues be addressed promptly to ensure a transparent, fair, and respectful communication environment.

The response from your department needs a thorough re-evaluation. The concerns I have raised are far from being mere referral issues. They are deep-seated problems ingrained within the system, affecting the very core of how the ABI Waiver Program operates and serves its intended beneficiaries. Discriminatory practices, lack of transparency, and unethical behavior are just the tip of the iceberg. For years, these issues have been systematically overlooked or inadequately addressed, resulting in detrimental impacts on the individuals relying on this program, including my own business operations. The attached Comprehensive Grievance Report lays out these issues in detail, underscoring the necessity for immediate and comprehensive action.

Furthermore, I must emphasize my constitutional right as a citizen and as a business owner to submit Freedom of Information Act (FOIA) requests. These requests are not a mere formality; they are essential tools that ensure transparency and

accountability in governmental operations. The portrayal of these requests as problematic, as indicated in your department's response, is not just deeply troubling but also indicative of a larger issue within the department's system – an apparent aversion to transparency, accommodation, and accountability.

This is more than just FOIA requests for records. The lack of responsiveness from CT DSS and the difficulty in obtaining necessary documentation are further exacerbating these issues. This has and continues to hinder my ability to effectively self-advocate and communicate with Connecticut. This also raises serious questions about the department's willingness to address and rectify the concerns raised by people living with disabilities.

In your correspondence, there also appears to be a misleading representation of Ms. Amy Dumont's role as Interim Director of CT Department of Social Services. Such ambiguity is not conducive to effective communication or problem-solving and only adds to the complexity of the issues at hand. A clear and accurate representation of roles and responsibilities within CT DSS is crucial for any meaningful progress.

As a whistleblower and person living with brain injury, my rights should be respected and protected, not undermined or dismissed. The concerns raised are not individual grievances; they are indications of systemic flaws that need urgent attention. These issues are not only critical for upholding the integrity of the ABI Waiver Program but are also vital for the protection and advocacy of disability rights in Connecticut.

In light of these longstanding and unresolved issues, I urge the Department to engage in a sincere and meaningful dialogue within its many government departments. This is not just about rectifying individual grievances; it's about overhauling a system that has consistently failed to meet its obligations to its most vulnerable constituents. Our mutual goal should be to improve and uphold the integrity of the ABI Waiver Program, ensuring it effectively and ethically serves those it is meant to benefit. The time for superficial acknowledgments and ineffective half-measures is long gone. We need concrete actions and a commitment to systemic change.

As a brain-injured business owner advocating for change, I have taken every step within my capacity to bring these concerns to the attention of the appropriate professionals within the department. I firmly believe that this report has been placed in the capable hands of individuals designated to address and rectify these pressing issues. It is my sincere hope that these concerns will be approached with the gravity they deserve and that the designated individuals will work diligently to find meaningful solutions.

I want to emphasize that, as a person with a disability, my ability to verbally articulate the complexities of these challenges is hindered by my condition. I am not a policymaker, an attorney, an investigator, or a judicial

system professional. I am a husband, a father, a friend, and a Connecticut business owner who lives with a brain injury. My commitment to advocating for change is driven by my lived experience and a deep desire to see improvements in the system.

I implore the Department to consider the gravity of the whistleblower grievances and the request for transparency and clarity. Please approach these concerns with kindness, compassion, and understanding. My intent in bringing these issues to light is to promote the greater good and to ensure that individuals with brain injuries and disabilities receive the support and services they need and deserve.

I have done all that I can do from the standpoint of disability self-advocacy, and I have presented these whistleblower concerns to the state Department. Now, I place my trust in the department's capabilities to address these concerns, create solutions, and work in the best interests of the greater good.

Best regards, David Medeiros
ABI Resources, CEO, Director, Team Member

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Date: 12/15/2023

Commission on Human Rights and Opportunities Capitol Region Office
450 Columbus Boulevard, Suite 2
Hartford, CT 06103-1835

Complaint and Request for Intervention and Support in Addressing Misconduct and Ensuring Accommodations for Self-Advocacy and Protection from Whistleblower Retaliations.

Dear Office for Civil Rights,

I am writing to lodge a formal complaint against Matthew S. Antonetti of the Connecticut Department of Social Services regarding his correspondence dated December 13, 2023. As a brain injury survivor and the founder of A.B.I. Resources LLC, I have faced significant challenges in advocating for myself, my business and the disabled population we serve. Mr. Antonetti's letter contains misleading, inaccurate, non-accommodating and intimidating statements that undermine my efforts and rights as a person living with a brain injury and as a whistleblower.

I request your assistance in ensuring fair treatment and accommodations, which are crucial for my effective communication and participation in these matters. Additionally, I seek guidance and support from the state government to uphold my rights to self-advocate, both as an individual with a disability, a whistleblower, and as a business owner.

It is imperative that government entities respect and facilitate the participation of individuals like me in matters affecting our lives and businesses. I am committed to advocating for transparency and accountability, and I believe the government's intervention is crucial in rectifying the current situation.

Thank you for your attention to this matter.

Best regards, David Medeiros David Medeiros
ABI Resources, CEO, Director, Team Member Medicaid ABI Waiver Program Support Provider.

STATE OF CONNECTICUT
DEPARTMENT OF SOCIAL SERVICES
OFFICE OF LEGAL COUNSEL, REGULATIONS, AND ADMINISTRATIVE HEARINGS 55 FARMINGTON
AVENUE • HARTFORD, CONNECTICUT 06105

December 13, 2023
VIA ELECTRONIC MAIL
David Medeiros, CEO, Director
A.B.I. Resources, LLC
39 Kings Highway, Suite C Gales Ferry, CT 06335

Re: Correspondence dated October 31, 2023 Dear Director Medeiros:
I am Legal Director for the Department of Social Services ("Department") and formally acknowledge your correspondence, dated October 31, 2023, raising several concerns related to referral processes within the ABI Waiver Program.

I understand that you have engaged in ongoing conversations with the Department, most particularly Amy Dumont, Interim Director of the Department's Community Options Unit, regarding these concerns. In addition, to better understand and address your concerns in an orderly fashion, Ms. Dumont previously offered, at the end of September, to schedule a regular monthly meeting cadence with you. To date, you have not responded to Interim Director Dumont regarding this offer. To the contrary, since October 1, 2023, you have submitted over 30 requests under the Freedom of Information Act to the Department related to the ABI Waiver Program, which is simply unsustainable.

Notwithstanding the above, these concerns, raised again in your October 31st letter, have been referred to the Department's Office of Quality Assurance, Special Investigations Division, for further investigation. Please be advised that the Department's Special Investigations Division may be contacting you directly to obtain further information related to your concerns.

Thank you very much and, once again, the Department acknowledges, and shall be further reviewing and investigating, the matters raised in your October 31, 2023, correspondence.

Best regards,
Matthew S. Antonetti
Matthew S. Antonetti Legal Director

55 Farmington Avenue = HARTFORD, CONNECTICUT 06105
An Equal Opportunity / Affirmative Action Employer

Comprehensive Grievance Report and Request for Clarity.

Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program.

Introduction

Title: Comprehensive Grievance Report and Request for Clarity / Whistleblower Report, ABI Resources LLC
Date: November 21, 2023

Prepared by: David Medeiros and ABI Resources LLC

Overview of ABI Resources LLC:

ABI Resources LLC, a dedicated service provider within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program, is committed to delivering exceptional care to individuals with acquired brain injuries. Our mission is to ensure effective rehabilitation and community reintegration for our clients through specialized programs.

Purpose of the Document:

This report is a formal consolidation of grievances faced by ABI Resources LLC within the Connecticut Medicaid ABI Waiver Program. It aims to address these concerns with the relevant authorities, advocating for change and improvement.

Summary of Grievances

1. Discriminatory Business Practices: ABI Resources LLC has faced inequities in Medicaid referrals, experiencing marginalization and an unfair distribution of referrals.
2. Service and Intervention Plans: Concerns about non-receipt of essential service and intervention plans, impacting operational and financial integrity.
3. Concealment of Public Information: The Medicaid ABI Waiver Program Directory of Providers has been concealed, affecting the ability of individuals to make informed decisions and impacting ABI Resources.
4. Unauthorized Care Management Services: Issues regarding unauthorized provision of care management consultation services in ABI Waiver Program 1.
5. Unethical Practices and Possible Kickback Schemes: Concerns about conflicts of interest and unethical practices, including potential kickback arrangements.
6. Rental Agreements in Medicaid ABI Waiver Program: Issues regarding rental agreements that restrict consumer choice and freedom, creating a monopolistic environment.

Detailed Grievances and Concerns

Grievance 1: Discriminatory Unfair Business Practices

- Page 7
- Overview: ABI Resources LLC has faced significant challenges due to inequitable Medicaid referral processes. Specific instances include a noticeable decrease in referrals compared to other providers, suggesting a biased distribution that disadvantages our clients and organization.
- Proposed Solutions: We advocate for a transparent, equitable referral system, periodic audits of referral practices, and a review of policies to ensure fair treatment of all service providers in the ABI Waiver Program.

Grievance 2: Service and Intervention Plans

- Overview: There have been instances where ABI Resources LLC did not receive essential service and intervention plans on time. This lack of timely information compromises our ability to provide effective care and maintain financial integrity.
- Proposed Solutions: Implementation of a streamlined, reliable process for the timely delivery of service and intervention plans, and clear communication channels between providers and program administrators.

Grievance 3: Concealment of Public Information

- Overview: The Medicaid ABI Waiver Program Directory of Providers has not been made adequately available, limiting the ability of individuals to make informed choices and affecting our visibility in the program.
- Proposed Solutions: Ensure the directory is publicly accessible, regularly updated, and transparent, allowing clients to make informed choices about their care providers.

Grievance 4: Unauthorized Care Management Services

- Overview: Concerns about unauthorized provision of care management consultation services in ABI Waiver Program 1, which may contravene established protocols.
- Proposed Solutions: Investigate and rectify instances of unauthorized services, and reinforce compliance with program guidelines and standards.

Grievance 5: Unethical Practices and Possible Kickback Schemes

- Overview: Alarming indications of conflicts of interest and unethical practices within the program, including potential kickback arrangements, have been observed.
- Proposed Solutions: Conduct a thorough investigation into these practices, establish stricter oversight mechanisms, and enforce ethical standards across the program.

Grievance 6: Rental Agreements in Medicaid ABI Waiver Program

- Overview: The current structure of rental agreements within the program restricts consumer choice and freedom, creating a monopolistic environment detrimental to clients and providers.
- Proposed Solutions: Review and revise rental agreement policies to promote fair competition and consumer choice, ensuring transparency and ethical practice in housing arrangements.

Call to Action and Recommendations

Immediate Actions Required

1. Review of Referral Processes: An immediate audit and review of the referral processes within the Connecticut Medicaid ABI Waiver Program to ensure fairness and transparency.
2. Timely Delivery of Service Plans: Establish protocols to guarantee the timely delivery of service and intervention plans to all providers.
3. Accessibility of Provider Directory: Immediate action to make the ABI Waiver Program's Provider Directory fully accessible and transparent to clients and providers.

Long-term Systemic Recommendations

1. Policy Overhaul: A comprehensive review and overhaul of policies governing referral processes, service plan distributions, and care management services.
2. Enhanced Oversight and Accountability: Implementing stricter oversight mechanisms and accountability measures to prevent unethical practices and potential conflicts of interest.
3. Consumer Choice in Rental Agreements: Reforming rental agreement policies to promote fair competition, consumer choice, and transparency within the program.

These actions and reforms are vital for maintaining the integrity of the Connecticut Medicaid ABI Waiver Program and ensuring equitable treatment and high-quality care for all clients.

Conclusion

This report, prepared by David Medeiros and ABI Resources LLC, comprehensively outlines several critical grievances faced within the Connecticut Medicaid ABI Waiver Program. These issues, ranging from discriminatory business practices to the concealment of public information, unauthorized services, and potential unethical practices, significantly impact the quality of care provided to individuals with acquired brain injuries and the operational integrity of service providers like ABI Resources LLC.

The call for action is clear and urgent. Immediate steps, as outlined in this report, are necessary to address these grievances, followed by a commitment to long-term systemic improvements. Only through transparent, fair, and ethical practices can the program truly fulfill its mission of supporting and rehabilitating individuals with acquired brain injuries.

We urge the responsible authorities to consider these grievances seriously and take prompt, effective action. The wellbeing of many individuals and the effectiveness of the ABI Waiver Program depend on these crucial improvements.

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10/31/2023

Subject: Formal Grievance Concerning Discriminatory Unfair Business Practices within the Connecticut Medicaid ABI Waiver Program

To: All pertinent departments within the state of Connecticut,

I trust this correspondence reaches you in excellent health and high spirits. My name is David Medeiros, and I am addressing you in my capacity as a concerned business owner, resident, and individual with a disability residing in the state of Connecticut. I have the honor of leading ABI Resources, a distinguished service provider within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program.

I find myself compelled to highlight and formally complain about a series of blatant and persistent inequities pertaining to discriminatory business practices occurring under the aegis of the aforementioned program. Despite my multiple, concerted efforts to engage in constructive dialogue with the Connecticut Department of Social Services, addressing these grave concerns has been met with a disconcerting lack of engagement and rectification. This situation has had a deleterious impact not only on the operations of ABI Resources but also on the well-being and quality of service accessible to the disabled individuals we are committed to serving.

Key Concerns and Grievances:

- a) Medicaid Referrals:
- b) Paying Consumers / Financial Incentives Inducements / Medicaid Service Agency

a) Medicaid Referrals:

There is a prevailing lack of transparency and an apparent bias in the Medicaid referral processes within the ABI Waiver Program. ABI Resources, despite an unwavering commitment to excellence in service delivery, has been unfairly marginalized, resulting in an unequal and unjust distribution of referrals.

Addressing issues of transparency, bias, and unfair marginalization in Medicaid referrals, particularly within the Acquired Brain Injury (ABI) Waiver Program, is crucial to ensuring equitable access to quality healthcare services for all eligible individuals. ABI Resources and similar service providers play a vital role in supporting individuals with acquired brain injuries, and it is essential that they are treated fairly in the referral process to continue their commitment to excellence in service delivery.

Potential Steps to Address the Issue:

Increase Transparency:

Implement a transparent referral process where criteria for referrals are clearly defined and made publicly available.

Establish a monitoring system to track and publish referral data, including the number of referrals made to each service provider and the reasons for referral decisions.

Conduct an Independent Audit:

Hire an independent entity to conduct a thorough review of the Medicaid referral processes within the ABI Waiver Program to identify any biases or unfair practices.

The audit should also evaluate the performance and quality of services provided by ABI Resources and other service providers to ensure that referrals are based on merit and the ability to meet the needs of individuals with acquired brain injuries.

Implement a Fair and Equitable Referral System:

Develop a standardized and objective referral system that ensures all service providers are evaluated based on the same criteria.

Consider incorporating a randomized component to the referral process to prevent bias and ensure a fair distribution of referrals.

Engage Stakeholders:

Create a platform for open dialogue between Medicaid officials, service providers, individuals with acquired brain injuries, and their families to discuss concerns related to the referral process.

Use feedback from stakeholders to continuously improve the referral system and address any emerging issues.

Provide Training and Education:

Offer training to Medicaid officials and other stakeholders involved in the referral process to raise awareness about potential biases and the importance of a fair and equitable system.

Educate service providers about the referral process, criteria for referrals, and steps they can take if they believe they have been treated unfairly.

Establish a Complaint and Appeal Process:

Create a clear and accessible complaint and appeal process for service providers who believe they have been unfairly marginalized in the referral process.

Ensure that complaints are thoroughly investigated and that corrective action is taken when warranted.

Promote Accountability:

Hold Medicaid officials and other stakeholders accountable for ensuring a fair and transparent referral process.

Implement consequences for individuals or entities found to be engaging in biased or unfair practices.

Regularly Review and Update Policies:

Conduct regular reviews of referral policies and procedures to ensure they remain up-to-date, fair, and transparent.

Update policies as needed to address any identified issues and to adapt to changing needs and circumstances.

Addressing the issues of transparency, bias, and unfair marginalization in Medicaid referrals within the ABI Waiver Program is essential to ensuring that all eligible individuals have equal access to high-quality services. It is imperative that service providers like ABI Resources are treated fairly and equitably in the referral process to uphold the integrity of the healthcare system and to foster trust among all stakeholders. Implementing the above steps could contribute significantly to creating a more transparent, fair, and equitable referral system,

ultimately benefiting individuals with acquired brain injuries and the service providers dedicated to supporting them.

b) Paying Consumers / Financial Incentives Inducements / Medicaid Service Agency

Provider: A Medicaid service agency provider is offering financial incentives to consumers, leading to an imbalance in the competitive landscape. This kind of practice can indeed raise serious ethical, legal, and fairness concerns.

Ethical Concerns:

Conflicts of Interest: Financial incentives could create a conflict of interest, where the provider's financial gain takes precedence over the best interests of the consumer.

Bias and Unfairness: It could lead to bias in referrals, favoring certain providers over others irrespective of the quality of services they offer.

Erosion of Trust: Such practices can erode trust in the Medicaid system and healthcare providers, as consumers may question the motives behind the services they are being referred to.

Legal Concerns:

Violation of Anti-Kickback Statutes: Providing inducements to influence the referral of services covered by Medicaid can violate anti-kickback statutes, potentially leading to legal actions and penalties.

False Claims Act Violations: If such inducements lead to fraudulent billing or claims, it could result in violations of the False Claims Act.

Non-Compliance with Medicaid Regulations: Medicaid has strict guidelines and regulations to ensure fairness and prevent fraud, and engaging in such practices can result in non-compliance and potential debarment from the program.

Lack of Responsiveness to Complaints and Reports: Our persistent complaints and reports, meticulously documenting these issues, have been met with apathy. There is an alarming deficit in the investigation, redressal, and accountability mechanisms within the system.

Adverse Impacts on ABI Resources:

Financial Duress: The discriminatory practices and referral shortages have placed ABI Resources under significant financial duress, compromising our ability to maintain operational viability and deliver superior services to our clients.

Reputational Harm: The state's nonintervention and perceived partiality have led to an erosion of our reputation. This has resulted in ABI Resources being unjustly perceived as a less favorable service provider, regardless of our commitment to quality and excellence.

Demoralization of Workforce: The protracted nature of these issues has led to a pervasive sense of demoralization among our staff and stakeholders, adversely impacting the morale and efficacy of our organizational operations.

Addressing the Issue:

Regulatory Oversight: There should be strict oversight and monitoring by regulatory bodies to ensure that all Medicaid service agency providers are complying with laws and regulations.

Transparency: Increasing transparency in the referral process can help in ensuring that referrals are made based on the quality of services rather than financial incentives.

Whistleblower Protections: Encouraging whistleblowing and providing protections for whistleblowers can help in uncovering and addressing such unethical practices.

Penalties and Sanctions: Implementing strict penalties and sanctions for those found guilty of engaging in such practices can act as a deterrent.

Public Awareness: Educating consumers about the potential for such conflicts of interest and providing them with information on how to report suspicious activities can empower them to make informed decisions.

Addressing this issue is crucial for maintaining the integrity of the Medicaid program, ensuring that consumers receive the best possible care, and fostering a competitive and fair marketplace for healthcare services.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services Connecticut Attorney General's Office
Connecticut Commission on Human Rights and Opportunities Connecticut Office of the Healthcare Advocate
Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a

comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards, David Medeiros David Medeiros
ABI Resources, CEO, Director, Team Member

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11/13/2023

Subject: Formal Grievance Complaint Concerning Connecticut Medicaid ABI Waiver Program Service and Intervention Plans.

To: All pertinent departments within the state of Connecticut,

I am writing on behalf of ABI Resources, a dedicated provider of essential services to individuals with acquired brain injuries (ABI). This letter serves to formally raise a grievance and file a complaint concerning the serious

issue of not receiving Medicaid Acquired Brain Injury (ABI) Waiver Program service and intervention plans from consumer-assigned care management consultants. This situation has gravely impacted the operational and financial integrity of ABI Resources.

As per the stipulations of the ABI Waiver Program, a "Service Plan" is an essential document that outlines the necessary medical and community-based services enabling individuals to live outside institutional settings. The provision of individualized service plans include measurable goals, objectives, and documentation of total service costs.

Additionally, "Intervention Plans," developed by cognitive behaviorists, are crucial in identifying and managing treatment goals and interventions for our

clients. However, despite our repeated efforts and adherence to the required protocols, we have not received these vital documents from care management. The lack of these plans has led to significant operational and financial difficulties for ABI Resources.

Sec. 17b-260a-6. Person-centered planning process (a) The service plan shall be developed based on a person-centered planning model, as described in 42 CFR 441.301(c), as amended from time to time. The individual shall lead the planning process where possible, and in accordance with section 17b-260a-11(a) of the Regulations of Connecticut State Agencies.

6) Prohibit providers of waiver services for the individual, or those who have an interest in or are employed by a provider of waiver services for the individual, from providing care management or participating in the development of the person-centered service plan;

Key Concerns and Grievances:

Non-Receipt of Essential Documents: Despite adherence to protocol, ABI Resources has not received the mandated individualized service and intervention plans, which include measurable goals and objectives for the consumers we serve. Furthermore, the necessary intervention plans developed by cognitive behaviorists, which outline treatment goals and interventions, have also not been provided by care management.

Concerns: Impact on Daily Support Staff and Program Consumers

In addition to the aforementioned issues, the absence of these critical Medicaid ABI Waiver Program plans has significantly affected our daily support staff and, consequently, the consumers of the program.

Impact on Daily Support Staff:

Lack of Clear Direction: Without structured plans, staff members struggle to provide focused and effective services, as they lack clear guidelines and objectives.

Increased Workload and Stress: The ambiguity surrounding treatment goals and methods has led to an increased workload and heightened stress levels among staff, impacting their well-being and job satisfaction.

Professional Inefficiency: Staff are unable to utilize their skills and training effectively, leading to professional dissatisfaction.

Difficulty in Tracking Progress: The absence of measurable goals makes it challenging for staff to track and report on client progress accurately.

Risk of Non-Compliance: Without proper guidelines, there is an increased risk of non-compliance with regulatory standards, potentially leading to legal and ethical issues.

Reduced Team Morale: The overall uncertainty and increased challenges have adversely affected team morale and cohesion.

Impact on Consumers of the Program:

Inconsistent Service Quality: Consumers face variability in the quality of care received, as staff members lack consistent plans to guide their services.

Slowed Progress: The absence of structured goals and interventions can slow down or hinder the progress and rehabilitation of consumers.

Reduced Confidence in Services: Consumers and their families may lose confidence in the quality and effectiveness of the services provided.

Increased Vulnerability: Consumers, particularly those with severe conditions, become more vulnerable due to the lack of tailored, goal-oriented care.

Potential for Unmet Needs: Without specific plans, some needs of consumers may remain unidentified and unaddressed, leading to gaps in care.

Emotional and Psychological Impact: The inconsistency and uncertainty in care can have adverse emotional and psychological effects on consumers.

These challenges not only make the daily responsibilities of our care providers more arduous but also critically undermine the quality of care and support we can offer to our consumers. It is imperative that these issues be addressed immediately to ensure the well-being of both our staff and the consumers who rely on our services.

Adverse Impacts on ABI Resources:

The cumulative effect of these issues has placed ABI Resources in a precarious financial and operational position.

Financial Losses: The absence of these critical documents has led to substantial financial losses, severely hampering our ability to function effectively.

Staffing Challenges: The lack of structured plans has created many challenges for our service providers and as a result, we have faced significant staffing issues, including layoffs and the challenges to maintain essential personnel.

Client Impact: Our capacity to offer consistent and high-quality services has been compromised, leading to a loss of clients and a tarnishing of our reputation.

Administrative Burden: The lack of structured plans has resulted in an increased administrative load, as we strive to manage without proper guidance.

Overall Business Impact: These compounded issues threaten the viability of ABI Resources and our mission to serve those in need.

Potential Steps to Address the Issue:

Immediate Investigation: We request a prompt investigation into this matter.

Provision of Required Plans: We urge for the immediate provision of the required service and intervention plans.

Compensation for Losses: Guidance on how to claim losses incurred due to this oversight and a discussion on potential compensatory measures are necessary.

Support and Guidance: Additional support to help navigate and rectify this situation would be invaluable.

Addressing the Issue:

We have initiated complaints and engaged directly with the Connecticut Department of Social Services. All communications have been thoroughly documented.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services Connecticut Attorney General's Office
Connecticut Commission on Human Rights and Opportunities Connecticut Office of the Healthcare Advocate
Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The

equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards, David Medeiros David Medeiros
ABI Resources, CEO, Director, Team Member

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11/15/2023

Subject: Formal Grievance and Complaint Regarding the Concealment of Public Information: Medicaid ABI Waiver Program Directory of Providers.

To: All pertinent departments within the state of Connecticut,

I am writing on behalf of ABI Resources to express our formal grievance and file a complaint regarding the handling of the Medicaid Acquired Brain Injury (ABI) Waiver Program by the Connecticut Department of Social Services (DSS).
Specifically, our complaint centers on the apparent concealment of the Medicaid ABI Waiver Program Directory of Providers, a critical public resource.

Key Concerns and Grievances:

a) Denial of Public Access to Information: The DSS managed Medicaid ABI Waiver Program Directory of Providers is public information, rightfully accessible to all. Its concealment not only violates the principles of transparency and public service but also directly impacts those in dire need of these services.

b) Inaccessibility to Vulnerable Populations: The absence of accessible information severely restricts the ability of individuals with acquired brain

injuries, their families, and caregivers to make informed decisions regarding care and support. This lack of access is particularly detrimental, given the complex needs of this population.

c) Increased Risk and Exploitation: Without knowledge of accredited and reputable providers, vulnerable individuals are at a heightened risk of exploitation and subpar services, which can lead to adverse health outcomes.

d) Unnecessary Strain on Families and Caregivers: Families and caregivers, already burdened with care responsibilities, face additional challenges in finding appropriate services, contributing to increased stress and potential caregiving errors.

e) Financial and Operational Impact on ABI Resources: As a provider, ABI Resources has suffered considerable financial losses due to decreased client engagement and an increased administrative burden. This situation stems directly from the unavailability of the provider directory, which hinders our ability to efficiently connect with potential clients.

f) Administrative Burdens and Resource Diversion: The lack of a central, accessible directory has led to an excessive administrative load, diverting critical resources from our core mission of providing care.

Proposed Solutions and Steps to Address the Issue:

1) Immediate Disclosure and Accessibility: We request the immediate release of the Medicaid ABI Waiver Program Directory of Providers, ensuring it

is readily accessible to all stakeholders, particularly the public and vulnerable populations.

2) Commitment to Transparency: The DSS should commit to ongoing transparency in all aspects of the ABI Waiver Program, including regular updates and easy access to all program-related information.

3) Constructive Dialogue and Rectification: ABI Resources seeks to engage in a constructive dialogue with the DSS to discuss the implications of this concealment and explore potential avenues for rectifying the financial and operational impacts.

Addressing the Issue:

We have initiated complaints and engaged directly with the Connecticut Department of Social Services. All communications have been thoroughly documented.

Potential Steps to Address the Issue:

Immediate Investigation: We request a prompt investigation into this matter.

Provision of Required Plans: We urge for the immediate provision of the required service and intervention plans.

Compensation for Losses: Guidance on how to claim losses incurred due to this oversight and a discussion on potential compensatory measures are necessary.

Support and Guidance: Additional support to help navigate and rectify this situation would be invaluable.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services Connecticut Attorney General's Office
Connecticut Commission on Human Rights and Opportunities Connecticut Office of the Healthcare Advocate
Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations. I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards, David Medeiros David Medeiros
ABI Resources, CEO, Director, Team Member

A.B.I. Resources LLC
39 Kings Highway, Suite C Gales Ferry CT, 06335 Phone: (860) 942-0365
Fax: (860) 465-9591
<https://www.CTbrainINJURY.com>

11/16/2023

Subject: Formal Complaint and Request for Immediate Clarification on Unauthorized Care Management Consultation Services in ABI Waiver Program 1.

To: All pertinent departments within the state of Connecticut,

Connecticut Department of Social Services and Relevant Oversight Bodies

I am writing on behalf of ABI Resources to express grave concerns and urgently seek detailed clarification on practices we have observed within the Medicaid Acquired Brain Injury (ABI) Waiver Program, particularly in ABI Waiver Program 1. Our complaint specifically focuses on what appears to be an unauthorized provision of care management consultation services in Program 1, a practice traditionally and explicitly designated for Program 2 under existing guidelines. This letter outlines our observations, the potential negative impacts on our business operations and our consumers, and our urgent requests for resolution

Key concerns and grievances:

1. **Unauthorized Consultation Services:** The core of our concern lies in the apparent provision of care management consultation services to consumers in ABI Waiver Program 1. This practice is not authorized under the current program guidelines and represents a significant breach of protocol,

raising serious concerns about compliance and oversight within the program.

2. **Lack of Clarity and Transparency in Program Administration:** The sudden and unexplained introduction of these services in Program 1 has created an atmosphere of confusion and uncertainty. We seek immediate and detailed clarification from the Department on whether there have been any recent changes to the scope or administration of ABI Waiver Program 1 that would authorize such services.

3. **Improper Recommendations for Program Transitions:** Additionally, we have noted instances where care managers are inappropriately advising Program 1 consumers to transition to Program 2. This advice, given without proper authority or assessment, potentially disrupts the tailored care plans crucial for the recovery of individuals with acquired brain injuries.

In-Depth Analysis of Impact on ABI Resources and Consumers:

1. **Operational and Strategic Challenges:** The introduction of potentially unauthorized services has disrupted our strategic planning and operational execution. It has forced us to reevaluate our service delivery models and resource allocation, potentially leading to inefficiencies and diminished care quality.

2. **Risk to Consumer Trust and Quality of Care:** The ambiguity surrounding these services risks damaging the trust that consumers and their families have in the system. It raises concerns about the appropriateness of care

provided, which is essential for effective recovery and rehabilitation in ABI cases.

3. **Market Imbalance and Competitive Disadvantage:** This situation creates an unfair market environment. Providers adhering to the guidelines may be at a disadvantage compared to those who are offering these additional, potentially unauthorized services. This not only affects our competitive position but also skews the overall market dynamics in ABI care services.

Specific Requests for Resolution and Enhanced Transparency:

1. Comprehensive Investigation and Clear Communication: We request an immediate, comprehensive investigation into the provision of care management consultation services in ABI Waiver Program 1, accompanied by clear communication on any policy adjustments.
2. Immediate Enforcement of Compliance: We urge the prompt enforcement of existing program guidelines and the cessation of any unauthorized practices.
3. Proactive Support and Guidance for All Stakeholders: We advocate for the development of support and guidance initiatives for both service providers and consumers to navigate these changes effectively, ensuring everyone is fully informed about their rights and the services available.
4. Corrective Measures for Non-Compliance: Implementation of corrective actions, including disciplinary measures, against entities found in violation of program rules, to maintain the integrity and effectiveness of the program.

Conclusion:

ABI Resources is deeply committed to providing high-quality care within the ABI Waiver Program framework. The current situation, marked by potential unauthorized practices, poses significant challenges to our operations and the well-being of our consumers. We trust that the Connecticut Department of Social Services and relevant oversight bodies will address these issues with the urgency and thoroughness they demand, ensuring the program's integrity and efficacy. We look forward to a swift, detailed, and transparent response to this critical issue.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services
Connecticut Attorney General's Office
Connecticut Commission on Human Rights and Opportunities
Connecticut Office of the Healthcare Advocate
Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards, David Medeiros David Medeiros
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11/16/2023

Subject: Formal Complaint Regarding Unethical Practices and Possible Kickback Schemes in ABI Waiver Program.

To: All pertinent departments within the state of Connecticut,

I am David Medeiros from ABI Resources, and I present this document to voice our serious concerns about certain activities within the Medicaid Acquired Brain Injury (ABI) Waiver program. These activities, which appear to breach ethical standards and potentially violate Medicaid regulations, require immediate scrutiny and action.

Examination of the ABI Waiver Program's Framework:

The ABI Waiver Program, established under sections 17b-260a-1 to 17b-260a-17 of the Connecticut State Agencies regulations, is designed to offer nonmedical, home, and community-based services to eligible individuals with an ABI. This program emphasizes the need for cost-effective services, personalized care, and adherence to strict qualifications for providers, ensuring that the services provided meet the highest ethical and professional standards.

Conflicts Arising from Service Provision:

Dual Service Conflict:

In the context of the ABI Waiver Program, a significant conflict has emerged due to an agency providing both Clinical Behavioral Therapy (CBT) and daily non- medical services to the same group of consumers. This situation raises several concerns:

Therapeutic Recommendations Overlapping with Financial Interests:

There is an apparent alignment of therapeutic recommendations with the agency's financial interests. The agency uses the platform of CBT sessions to recommend additional non-medical services that it also provides. This practice suggests a dual benefit for the agency, where it gains financially from both therapy sessions and the subsequent non-medical services.

Influence on Consumer Choice:

The dual role of the agency potentially influences consumer choice, where therapeutic sessions, which should be neutral and solely in the interest of the Consumer's health, may be used to steer consumers towards additional services provided by the same agency. This situation can lead to biased recommendations that may not always be in the best interest of the consumer.

Cycle of Service Provision and Financial Gain:

There is a creation of a cycle wherein the agency, through its provision of CBT, identifies or creates a need for additional services, fulfills these needs through its non-medical services arm, and consequently benefits financially. This cycle raises questions about the objectivity of the service recommendations and the potential for unnecessary or excessive services being provided.

Potential for Overutilization of Services:

This overlap in services could lead to overutilization, where consumers receive more services than are necessary, leading to increased costs for the Medicaid program.

Ethical Implications:

The practice blurs the lines between therapeutic need and financial gain, potentially compromising the ethical standards expected in healthcare and social service provision.

These concerns necessitate a thorough examination to ensure that services provided under the ABI Waiver Program are free from conflicts of interest, maintain the highest ethical standards, and truly serve the best interests of the consumers.

Manipulative Consumer Steering and Personnel Poaching:

Directing Consumer Choices:

The conduct of the agency's Clinical Behavioral Therapy (CBT) providers has raised significant concerns regarding the manipulation of Consumer choices. This issue manifests in several ways:

Targeted Referrals:

CBT providers are reportedly channeling consumers towards the agency's own non-medical services. This practice goes beyond the realm of impartial medical advice, as it systematically directs consumers to services that benefit the agency financially, rather than based on the unbiased assessment of Consumer needs.

Influence on Consumer Decision-Making:

This approach potentially undermines the autonomy of consumers in making informed decisions about their care. By directing consumers towards specific services, there's a risk that consumers are being provided a

narrowed view of available options, influenced more by the agency's financial interests than by Consumer welfare.

Questionable Ethical Practices:

The behavior of these CBT providers raises ethical questions, particularly regarding the integrity of their recommendations. It potentially violates the principle of acting in the best interests of the Consumer, a cornerstone of healthcare and therapeutic professions.

Unfair Competitive Tactics:

The agency's practices extend beyond Consumer manipulation, affecting the broader operational dynamics within the industry:

Staff Poaching:

Reports indicate that the agency has engaged in poaching staff from other providers. This action not only disrupts the operations of other agencies but also indicates a strategic approach to weaken competition and consolidate the agency's position in the market.

Disruption of Industry Standards:

Such tactics contribute to an uneven playing field, where ethical providers adhering to fair hiring practices are disadvantaged. This behavior can lead to a destabilization of the market, with one agency gaining undue advantage and influence.

Impact on Service Quality:

The poaching of staff may lead to a shortage of skilled professionals in other agencies, potentially affecting the quality of care and services provided to consumers across the industry.

These practices of manipulative Consumer steering and personnel poaching call for an in-depth review to ensure that the ABI Waiver Program operates in a fair, ethical, and competitive environment, where Consumer welfare and industry standards are upheld.

Indicators of Potential Kickback Arrangements:

Referral for Incentives:

The relationships and interactions among the service provider, Clinical Behavioral Therapy (CBT) professionals, and care management consultants reveal possible mechanisms of kickback arrangements. This is characterized by:

Questionable Referral Patterns:

There appears to be a consistent pattern where CBT professionals and care management consultants funnel consumers to specific services offered by the agency. This pattern suggests a systematic approach to referrals that may not be solely based on Consumer needs but rather on underlying incentives.

Financial Incentives for Referrals:

The possibility that CBT professionals and care management consultants receive financial or other forms of incentives for directing consumers to the agency's services is a major concern. Such incentives could significantly compromise the

integrity of Consumer referrals, with decisions potentially driven by personal gain rather than Consumer welfare.

Cyclical Billing and Service Utilization:

The referral system seems to create a cyclical pattern of billing and service utilization, where Consumer needs are continuously identified and serviced within the same agency network, fostering an environment of repeated financial gain for the agency.

Impact on Medicaid Expenditures:

If these practices are occurring, they could lead to increased and potentially unnecessary Medicaid expenditures. Consumers may be receiving more services than medically necessary, or services that could be more effectively provided elsewhere, leading to inflated costs borne by the Medicaid program.

Ethical and Legal Implications:

Such kickback arrangements, if confirmed, would not only breach ethical standards but also could contravene legal statutes governing Medicaid and healthcare services. Kickbacks in healthcare are illegal and undermine the principle of fair competition and the integrity of patient care.

The existence of these indicators necessitates a thorough investigation to ascertain the presence of kickback arrangements and to evaluate their impact on the Medicaid program's ethical standards and financial integrity. It is imperative to ensure that all practices within the ABI Waiver Program align with legal and ethical guidelines, safeguarding the program's integrity and the wellbeing of its beneficiaries.

Impact on ABI Resources:

Revenue Reduction

Consumer Diversion Impact:

ABI Resources has experienced a significant downturn in revenue, which can be directly attributed to the diversion of consumers towards the agency in question. This diversion likely results from the alleged unethical steering and manipulative practices, leading to a reduced Consumer base for ABI Resources.

Financial Viability Threatened:

The reduction in revenue poses a threat to the financial viability and sustainability of ABI Resources, impacting our ability to provide quality care and services to our consumers.

Operational Cost Surge:

Increased Marketing Expenditures: In an effort to counteract the loss of consumers and to rebuild our Consumer base, ABI Resources has had to significantly increase our investment in marketing. These additional expenses are necessary to communicate our commitment to ethical practices and quality care to the community.

Legal and Consultation Fees:

Addressing these unethical practices and exploring legal avenues for recourse has led to increased spending on legal consultations and related services. These expenditures are essential for navigating the complexities of the situation and seeking justice, but they also divert resources from other operational areas.

Consumer Relationship Erosion:

Loss of Trust and Business: The most profound impact has been on our established Consumer relationships. The manipulative practices of the agency in question have led to a loss of trust among our consumers, as they are steered away from ABI Resources. This erosion of trust is deeply concerning, as it undermines the long-standing relationships we have built based on care, integrity, and ethical service provision.

Reputation Damage:

The wider implications of these practices in the industry have led to a tarnished reputation, not just for the agency in question, but for service providers in general, including ABI Resources. Restoring our reputation in the wake of these events is a significant challenge, requiring substantial effort and resources.

The cumulative effect of these impacts on ABI Resources is profound, affecting not just our financial stability but also our reputation and, most importantly, our ability to serve our consumers effectively. It is imperative that these issues are addressed comprehensively to restore the integrity of service provision within the ABI Waiver Program and to protect agencies like ours that are committed to ethical practices.

Formal Requests Thorough Examination and Compliance Review:

Comprehensive Investigation:

We formally request a complete and thorough examination of the outlined practices. This investigation should encompass all entities involved, including the service provider, CBT professionals, and care management consultants.

Medicaid Compliance Review:

A detailed review of Medicaid compliance is crucial to determine if these practices violate Medicaid regulations and standards.

Application of Corrective and Disciplinary Measures:

Immediate Corrective Action: Upon confirmation of these practices, we strongly advocate for swift implementation of corrective measures to address and rectify the identified issues.

Disciplinary Proceedings:

We also call for appropriate disciplinary actions against any parties found to be complicit in these unethical practices, in accordance with legal and regulatory guidelines.

Review and Revision of Policies and Oversight:

Policy Overhaul:

A comprehensive review and subsequent revision of existing policies within the ABI Waiver Program is necessary. This review should focus on closing loopholes that allow for such unethical practices and ensuring robust safeguards against future violations.

Enhanced Oversight Mechanisms:

We propose the establishment or enhancement of oversight mechanisms within the ABI Waiver Program to ensure ongoing compliance with ethical and legal standards.

In Closing:

The concerns we have raised in this document, if validated, point towards serious ethical lapses and potential legal infractions concerning Medicaid regulations. The very foundation of the ABI Waiver program, along with the trust placed in it by its beneficiaries, relies on prompt, effective, and transparent action from the Connecticut Department of Social Services.

We appreciate your attention to this urgent and significant matter and hope for a swift resolution that upholds the principles of justice and integrity.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services
Connecticut Attorney General's Office
Connecticut Commission on Human Rights and Opportunities
Connecticut Office of the Healthcare Advocate
Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards, David Medeiros
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Fax: (860) 465-9591
<https://www.CTbrainINJURY.com>

11/20/2023

Subject Complaint and Request for Clarity Regarding Rental Agreements in the Medicaid ABI Waiver Program 1 and 2.

To: All pertinent departments within the state of Connecticut,

As a stakeholder in the Medicaid Acquired Brain Injury (ABI) Waiver Program, we, David Medeiros and ABI Resources, wish to raise a serious concern and request clarity regarding a critical issue impacting consumers and service providers within the program.

Key Grievance and Request:

We have observed a growing trend where consumers of the ABI Waiver Program are being locked into rental agreements with agency service providers or their business partners. These arrangements appear to significantly restrict consumer choice and freedom, creating a monopolistic environment detrimental to both consumers and independent service providers like ABI Resources.

Concerns:

Restricted Consumer Choice: Consumers are often coerced into staying with a particular agency due to fears of losing their housing, and belongings, or causing

inconvenience to roommates. This undermines the fundamental principle of consumer choice and control in the ABI Waiver Program.

Fear of Repercussions:

Many consumers feel trapped, unable to voice concerns about neglect or abuse due to the fear of losing their housing or facing other retaliatory actions.

Isolation from Advocacy and Assistance:

These rental agreements may isolate consumers from external resources and advocacy groups, further reducing their ability to seek help or change service providers.

Monopolistic Practices:

Such arrangements foster a monopolistic marketplace, hindering the ability of independent providers like ABI Resources to compete fairly and offer services to consumers.

Financial Concerns:

These rental agreements often involve dual payments - for waiver program services and rent - potentially leading to financial improprieties, especially when both payments are sourced from state or federal funding.

Request for Action:

Investigation into Legal and Ethical Violations:

We request a thorough investigation into these practices for potential violations of consumer rights, anti-trust laws, and Medicaid regulations.

Transparency and Regulatory Oversight:

There is a need for greater transparency and oversight in how rental agreements are managed within the ABI Waiver Program to ensure they do not conflict with program objectives or consumer rights.

Guidance and Policy Review:

We seek clear guidance on acceptable practices regarding rental agreements and the integration of housing with service provision.

Support for Affected Service Providers:

We request consideration of the adverse impact these practices have on service providers like ABI Resources, who strive to offer competitive and consumer- focused services.

Your prompt attention to this matter is crucial for maintaining the integrity of the ABI Waiver Program and the well-being of its consumers.

Indicators of Potential Kickback Arrangements:

Referral for Incentives:

The relationships and interactions among the service provider, and care management consultants reveal possible mechanisms of kickback arrangements.

This is characterized by:

Questionable Referral Patterns:

There appears to be a consistent pattern where care management consultants funnel consumers to specific services offered by the agency. This pattern suggests a systematic approach to referrals that may not be solely based on Consumer needs but rather on underlying incentives.

Financial Incentives for Referrals:

The possibility that professionals and care management consultants receive financial or other forms of incentives for directing consumers to the agency's services is a major concern. Such incentives could significantly compromise the integrity of Consumer referrals, with decisions potentially driven by personal gain rather than Consumer welfare.

Cyclical Billing and Service Utilization:

The referral system seems to create a cyclical pattern of billing, service utilization, and rental arrangements where consumer needs are continuously identified and serviced within the same agency network, fostering an environment of repeated financial gain for the agency.

Impact on Medicaid Expenditures:

If these practices are occurring, they could lead to increased and potentially unnecessary Medicaid expenditures. Consumers may be receiving more services than medically necessary, or services that could be more effectively provided elsewhere, leading to inflated costs borne by the Medicaid program.

Ethical and Legal Implications:

Such kickback arrangements, if confirmed, would not only breach ethical standards but also could contravene legal statutes governing Medicaid and healthcare services. Kickbacks in healthcare are illegal and undermine the principle of fair competition and the integrity of patient care.

The existence of these indicators necessitates a thorough investigation to ascertain the presence of kickback arrangements and to evaluate their impact on the Medicaid program's ethical standards and financial integrity. It is imperative to ensure that all practices within the ABI Waiver Program align with legal and ethical guidelines, safeguarding the program's integrity and the wellbeing of its beneficiaries.

Impact on ABI Resources:

Revenue Reduction

Consumer Diversion Impact:

ABI Resources has experienced a significant downturn in revenue, which can be directly attributed to the diversion of consumers towards the agencies in question. This diversion likely results from the alleged unethical steering and manipulative practices, leading to a reduced Consumer base for ABI Resources.

Financial Viability Threatened:

The reduction in revenue poses a threat to the financial viability and sustainability of ABI Resources, impacting our ability to provide quality care and services to our consumers.

Operational Cost Surge:

Increased Marketing Expenditures:

In an effort to counteract the loss of consumers and to rebuild our Consumer base, ABI Resources has had to significantly increase our investment in

marketing. These additional expenses are necessary to communicate our commitment to ethical practices and quality care to the community.

Legal and Consultation Fees:

Addressing these unethical practices and exploring legal avenues for recourse has led to increased spending on legal consultations and related services. These expenditures are essential for navigating the complexities of the situation and seeking justice, but they also divert resources from other operational areas.

Consumer Relationship Erosion:

Loss of Trust and Business:

The most profound impact has been on our established Consumer relationships. The manipulative practices of the agency in question have led to a loss of trust among our consumers, as they are steered away from ABI

Resources. This erosion of trust is deeply concerning, as it undermines the long-standing relationships we have built based on care, integrity, and ethical service provision.

Reputation Damage:

The wider implications of these practices in the industry have led to a tarnished reputation, not just for the agency in question, but for service providers in general, including ABI Resources. Restoring our reputation in the wake of these events is a significant challenge, requiring substantial effort and resources.

The cumulative effect of these impacts on ABI Resources is profound, affecting not just our financial stability but also our reputation and, most importantly, our ability to serve our consumers effectively. It is imperative that these issues are addressed comprehensively to restore the integrity of service provision within the

ABI Waiver Program and to protect agencies like ours that are committed to ethical practices.

Formal Requests Thorough Examination and Compliance Review:

Comprehensive Investigation:

We formally request a complete and thorough examination of the outlined practices. This investigation should encompass all entities involved, including the agency service provider and care management consultants.

Medicaid Compliance Review:

A detailed review of Medicaid compliance is crucial to determine if these practices violate Medicaid regulations and standards.

Review and Revision of Policies and Oversight:

Policy Overhaul:

A comprehensive review and subsequent revision of existing policies within the ABI Waiver Program is necessary. This review should focus on closing loopholes that allow for such unethical practices and ensuring robust safeguards against future violations.

Enhanced Oversight Mechanisms:

We propose the establishment or enhancement of oversight mechanisms within the ABI Waiver Program to ensure ongoing compliance with ethical and legal standards.

In Closing:

The concerns we have raised in this document, if validated, point towards serious ethical lapses and potential legal infractions concerning Medicaid regulations. The very foundation of the ABI Waiver program, along with the trust placed in it by its beneficiaries, relies on prompt, effective, and transparent action from the Connecticut Department of Social Services.

We appreciate your attention to this urgent and significant matter and hope for a swift resolution that upholds the principles of justice and integrity.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services Connecticut Attorney General's Office
Connecticut Commission on Human Rights and Opportunities Connecticut Office of the Healthcare Advocate
Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications

have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards, David Medeiros David Medeiros
ABI Resources, CEO, Director, Team Member

Date: 12/16/2023

Connecticut Commission on Human Rights and Opportunities (CHRO) Capitol Region Office
450 Columbus Boulevard, Suite 2
Hartford, CT 06103-1835

Subject: Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations.
RE: David Medeiros v. State of CT, Department of Social Services CHRO No. 2410220
EEOC No. N/A

Dear Sir/Madam,

I, David Medeiros, a brain injury survivor and whistleblower, hereby file a formal complaint against the Connecticut Commission on Human Rights and Opportunities (CHRO) for disability discrimination and whistleblower retaliation.

It has come to my attention that CHRO is engaging in practices that undermine my rights for accommodation and ability to self-advocate. CHRO has been presenting and documenting false information as fact, manipulating and misinforming facts, and hindering my pursuit of justice. These actions appear to be a deliberate attempt to use my disability against me, thereby protecting the interests of the State of Connecticut.

Moreover, CHRO has failed to provide necessary accommodations, slowing and complicating the process for justice. This lack of accommodation and the purposeful obfuscation of processes directly violate my rights under federal and state disability laws.

Additionally, there is a concerning discrepancy in CHRO's documentation, specifically regarding the Commissioner of the Connecticut Department of Social Services. Despite Andrea Barton Reeves being announced as the Commissioner by Governor Ned Lamont, in 2022. CHRO's documentation fails to recognize this change and in fact is addressed to Dr. Deidre S. Gifford, who is NOT the Connecticut Department of Social Services Commissioner. This raises serious concerns about the accuracy and credibility of CHRO's records and processes.

Addressing Disability Accommodations:

I wish to highlight the essential requirement for reasonable accommodations for my disability, as mandated by the Americans with Disabilities Act and Connecticut state laws. The failure of the CHRO to provide these necessary accommodations has significantly impeded my ability to participate fairly in my case, thus exacerbating the challenges posed by my disability.

Identifying Systemic Issues:

Furthermore, it appears there are systemic issues within the CHRO that have contributed to the discrimination and retaliation I've faced. These include possible patterns of bias against individuals with disabilities and whistleblowers, as well as procedural inconsistencies. Addressing these systemic issues is crucial not only for the resolution of my case but also to ensure equitable treatment of all individuals interacting with the CHRO.

I request a thorough investigation into these matters by both the CHRO and the Department of Justice. It is imperative that these violations of state and federal disability laws and whistleblower protections be addressed and rectified immediately.

I request your assistance in ensuring fair treatment and accommodations, which are crucial for my effective communication and participation in these matters.

Additionally, I seek guidance and support from the state government to uphold my rights to self-advocate, both as an individual with a disability, a whistleblower, and as a business owner.

It is imperative that government entities respect and facilitate the participation of individuals like me in matters affecting our lives and businesses. I am committed to advocating for transparency and accountability, and I believe the government's intervention is crucial in rectifying the current situation.

Thank you for your attention to this matter.

Best regards, David Medeiros David Medeiros
ABI Resources, CEO, Director, Team Member Medicaid ABI Waiver Program Support Provider.

State of Connecticut
COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES
Capitol Region Office - 450 Columbus Boulevard, Suite 2, Hartford, CT 06103

December 15, 2023

NOT THE COMMISSIONER

Via email: deidre.gifford@ct.gov

Diedre S. Gifford, MD, MPH Commissioner
Department of Social Services 55 Farmington Avenue
Hartford, CT 06105

RE: David Medeiros u. State of CT, Department of Social Services
CHAO No. 2410220 EEOC No. N/A

Dear Commissioner Gifford

A complaint, referenced above, has been filed with the Commission on March 28, 2023, but due to an administrative error the service was delayed, the Commission apologizes about any inconvenience this may have caused the Respondent. A copy of the complaint is a d.

The enclosed General Notice advises you of your rights, duties, and responsibilities. Please read carefully the information contained in the notice. The enclosed Notice Regarding Out of State Attorneys advises that all attorneys practicing before the Commission must be ed to practice law in Connecticut and that it is the responsibility of all counsel to comply with Connecticut practice rules. Also enclosed is important information with respect to the conciliation process. The Commission is available to assist you if you wish to pursue settlement of this complaint. If you wish to conciliate the complaint prior to providing an answer, you must notify the Commission within 10 days of receipt of the enclosed complaint. You must file an answer to the complaint under oath with the Commission within 30 days of receipt of this complaint unless pre-answer conciliation has been requested. If you fail to answer the complaint within this time, you may be defaulted by the Commission. Parties are encouraged to submit all filings by email only without an additional hardcopy if possible. You must email a scanned copy of your signed and notarized Answer to chro.capitol@d.gov and dedra.morris@d.gov.

Main (860) 566-7710 ~ Fax (860) 566-1997
www.cl.gov/chro- Toll Free in Connecticut (800) 477-8737 Affirmative Action/Equal Opportunity Employer

12.16.2023 NEW Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations. RE: David Medeiros v. State of CT, Department of Social Services
ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sat 12/16/2023 9:09 AM
To:CHRO.Capitol@ct.gov <CHRO.Capitol@ct.gov>;CHRO.Eastern@ct.gov
<CHRO.Eastern@ct.gov>;josemichael.gonzalez@ct.gov
<josemichael.gonzalez@ct.gov>;tanya.hughes@ct.gov
<tanya.hughes@ct.gov>;cheryl.sharp@ct.gov <cheryl.sharp@ct.gov> Bcc:ABI RESOURCES LLC
www.CTbrainINJURY.com <aabiwr@live.com>

2 attachments (1 MB)

12.16.2023 Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations. RE David Medeiros v. State of CT Department of Social Services CHRO No. 2410220 .pdf; 12.16.2023 binder Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations. RE David Medeiros v. State of CT Department of Social Services CHRO No. 2410220 Binder .pdf;

Date: 12/16/2023.

2 documents are attached to this email.

Connecticut Commission on Human Rights and Opportunities (CHRO) Capitol Region Office 450 Columbus Boulevard, Suite 2
Hartford, CT 06103-1835

Subject: Complaint Against and Request for Investigation Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations. RE: David Medeiros v. State of CT, Department of Social Services CHRO No. 2410220
EEOC No. N/A

Dear Sir/Madam,

I, David Medeiros, a brain injury survivor and whistleblower, hereby file a formal complaint against the Connecticut Commission on Human Rights and Opportunities (CHRO) for disability discrimination and whistleblower retaliation.

It has come to my attention that CHRO is engaging in practices that undermine my rights for accommodation and ability to self-advocate. CHRO has been presenting and documenting false information as fact, manipulating and misinforming facts, and hindering my pursuit of justice. These actions appear to be a deliberate attempt to use my disability against me, thereby protecting the interests of the State of Connecticut.

Moreover, CHRO has failed to provide necessary accommodations, slowing and complicating the process for justice. This lack of accommodation and the purposeful obfuscation of processes directly violate my rights under federal and state disability laws.

Additionally, there is a concerning discrepancy in CHRO's documentation, specifically regarding the Commissioner of the Connecticut Department of Social Services. Despite Andrea Barton Reeves being announced as the Commissioner by Governor Ned Lamont, in 2022. CHRO's documentation fails to recognize this change and in fact is addressed to Dr. Deidre S. Gifford, who is NOT the Connecticut Department of Social Services Commissioner. This raises serious concerns about the accuracy and credibility of CHRO's records and processes.

Addressing Disability Accommodations:

I wish to highlight the essential requirement for reasonable accommodations for my disability, as mandated by the Americans with Disabilities Act and Connecticut state laws. The failure of the CHRO to provide these necessary accommodations has significantly impeded my ability to participate fairly in my case, thus exacerbating the challenges posed by my disability.

Identifying Systemic Issues:

Furthermore, it appears there are systemic issues within the CHRO that have contributed to the discrimination and retaliation I've faced. These include possible patterns of bias against individuals with disabilities and whistleblowers, as well as procedural inconsistencies. Addressing these systemic issues is crucial not only for the resolution of my case but also to ensure equitable treatment of all individuals interacting with the CHRO.

I request a thorough investigation into these matters by both the CHRO and the Department of Justice. It is imperative that these violations of state and federal disability laws and whistleblower protections be addressed and rectified immediately.

I request your assistance in ensuring fair treatment and accommodations, which are crucial for my effective communication and participation in these matters. Additionally, I seek guidance and support from the state government to uphold my rights to self-advocate, both as an individual with a disability, a whistleblower, and as a business owner.

It is imperative that government entities respect and facilitate the participation of individuals like me in matters affecting our lives and businesses. I am committed to advocating for transparency and accountability, and I believe the government's intervention is crucial in rectifying the current situation.

Thank you for your attention to this matter.

Best regards, David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Support Provider

12.16.2023 NEW Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations. RE: David Medeiros v. State of CT, Department of Social Services
ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sat 12/16/2023 9:09 AM
To:CHRO.Capitol@ct.gov <CHRO.Capitol@ct.gov>;CHRO.Eastern@ct.gov
<CHRO.Eastern@ct.gov>;josemichael.gonzalez@ct.gov
<josemichael.gonzalez@ct.gov>;tanya.hughes@ct.gov
<tanya.hughes@ct.gov>;cheryl.sharp@ct.gov <cheryl.sharp@ct.gov> Bcc:ABI RESOURCES LLC
www.CTbrainINJURY.com <aabiwr@live.com>

2 attachments (1 MB)

12.16.2023 Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations. RE David Medeiros v. State of CT Department of Social Services CHRO No. 2410220 .pdf; 12.16.2023 binder Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations. RE David Medeiros v. State of CT Department of Social Services CHRO No. 2410220 Binder .pdf;

Date: 12/16/2023.

2 documents are attached to this email.

Connecticut Commission on Human Rights and Opportunities (CHRO) Capitol Region Office 450 Columbus Boulevard, Suite 2
Hartford, CT 06103-1835

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Thank you for your attention to this matter.

Best regards, David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Support Provider

Re: 2410220 Service of CHRO Complaint

ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>

Sat 12/23/2023 12:15 PM

To:Reeves, Andrea <Andrea.Reeves@ct.gov>;Morris, Dedra <Dedra.Morris@ct.gov>;Gifford, Deidre <Deidre.Gifford@ct.gov> Cc:Ferron-Poole, Astread O. <Astread.Ferron-Poole@ct.gov>;Antonetti, Matthew S <Matthew.S.Antonetti@ct.gov>
12.23.2023

Dear Ms. Morris,

02.04.2024 Formal Complaint and Demand for Investigation: Allegations of Discrimination and Non-Compliance by CHRO and DSS Notice Regarding Connecticut Department of Social Services Medicaid Administration, FOIA Non-Compliance, ADA Concerns, and Whistleblower

Retaliations. Complaint, Appeals, and Request for Transparency Page 70 of 73

Thank you so much for sending over the documents regarding the discrimination complaint, dated December 15, 2023. I've received all the attachments you mentioned.

On a quick note, I realized I'm not familiar with some of the individuals included in this email thread. Could you kindly provide some insight into who they are and their roles? This would really help me understand the context better.

I'd really appreciate any help you can provide to make this process as smooth as possible.

Thank you once again, and let me take a moment to wish you a joyous Christmas season and a wonderful New Year

ahead! Warm regards,

Medicaid Acquired Brain Injury ABI Waiver Program Provider

From: Reeves, Andrea <Andrea.Reeves@ct.gov>
Sent: Monday, December 18, 2023 6:57 AM
To: Morris, Dedra <Dedra.Morris@ct.gov>; Gifford, Deidre <Deidre.Gifford@ct.gov>; aabiwr@live.com <aabiwr@live.com> **Cc:** Ferron-Poole, Astread O. <Astread.Ferron-Poole@ct.gov>; Antonetti, Matthew S <Matthew.S.Antonetti@ct.gov> **Subject:** Re: 2410220 Service of CHRO Complaint

Dear Ms. Morris,

We are in receipt of the attached complaint.

I am the current commissioner of the Department of Social Services, so please feel free to forward any subsequent documents and other correspondence to me at Andrea.Reeves@ct.gov and to our Legal Director, Matthew Antonetti at Matthew.Antonetti@ct.gov. Thank you.

Get [Outlook for iOS](#)

From: Morris, Dedra <Dedra.Morris@ct.gov>
Sent: Friday, December 15, 2023 7:33:29 PM
To: Gifford, Deidre <Deidre.Gifford@ct.gov>; aabiwr@live.com <aabiwr@live.com>
Cc: Ferron-Poole, Astread O. <Astread.Ferron-Poole@ct.gov>; Reeves, Andrea <Andrea.Reeves@ct.gov>
Subject: 2410220 Service of CHRO Complaint

David Medeirosv. State of CT, Department of Social Services.

Dear Parties,

I hope this email finds you well.

Please see attached five pdf documents of a service of discrimination complaint. Please confirm re

ceipt. Thank you. I hope you have a fabulous and safe weekend.
Wishing you and yours a Merry Christmas and a prosperous New Year! 😊

Grace
and P
ease,
Dedra

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>

Sent: Saturday, December 23, 2023 12:15 PM

To: Reeves, Andrea <Andrea.Reeves@ct.gov>; Morris, Dedra <Dedra.Morris@ct.gov>; Gifford, Deidre <Deidre.Gifford@ct.gov>

Cc: Ferron-Poole, Astread O. <Astread.Ferron-Poole@ct.gov>; Antonetti, Matthew S <Matthew.S.Antonetti@ct.gov>

Subject: Re: 2410220 Service of CHRO Complaint

☐

MD

Morris, Dedra

Thu 1/4/2024 1:26 PM

Your message To: Morris, Dedra Subject: Re: 2410220 Service of CHRO Complaint Sent: Saturday, December 23, 2023 12:15:31 PM (UTC-05:00) Eastern Time (US & Canada) was read on Thursday, January 4, 2024 1:26:02 PM (UTC-05:00) Eastern Time (US & Canada).

FO

Ferron-Poole, Astread O.

Tue 12/26/2023 10:45 AM

Your message To: Ferron-Poole, Astread O. Subject: Re: 2410220 Service of CHRO Complaint Sent: Saturday, December 23, 2023 12:15:31 PM (UTC-05:00) Eastern Time (US & Canada) was read on Tuesday, December 26, 2023 10:44:58 AM (UTC-05:00) Eastern Time (US & Canada).

P

☐

postmaster@ct.gov

Sat 12/23/2023 12:15 PM

Your message has been delivered to the following recipients: Ferron-Poole, Astread O. (Astread.Ferron-Poole@ct.gov) Subject: Re: 2410220 Service of CHRO Complaint

P

☐

postmaster@ct.gov

Sat 12/23/2023 12:15 PM

Your message has been delivered to the following recipients: Reeves, Andrea (Andrea.Reeves@ct.gov) Subject: Re: 2410220 Service of CHRO Complaint

 See more messages

Flag for follow up.

Flag for follow up.

MD

Morris, Dedra <Dedra.Morris@ct.gov>

To: Gifford, Deidre; aabiwr@live.com

Cc: Ferron-Poole, Astread O.; Reeves, Andrea

Fri 12/15/2023 7:34 PM

2410220 Respondent Service Letter.pdf

184 KB



2410220 Complainant Service Letter.pdf

142 KB



2410220 Affidavit.pdf

2 MB

02.04.2024 Formal Complaint and Demand for Investigation: Allegations of Discrimination and Non-Compliance by CHRO and DSS Notice Regarding Connecticut Department of Social Services Medicaid Administration, FOIA Non-Compliance, ADA Concerns, and Whistleblower

Retaliations. Complaint, Appeals, and Request for Transparency Page 72 of 73



2410220 Schedule A.pdf

92 KB



GENERAL NOTICE.pdf

582 KB



5 attachments (3 MB) ☐ Save all to OneDrive ☐ Download all

David Medeiros v. State of CT, Department of Social Services,

Dear Parties,

I hope this email finds you well.

Please see attached five pdf documents of a service of discrimination complaint. Please confirm receipt.

Thank you. I hope you have a fabulous and safe weekend.

Wishing you and yours a Merry Christmas and a prosperous New Year! 😊

Grace and Peace,
Dedra



www.ct.gov/chro



Dedra A. Morris

Administrative Assistant

Capitol Region Office

Commission on Human Rights and Opportunities

450 Columbus Boulevard, Suite 2

Hartford, CT 06103 | AA/EOE

P: 860-541-3456 | F: 860-566-1997

dedra.morris@ct.gov

A.B.I. Resources LLC

39 Kings Highway, Suite C

Gales Ferry CT, 06335

Phone: (860) 942-0365

Fax : (860) 465-9591

<https://www.CTbrainINJURY.com>

Date: 02.04.2024

Commission on Human Rights and Opportunities
Capitol Region Office
450 Columbus Boulevard, Suite 2

Hartford, CT 06103 | AA/EOEDepartment of Social Services - Central Office
55 Farmington Ave,
Hartford, CT 06105

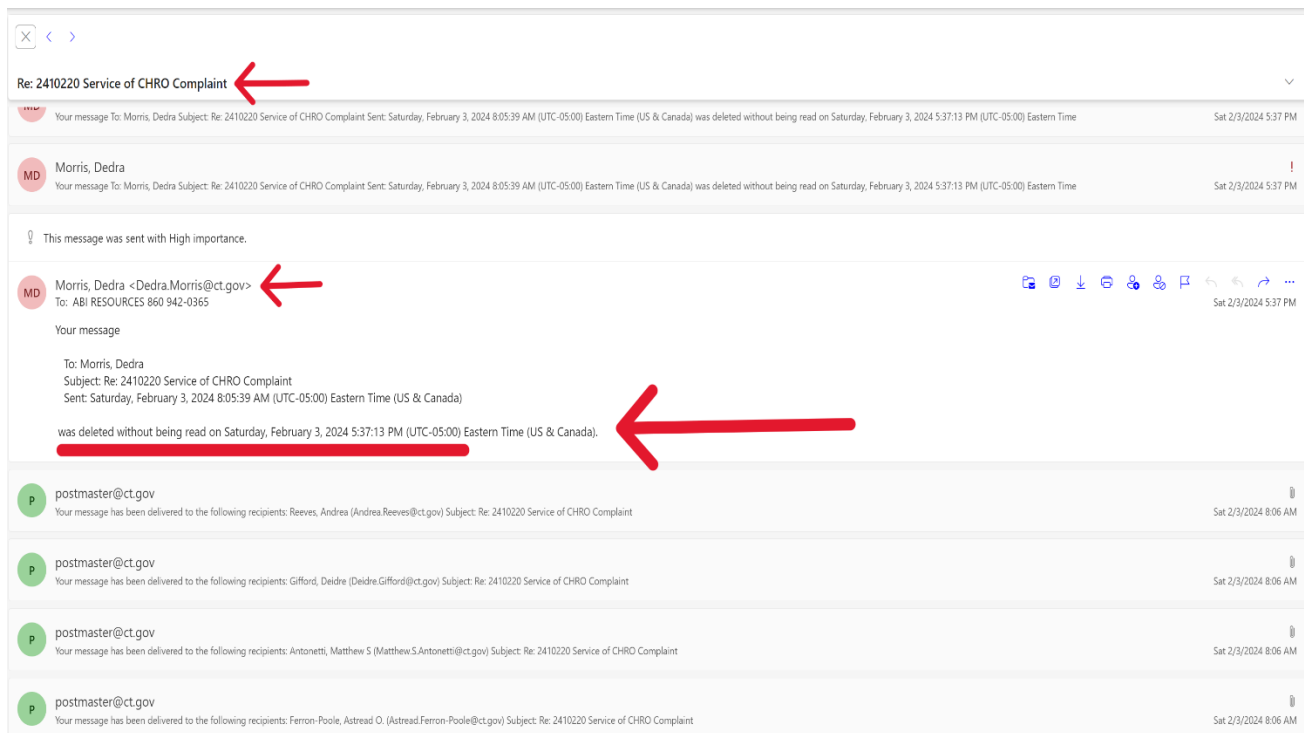
TO: Connecticut Commission on Human Rights and Opportunities (CHRO) and the
Department of Social Services (DSS).

Formal Complaint and Demand for Investigation: Allegations of Discrimination and
Non-Compliance by CHRO and DSS

Formal Complaint of Discrimination and Request for Immediate Action

I hereby demand an immediate cessation of all discriminatory practices and policies
that violate ADA and whistleblower protections as experienced within the dealings
with the Connecticut Commission on Human Rights and Opportunities (CHRO) and
the Department of Social Services (DSS). This demand is made with the expectation
of a prompt, transparent investigation into these allegations and a swift
implementation of corrective measures to ensure full compliance with all applicable
federal and state laws, thereby safeguarding my rights and those of others who may be
similarly affected.





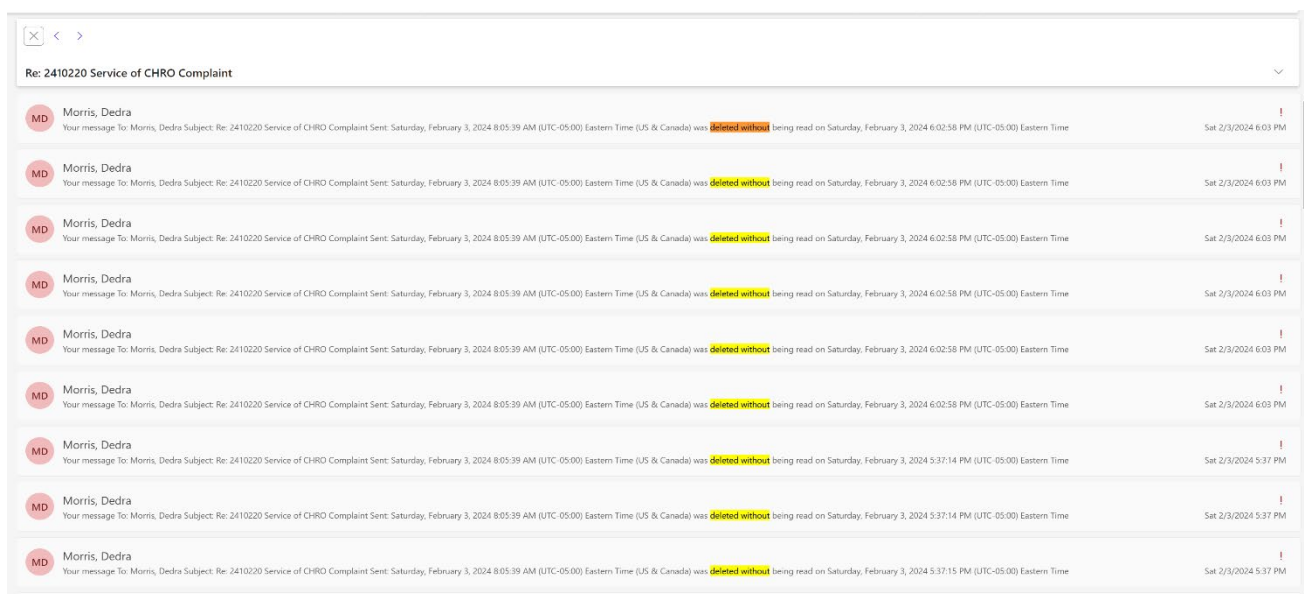
Your message

To: Morris, Dedra

Subject: Re: 2410220 Service of CHRO Complaint

Sent: Saturday, February 3, 2024 8:05:39 AM (UTC-05:00) Eastern Time (US & Canada)

was deleted without being read on Saturday, February 3, 2024 6:02:58 PM (UTC-05:00) Eastern Time (US & Canada).



I am writing to formally allege discrimination by the Connecticut Commission on Human Rights and
02.04.2024 Formal Complaint and Demand for Investigation: Allegations of Discrimination and Non-Compliance by CHRO and DSS Notice
Regarding Connecticut Department of Social Services Medicaid Administration, FOIA Non-Compliance, ADA Concerns, and Whistleblower
Retaliations. Complaint, Appeals, and Request for Transparency Page 2 of 73

Opportunities (CHRO) and the Department of Social Services (DSS), in violation of the Americans with Disabilities Act (ADA) and whistleblower protection laws. Despite numerous attempts to seek resolution and compliance with these critical protections, my efforts have been met with systemic barriers and retaliatory actions that not only exacerbate my personal and professional situation but also raise serious concerns about the commitment of CHRO and DSS to uphold the law and protect the rights of individuals they serve.

This letter serves as a formal request for an immediate, transparent, and comprehensive investigation into these allegations. Furthermore, it demands the implementation of corrective actions to address and rectify the violations of ADA compliance and whistleblower protections I have experienced.

The failure to adequately address these issues not only undermines the integrity of CHRO and DSS but also inflicts significant harm on those who rely on your departments for support and protection. It is imperative that this situation be rectified immediately to restore faith in your commitment to justice and legal compliance.

I expect a prompt response to this letter, detailing the steps that will be taken to investigate these claims and ensure that such violations do not recur. Failure to address these concerns adequately may compel me to pursue further legal action to protect my rights and ensure that the principles of fairness, transparency, and accountability are upheld.

Best regards,
David Medeiros
David Medeiros
ABI Resources, Founder, Team Member
Medicaid ABI Waiver Program Support Provider.



Re: 2410220 Service of CHRO Complaint

This message was sent with High importance.

This message was sent with High importance.

MD

Morris, Dedra <Dedra.Morris@ct.gov>

o:ABI RESOURCES 860 942-0365

Sat 2/3/2024 6:03 PM

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☐ Reply ☐ Forward

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Subject: Re: 2410220 Service of CHRO Complaint

Sent: Saturday, February 3, 2024 8:05:39 AM (UTC-05:00) Eastern Time (US & Canada)

was deleted without being read on Saturday, February 3, 2024 5:37:13 PM (UTC-05:00) Eastern Time (US & Canada).

P



postmaster@ct.gov

Sat 2/3/2024 8:06 AM

Your message has been delivered to the following recipients: Reeves, Andrea (Andrea.Reeves@ct.gov) Subject: Re: 2410220 Service of CHRO Complaint

P

postmaster@ct.gov

Sat 2/3/2024 8:06 AM

Your message has been delivered to the following recipients: Gifford, Deidre (Deidre.Gifford@ct.gov) Subject: Re: 2410220 Service of CHRO Complaint

P



postmaster@ct.gov

Sat 2/3/2024 8:06 AM

Your message has been delivered to the following recipients: Antonetti, Matthew S (Matthew.S.Antonetti@ct.gov) Subject: Re: 2410220 Service of CHRO Complaint

P



postmaster@ct.gov

Sat 2/3/2024 8:06 AM

Your message has been delivered to the following recipients: Ferron-Poole, Astread O. (Astread.Ferron-Poole@ct.gov) Subject: Re: 2410220 Service of CHRO Complaint

P



postmaster@ct.gov

Sat 2/3/2024 8:06 AM

Your message has been delivered to the following recipients: Morris, Dedra (Dedra.Morris@ct.gov) Subject: Re: 2410220 Service of CHRO Complaint

A



ABI RESOURCES 860 942-0365

Sat 2/3/2024 8:05 AM

02.03.2024 Subject: Urgent Request for Status Update and Immediate Action on ADA Non-Compliance and Whistleblower Protection Violations Dear Commission on Human Rights and Opportunities (CHRO), I write to urgently inquire about the status of my corr

P



postmaster@ct.gov

Fri 1/5/2024 9:12 AM

Your message has been delivered to the following recipients: Morris, Dedra (Dedra.Morris@ct.gov) Subject: Re: 2410220 Service of CHRO Complaint

P



postmaster@ct.gov

Fri 1/5/2024 8:55 AM

Your message has been delivered to the following recipients: Antonetti, Matthew S (Matthew.S.Antonetti@ct.gov) Subject: Re: 2410220 Service of CHRO Complaint

P



postmaster@ct.gov

Fri 1/5/2024 8:54 AM

Your message has been delivered to the following recipients: Reeves, Andrea (Andrea.Reeves@ct.gov) Subject: Re: 2410220 Service of CHRO Complaint

P



postmaster@ct.gov

Fri 1/5/2024 8:54 AM

Your message has been delivered to the following recipients: Gifford, Deidre (Deidre.Gifford@ct.gov) Subject: Re: 2410220 Service of CHRO Complaint

P



postmaster@ct.gov

Fri 1/5/2024 8:54 AM

Your message has been delivered to the following recipients: Ferron-Poole, Astread O. (Astread.Ferron-Poole@ct.gov) Subject: Re: 2410220 Service of CHRO Complaint



This message was sent with High importance.

This message was sent with High importance.

A

ABI RESOURCES 860 942-0365

To:Reeves, Andrea;Morris, Dedra;Gifford, Deidre

Cc:Ferron-Poole, Astread O.;Antonetti, Matthew S

Fri 1/5/2024 8:35 AM

Mail 7 - ABI RESOURCES 860 942-0365 - Outlook.pdf

325 KB



12.16.2023 binder Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations. RE David Medeiros v. State of CT Department of Social Services CHRO No. 2410220 Binder .pdf
1 MB



12.16.2023 Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations. RE David Medeiros v. State of CT Department of Social Services CHRO No. 2410220 .pdf
453 KB



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2024.01.02 CHRO DSS Complaint ADA Whistleblower Protections David Medeiros ABI Resources Connecticut (1).pdf
335 KB



Mail 2 - ABI RESOURCES 860 942-0365 - Outlook.pdf
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2024.01.02 CHRO DSS Complaint ADA Whistleblower Protections David Medeiros ABI Resources Connecticut.pdf
335 KB


01.02.2024 chro morris WBC Mail - ABI RESOURCES 860 942-0365 - Outlook.pdf
987 KB


12.29.2024 CHRO COMPLAINT Mail - ABI RESOURCES 860 942-0365 - Outlook.pdf
419 KB


12.23.2023 Ned Lamont Call for Systemic Change CHROs Failure in ADA Accommodation Compliance. Disability Discrimination Whistleblower Retaliation .pdf
877 KB


12.23.23 8 AM THREAD CHRO CT DSS- OutlookMail - ABI RESOURCES 860 942-0365 - Outlook - Copy.pdf
985 KB


12.16.2023 binder Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations. RE David Medeiros v. State of CT Department of Social Services CHRO No. 2410220 Binder .pdf
1 MB


12.14.2023 Dear Matthew S. Antonetti CT DSS .pdf
296 KB


DSS Response to ABI Resources 10.31.23 Correspondence (2).pdf
163 KB


12.15.2023 Complaint Seeking Connecticut Intervention for Whistleblower Rights and Accommodation in SelfAdvocacy Against Misconduct Connecticut Matthew S. Antonetti CT DSS .pdf
282 KB


12.16.2023 Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations. RE David Medeiros v. State of CT Department of Social Services CHRO No. 2410220 .pdf
453 KB


 Show all 28 attachments (13 MB)  Save all to OneDrive  Download all
01.05.2024
20 documents attached.

Subject: Complaint / Demand for Immediate Rectification of ADA Non-Compliance and Whistleblower Protection Violations

Dear Commission on Human Rights and Opportunities (CHRO),

I am writing to you with a sense of urgency and determination, to formally raise and seek an immediate resolution to significant administrative discrepancies and communication failures in the handling of my case. These issues not only pose an obstruction but also constitute a clear breach of the Americans with Disabilities Act (ADA) and whistleblower protection statutes.

Despite prior assurances from the CHRO, my experience has been marred by a complex and confusing array of communication channels, rather than the streamlined, accessible process that is both expected and required. This fragmentation, which I perceive as systematic rather than incidental, directly contravenes my rights to reasonable accommodations under the ADA. The resulting situation has not only complicated my access to services but also raised serious concerns about the integrity and effectiveness of the CHRO's processes.

The current state of affairs, characterized by multiple and conflicting communication threads, has led to significant conflicts of interest, compromised the integrity of information, and diluted the effectiveness of my advocacy efforts. This approach, which seems to be a deliberate 'divide and conquer' tactic, is wholly inappropriate and unacceptable, especially within an organization that is entrusted with upholding public trust and rights.

As an advocate for civil rights and equitable treatment of individuals with disabilities, I find it imperative to highlight that the continuation of these practices is intolerable. Such actions undermine not only my individual rights but also the broader trust in institutions that are supposed to protect and uphold these rights.

To address these concerns, I demand the following actions:

Immediate consolidation of all communications related to my case into a single, accessible thread, as previously assured by your office.

A comprehensive and transparent investigation into the administrative errors and conflicts of interest I have outlined.

A detailed explanation of the current failures in compliance, along with a robust action plan for remediation.

Full compliance with all reasonable accommodation requests that have been previously submitted but ignored.

Provision of the names, titles, and contact information of all @CT.gov employees involved in my CHRO case.

Access to all communications from @CT.gov addresses/state employees regarding any aspect of my CHRO complaint.

Identification of all CHRO supervisors and along with a request for Comm. Sujata Gadkar-Wilcox, Comm. Alex Harris, Comm. Tamara Titre, Tanya A. Hughes CHRO Commissioner to provide clarification, explanation, and resolutions to the issues raised and at hand.

I request the Connecticut Department of Social services Commissioner Andrea Barton Reeves to provide clarification, explanation, and resolutions to DSS's actions.

Detailed Record of Case Handling:

Can you provide a detailed timeline and record of how my case has been handled from the initial submission to the present date?

Reason for Communication Fragmentation:

What are the specific reasons for the fragmented and complex communication channels in handling my case?

ADA Compliance Verification:

How does the CHRO ensure compliance with the ADA in terms of accommodating individuals with disabilities in its administrative processes?

Conflict of Interest Clarification:

Can you identify any potential conflicts of interest that may have arisen in the handling of my case?

Assessment of Advocacy Impact:

How have the current communication and administrative processes affected the effectiveness of my advocacy efforts?

Investigation into Administrative Errors:

What procedures will be followed to investigate the administrative errors and conflicts of interest that I have outlined?

Action Plan for Remediation:

What specific steps will the CHRO take to rectify the current failures in compliance with ADA and whistleblower protection statutes?

Status of Accommodation Requests:

What is the status of all reasonable accommodation requests that have been submitted in relation to my case?

Transparency in Employee Involvement:

Who are the specific @CT.gov employees involved in my case, and what roles do they play?

Access to Communications:

Can I be granted access to all communications from @CT.gov addresses/state employees regarding any aspect of my CHRO complaint?

Supervisory Oversight and Response:

What is the extent of oversight by CHRO supervisors on my case, and how will they address the issues I've raised?

Department of Social Services Involvement:

What is the role of the Connecticut Department of Social Services in this matter, and how will the Commissioner respond to the issues at hand?

Measures to Prevent Future Occurrences:

What measures will the CHRO implement to prevent similar issues from occurring in the future with other cases?

Feedback Mechanism for Complainants:

What mechanisms are in place for complainants to provide feedback on the handling of their cases and suggest improvements?

Accountability Measures:

What accountability measures are in place for handling potential violations of the ADA and whistleblower protections?

I trust that the CHRO will treat these grievances with the seriousness they warrant and respond promptly and effectively. It is in the interest of justice and equity that these matters are addressed with the utmost attention and rectitude.

Best regards,
David Medeiros
ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

Date 01.02.2024

Commission on Human Rights and Opportunities

Re: Comprehensive Complaint and Request for Escalation - CHRO No. 2410220 David Medeiros v. State of Connecticut, Department of Social Services

Re: Comprehensive Grievance Report and Request for Clarity.

Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program.

Whistleblower Report Prepared by: David Medeiros and ABI Resources LLC Date: November 21, 2023

Re: Newly filed CHRO Complaint 12.29.2023 against CHRO and DSS.

Esteemed Members of the Commission on Human Rights and Opportunities,

This comprehensive complaint is a cumulation of ongoing concerns, systemic issues, and personal grievances experienced in my interactions with the Commission on Human Rights and Opportunities (CHRO) and the Department of Social Services (DSS). It serves to illuminate the substantial and repetitive failures to adhere to the mandates of the Americans with Disabilities Act (ADA), the disregard for the proper treatment of whistleblowers, and the overall lack of procedural integrity.

I. Introduction and Background:

My journey as a brain injury survivor and stroke survivor has been marred by the CHRO's and DSS's failure to provide necessary ADA accommodations and civil rights. The lack of proper communication and assistance has hindered my ability to effectively engage in proceedings and advocate for my rights. Despite repeated requests for accommodations, such as assistance in understanding and completing complex documentation and a preference for written communication, I have faced misinterpretations and inadequate responses.

II. Allegations of Non-Compliance and Accommodation Failures:

The DSS's actions, including the initiation of complex email threads involving numerous parties, have contravened the clear, simplified communication methods necessary for my effective participation. Notably, the new email and involvement of Mr. Michael Slitt, given his prior engagements with the ABI Waiver Program, presents a glaring conflict of interest, potentially influencing the impartial handling of my case. CHRO email threads with state employees from CHRO and CT DSS Kimberly D. Morris, Debra Morris, CHRO Judge Dr. Cherron Payne, Ferron-Poole, Astread O Matthew. S. Antonetti, Micheal Sillt, Jennifer Nicole Zakrzewski, Deidre Gifford, Andrea Barton Reeves Commissioner, Connecticut Department of Social Services.

III. Whistleblower Protections and Retaliatory Actions:

As a whistleblower, I have reported significant issues within the ABI Waiver Program, placing me at risk of retaliatory actions from individuals within the DSS. The audit's identification of instances of noncompliance with laws, regulations, or policies by the CHRO is indicative of an environment where whistleblower protections are not adequately enforced.

IV. Demand for Investigation and Independent Adjudication:

I demand a detailed investigation into the CHRO's practices, especially regarding ADA accommodations and whistleblower retaliations. It is critical that my distinct complaints be adjudicated independently to prevent the conflation of issues.

V. Federal Escalation Given Audit Findings:

Given the audit findings, which include four repeat findings from previous audits, it is imperative that this matter be escalated to federal authorities, specifically the U.S. Department of Justice Civil Rights Enforcement and all appropriate Federal Departments for an impartial and exhaustive review.

Conclusion and Imperative for Immediate Action:

The systemic issues within the CHRO not only affect my individual case but suggest a broader pattern of noncompliance and disregard for civil rights protections. Immediate federal intervention is necessary to address these deficiencies and ensure justice for all individuals who rely on the CHRO's mandate. These compounding conflicts of interest are profound.

I implore the CHRO to act swiftly and decisively to address these systemic deficiencies, to uphold the rule of law, and to ensure justice for all individuals who rely on its mandate.

VI. Timeliness and Further Accommodations:

The significant delay in addressing CHRO Case 2410220, now exceeding 260 days, is unacceptable and contradicts the principles of timely justice. Such delays have not only affected the resolution of my complaints but also aggravated the challenges I face due to my disability and professional life.

VII. Systemic Changes and Audit Findings:

The recent audit findings have revealed systemic issues within the CHRO's processes, including internal control deficiencies and non-adherence to statutory processing deadlines. These findings correlate directly with the inefficiencies and obstacles I have encountered throughout my case. It is imperative that these systemic issues be addressed immediately to prevent future recurrence and to ensure that all individuals are treated fairly and with respect to their legal rights.

VIII. Escalation to Federal Authorities:

Given the gravity of these issues, and considering the potential limitations of the state-level jurisdiction to provide a comprehensive and unbiased resolution, I request the escalation of my case to the federal authorities. The involvement of entities such as the United States Department of Justice is crucial to ensure that my civil rights are adequately protected, and that justice is served.

IX. Conclusion and Call to Action:

The issues outlined in this comprehensive complaint, corroborated by the recent audit findings and my personal experiences, underscore the urgent need for a review and overhaul of the CHRO's current practices, particularly regarding ADA compliance and whistleblower protections. I request a formal investigation into my allegations, a review of the CHRO's practices by federal authorities, and a public acknowledgment of the failures and steps taken to prevent such failures in the future.

Your immediate and thorough attention to this matter is not only deeply appreciated but also crucial in upholding the principles of justice, fairness, and the rule of law. The systemic issues within the CHRO not only affect my individual case but also suggest a broader pattern of noncompliance and disregard for civil rights protections.

X. Detailed Issues and Specific Incidents:

The issues I've encountered with the CHRO and DSS have been numerous and varied, impacting my ability to seek justice and fair treatment. Notably, my disability accommodations are not met as per ADA guidelines. This includes, but is not limited to, divided complex communications, the improper management of my communications, lack of clear and accessible interactions, and failure to provide necessary support to understand and navigate the processes involved in my case.

XI. Impact on Personal and Professional Life:

The inadequate handling of my complaints and the need for ADA accommodations have had a profound impact on both my personal well-being and my professional endeavors. As the owner of ABI Resources LLC, these issues have not only affected my individual rights but have also hindered my company's operations, which serve individuals with similar disabilities.

XII. Request for Transparency and Accountability:

In the spirit of transparency and accountability, I urge the CHRO to disclose all communications and internal deliberations regarding my case. This includes the provision of detailed explanations for the involvement of new parties in the email thread initiated by DSS and the rationale behind any changes in the handling of my complaints.

XIII. Additional Allegations of Misconduct:

Beyond the initial allegations, I have observed a pattern of behavior that may constitute further misconduct, including the mishandling of sensitive information and a lack of responsiveness to critical issues raised. These actions suggest a systemic disregard for the rights of individuals seeking redress through the CHRO and DSS.

XIV. Remedial Actions and Systemic Reforms:

I call upon the CHRO to implement immediate remedial actions to address the specific issues outlined in this complaint. Furthermore, I advocate for systemic reforms within the CHRO to ensure that future complaints are handled with the requisite seriousness, professionalism, and adherence to legal standards.

XV. Legal and Ethical Implications:

The concerns raised herein have significant legal and ethical implications for the functioning of the CHRO and DSS. It is essential that these bodies operate within the bounds of the law and uphold the highest ethical standards to maintain public trust and ensure the protection of civil rights.

XVI. Conclusion and Expectation of a Timely Response:

In conclusion, the details provided in this comprehensive complaint paint a picture of a system that requires immediate attention and reform. I expect a timely response to each point raised and a detailed action plan outlining the steps the CHRO will take to address these concerns and prevent future failures.

Please regard this letter not as mere correspondence, but as a formal complaint necessitating immediate action and rectification. The issues discussed are not only detrimental to my life but reflect broader systemic problems that may impact others seeking justice through the CHRO and DSS.

XVII. Documentation and Evidence of Non-Compliance:

In support of my claims, I am prepared to provide a comprehensive dossier of all correspondence and records of interactions with the CHRO and DSS that demonstrate the patterns of non-compliance with ADA standards. The detailed log of incidents will illustrate the systemic failures and individual instances of negligence that have occurred throughout the handling of my case.

XVIII. Impact of Non-Compliance on Legal Proceedings:

The lack of ADA compliance has directly affected the legal proceedings related to my case. It has not only delayed the resolution of my complaints but also has compromised the integrity of the process, leaving me at a substantial disadvantage and impeding my right to a fair hearing.

XIX. Proposed Remedies and Accommodations:

I hereby propose the following remedies and accommodations to rectify the current situation:

Immediate implementation of a clear communication protocol that adheres to ADA requirements and civil rights.

Follow-up Mechanism: I respectfully request a formal response to this complaint along with an action plan for addressing these concerns.

XX. Need for Systemic Change and Training:

To prevent future occurrences of such failings, I call for systemic change within the CHRO and DSS, including comprehensive training for all staff on ADA compliance, disability awareness, and the proper handling of whistleblower complaints.

XXI. Assurance of Non-Retaliation:

In light of my status as a whistleblower and the sensitive nature of the issues raised, I seek assurances from the CHRO that there will be no form of retaliation or adverse action taken against me for bringing these matters to light.

XXII. Monitoring and Oversight:

I request that the CHRO establish a system of monitoring and oversight to ensure that the corrective actions proposed are effectively implemented and that compliance with ADA standards is maintained throughout all processes.

XXIII. Appeal for Justice and Integrity:

This complaint is an appeal to the CHRO to uphold the principles of justice and integrity that are the foundation of its mission. The resolution of these issues is not only crucial for my case but is also indicative of the CHRO's commitment to serving the community it is meant to protect.

I expect that this comprehensive complaint will be met with the seriousness it deserves and that immediate steps will be taken to address the concerns raised. The neglect of these issues not only undermines my trust in the CHRO but also casts doubt on the organization's ability to fulfill its mandate.

Thank you for your attention to these urgent matters. I look forward to a detailed response outlining the actions that will be taken to resolve these issues and restore my confidence in the CHRO's commitment to civil rights and justice.

Would you please ensure my complaint is provided to Federal and State Department representatives so they may be advised of civil rights and ensure justice in state processes:

- Connecticut Department of Social Services Commissioner Andrea Barton Reeves
- U.S. Senators Richard Blumenthal and Chris Murphy
- U.S. House Representatives John Larson, Joe Courtney, Rosa DeLauro, Jim Himes, and Jahana Hayes
- Connecticut Governor Ned Lamont
- Lieutenant Governor Susan Bysiewicz
- Secretary of State Denise Merrill
- Attorney General William Tong

- State Treasurer Shawn Wooden
- State Comptroller Kevin Lembo
- State Auditors John Geragosian and Rob Kane
- U.S. Department of Health and Human Services (HHS) Secretary Xavier Becerra
- Centers for Medicare & Medicaid Services (CMS) Administrator Chiquita Brooks-LaSure
- U.S. Department of Justice (DOJ) Attorney General Merrick Garland
- U.S. Equal Employment Opportunity Commission (EEOC) Chair Charlotte A. Burrows
- Office of Special Counsel (OSC) Special Counsel Henry J. Kerner
- Office for Civil Rights (OCR) at HHS Acting Director Melanie Fontes Rainer
- The Department of Labor DOL
- Government Accountability Office GAO
- Connecticut General Assembly CGA

I trust that this matter will be addressed with the seriousness it warrants, for the benefit of all individuals with disabilities in Connecticut.

Thank you for your attention to this matter. I look forward to a prompt and positive response that serves the greatest good.

Best regards, David Medeiros
 David Medeiros
 ABI Resources, CEO, Director, Team Member
 Medicaid Acquired Brain Injury ABI Waiver Program Support Provider.

RE: 2410220 Respondent Granted Extension
 Slitt, Michael <Michael.Slitt@ct.gov>
 Thu 1/4/2024 2:55 PM
 To: Morris, Dedra <Dedra.Morris@ct.gov>
 Cc: aabiwr@live.com <aabiwr@live.com>; Zakrzewski, Jennifer <Jennifer.Zakrzewski@ct.gov>
 Oh, now I get it, thank you!!!! This is very helpful. Sorry for MY confusion!
 From: Morris, Dedra <Dedra.Morris@ct.gov>
 Sent: Thursday, January 4, 2024 2:54 PM
 To: Slitt, Michael <Michael.Slitt@ct.gov>
 Cc: aabiwr@live.com; Zakrzewski, Jennifer <Jennifer.Zakrzewski@ct.gov>
 Subject: Re: 2410220 Respondent Granted Extension

Hi Atty. Slitt,

I was denying the extension for January 29, 2024, and granting until February 1, 2024. The RP acknowledge receipt of the service on December 18, 2023, which brings it to February 1, 2024, which was granted. Sorry for the confusion but I hope I was helpful this time.

Thanks, Dedra

www.ct.gov/chro

Dedra A. Morris Administrative Assistant Capitol Region Office
Commission on Human Rights and Opportunities 450 Columbus Boulevard, Suite 2
Harford, CT 06103 | AA/EOE
P: 860-541-3456 | F: 860-566-1997
dedra.morris@ct.gov

From: Slitt, Michael <Michael.Slitt@ct.gov> Sent: Thursday, January 4, 2024 2:30 PM To: Morris, Dedra <Dedra.Morris@ct.gov>
Cc: aabiwr@live.com <aabiwr@live.com>; Zakrzewski, Jennifer <Jennifer.Zakrzewski@ct.gov>
Subject: RE: 2410220 Respondent Granted Extension Hi Ms. Morris:
Can you please confirm that this request for an extension was granted (as stated in your subject line), as opposed to denied (as appears in the body of the email)? You emailed the Complaint to the Respondent on December 15, 2023, which would make the response due on January 14, 2024. Respondent is requesting a one-time 15- day extension to January 29, 2024.

Thanks!

From: Morris, Dedra <Dedra.Morris@ct.gov>
Sent: Thursday, January 4, 2024 1:58 PM
To: Slitt, Michael <Michael.Slitt@ct.gov>
Cc: aabiwr@live.com; Zakrzewski, Jennifer <Jennifer.Zakrzewski@ct.gov>
Subject: 2410220 Respondent Granted Extension

David Medeiros v. State of CT, Department of Social Services
Dear Parties, Happy New Year!
I hope this email finds you well.

Your request for extension until January 29, 2024, is denied because you only have a onetime 15-day extension from date of receipt which is February 1, 2024, to submit your response to the CHRO and the Complainant.

Thank you. Have a wonderful day and be safe!

Blessing and Peace, Dedra

www.ct.gov/chro

Dedra A. Morris Administrative Assistant Capitol Region Office
Commission on Human Rights and Opportunities 450 Columbus Boulevard, Suite 2
Harford, CT 06103 | AA/EOE
P: 860-541-3456 | F: 860-566-1997
dedra.morris@ct.gov

From: Slitt, Michael <Michael.Slitt@ct.gov>
Sent: Tuesday, January 2, 2024 11:22 AM
To: Morris, Dedra <Dedra.Morris@ct.gov>; CHRO.Capitol <CHRO.Capitol@ct.gov>

Cc: aabiwr@live.com <aabiwr@live.com>; Zakrzewski, Jennifer <Jennifer.Zakrzewski@ct.gov>
Subject: David Medeiros v. DSS, CHRO No. 2410220 - Extension to File Answer Dear Ms. Morris:
Pursuant to section 46a-83(b) of the Connecticut General Statutes, please find attached to this email a request for an extension of time for the Respondent, Department of Social Services, to file a response to the above-referenced complaint. The Complainant is copied on this email.

Please contact me with any questions or concerns. Thank you,

Michael Slitt
Staff Attorney
Department of Social Services
Office of Legal Counsel, Regulations and Administrative Hearings 55 Farmington Ave, 11th Floor
Harford, CT 06105
Phone: (860) 424-5068
Fax: (860) 424-5403
Email: Michael.Slitt@ct.gov

Re: 2410220 Service of CHRO Complaint
ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sat 12/23/2023 12:15 PM
To: Reeves, Andrea <Andrea.Reeves@ct.gov>; Morris, Dedra <Dedra.Morris@ct.gov>; Gifford, Deidre <Deidre.Gifford@ct.gov> Cc: Ferron-Poole, Astread O. <Astread.Ferron-Poole@ct.gov>; Antonetti, Matthew S <Matthew.S.Antonetti@ct.gov>
12.23.2023

Dear Ms. Morris,

Thank you so much for sending over the documents regarding the discrimination complaint, dated December 15, 2023. I've received all the attachments you mentioned.

On a quick note, I realized I'm not familiar with some of the individuals included in this email thread. Could you kindly provide some insight into who they are and their roles? This would really help me understand the context better.

I'd really appreciate any help you can provide to make this process as smooth as possible.
Thank you once again, and let me take a moment to wish you a joyous Christmas season and a wonderful New Year ahead! Warm regards,

Best regards, David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

From: Reeves, Andrea <Andrea.Reeves@ct.gov>
Sent: Monday, December 18, 2023 6:57 AM
To: Morris, Dedra <Dedra.Morris@ct.gov>; Gifford, Deidre <Deidre.Gifford@ct.gov>; aabiwr@live.com <aabiwr@live.com> Cc: Ferron-Poole, Astread O. <Astread.Ferron-Poole@ct.gov>; Antonetti, Matthew S <Matthew.S.Antonetti@ct.gov> Subject: Re: 2410220 Service of CHRO Complaint

Dear Ms. Morris,

We are in receipt of the attached complaint.

I am the current commissioner of the Department of Social Services, so please feel free to forward any subsequent documents and other correspondence to me at Andrea.Reeves@ct.gov and to our Legal Director, Matthew Antonetti at Matthew.Antonetti@ct.gov.
Thank you.

Get Outlook for iOS

From: Morris, Dedra <Dedra.Morris@ct.gov>
Sent: Friday, December 15, 2023 7:33:29 PM
To: Gifford, Deidre <Deidre.Gifford@ct.gov>; aabiwr@live.com <aabiwr@live.com>
Cc: Ferron-Poole, Astread O. <Astread.Ferron-Poole@ct.gov>; Reeves, Andrea <Andrea.Reeves@ct.gov>
Subject: 2410220 Service of CHRO Complaint

David Medeiros v. State of CT, Department of Social Services,

Dear Parties,

I hope this email finds you well.

Please see attached five pdf documents of a service of discrimination complaint. Please confirm receipt.
Thank you. I hope you have a fabulous and safe weekend.
Wishing you and yours a Merry Christmas and a prosperous New Year! 😊

Grace and Peace, Dedra

www.ct.gov/chro

Dedra A. Morris Administrative Assistant Capitol Region Office
Commission on Human Rights and Opportunities 450 Columbus Boulevard, Suite 2
Hartford, CT 06103 | AA/EOE
P: 860-541-3456 | F: 860-566-1997
dedra.morris@ct.gov

Re: WBR Complaint
ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Tue 12/19/2023 12:44 PM
To: Morris, Kimberly <Kimberly.Morris@ct.gov>
Cc: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>

Would you please schedule a time for us to sit down and complete this?

Best regards, David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

From: Morris, Kimberly <Kimberly.Morris@ct.gov>
Sent: Tuesday, December 19, 2023 12:36 PM
To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: WBR Complaint

Please fill out each line item on the complaint and have the complaint notarized, you can go to a bank to have the complaint notarized. If you have questions regarding the procedures if this office, I'm willing to answer questions you may have.

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Tuesday, December 19, 2023 12:24 PM To: Morris, Kimberly <Kimberly.Morris@ct.gov> Subject: Re: WBR Complaint
Importance: High

Assist me in completing all these documents and notarizing them.

Best regards, David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

From: Morris, Kimberly <Kimberly.Morris@ct.gov>
Sent: Tuesday, December 19, 2023 12:22 PM
To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: WBR Complaint

What type of accommodations do you need?

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Tuesday, December 19, 2023 12:21 PM
To: Morris, Kimberly <Kimberly.Morris@ct.gov>
Cc: ABI RESOURCES 860 942-0365 <AABIWR@live.com>
Subject: Re: WBR Complaint
Importance: High

Hello Ms. Morris,

Thank you for informing me about the need to complete the Whistleblower Retaliation (WBR) Complaint forms and having everything notarized. I appreciate your guidance in this process.

I am contacting you to request accommodations to assist me in completing all these documents and notarizing them. Would you kindly provide me assistance with this process?
Your support would be greatly appreciated. Thank you for your understanding.
Best regards, David Medeiros

ABI Resources
Medicaid Acquired a Brain Injury ABI Waiver Program Provider

From: Morris, Kimberly <Kimberly.Morris@ct.gov>
Sent: Tuesday, December 19, 2023 9:56 AM To: aabiwr@live.com <aabiwr@live.com> Subject: WBR Complaint

Good Morning,

It has come to our attention that you would like to file a WBR Complaint. Please fill out the attached complaint form and have it notarized and sent back.

Thank you.

www.ct.gov/chro

Kimberly D. Morris (she/her/hers) Secretary II
Office of Public Hearings
Commission on Human Rights and Opportunities 450 Columbus Blvd., Suite 2
Hartford CT 06103 | AA/EOE
P: 860-418-8770 | F: 860-418-8780 | Direct: 860-541-4711 |
Kimberly.morris@ct.gov

Re: 12.16.2023 Subject Request for Federal Intervention - Disability Discrimination and Whistleblower Retaliation Case Subject: Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations. RE: David Medeiros v. State...
ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Thu 12/21/2023 10:32 AM
To:ocrcomplaint@hhs.gov <ocrcomplaint@hhs.gov>
Bcc:ABI RESOURCES LLC www.CTbrainINJURY.com <aabiwr@live.com>

12.21.2023 New Whistleblower Retaliation Complaint Connecticut CHRO DSS

I am continuing to address the challenges and concerns with the Connecticut Department of Social Services (DSS) and the Connecticut Commission on Human Rights and Opportunities (CHRO).
How can any person, especially the disabled population, self-advocate and trust in civil rights systems? I also want you to know that these problems have been like this since 2000. I have always advocated for them since 2000 living in constant fear while being bullied by CT DSS and trapped in a systematic nightmare. The only difference now is I am giving this everything I have within. I'm not afraid anymore, I have more courage, honor, and experience to self-advocate.

DM

12.21.2023

Dear CHRO

After a comprehensive discovery process, it has been identified that Dr. Cherron Payne, from Farmington, Connecticut, has been appointed to a significant role within the Connecticut Commission on Human Rights and Opportunities (CHRO). Governor Ned Lamont announced the appointment of Dr. Payne, along with Jon FitzGerald of Bristol, to serve as administrative law judges for the CHRO. Furthermore, Dr. Payne has been designated as the chief human rights referee by Governor Lamont.

The following are new concerns and complaints.

Judge Dr. Payne, along with Jon FitzGerald of Bristol, serve as administrative law judges for the CHRO but more importantly, Judge Dr. Cherron Payne is to ensure that my civil rights are adhered to. The communication from Judge Dr. Cherron Payne serves as several significant conflicts of interest. CHRO failed the Connecticut General Assembly CGA audit dated December 20, 2023. CT's state auditors provide independent and objective audits of the operations of state government and protection against waste, fraud, and abuse.

CHRO continues to complicate communication challenges in my self-advocacy efforts. CHRO continues to request information that has already been submitted.

CHRO is responsible for ensuring equity and opportunity for Connecticut small and minority business enterprises owned by women, ethnic minorities, and people with disabilities. CHRO is not ensuring equity and opportunity.

12.20.2023

Hello Cherron and Kimberly,

May I kindly ask for your complete name, title, and contact information? Your email was sent from Kimberly Morris kimberly.morris@ct.gov and I am confused as to who will be helping me.

I am writing to formally file a complaint of whistleblower retaliation and disability discrimination against the Connecticut Commission on Human Rights and Opportunities (CHRO) and the Connecticut Department of Social Services (DSS). As a person living with a recognized disability and a professional committed to ethical standards, I have encountered actions that I believe constitute a violation of my rights under relevant state and federal laws, including the Americans with Disabilities Act.

Specifically, this complaint addresses instances where I have been subjected to adverse actions and discriminatory treatment following my disclosure of unethical practices within both entities. These actions have not only impeded my professional duties but also have disregarded my rights and accommodations as an individual with a disability.

This complaint seeks to bring these issues to light, ensuring compliance with legal standards and promoting an environment that respects my rights and the rights and dignity of all individuals, regardless of their abilities. I am prepared to provide detailed information and evidence to support these claims and look forward to a thorough and fair investigation into these matters.

I trust that the CHRO and DSS will handle this complaint with the seriousness it deserves and will take appropriate actions to address the issues raised. Thank you for your attention to this important matter.
Best regards, David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

From: Morris, Kimberly <Kimberly.Morris@ct.gov>
Sent: Wednesday, December 20, 2023 3:10 PM

To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: WBR Complaint

Who is the entity you will be filing the WBR Complaint against?

Thank you.

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generated

Kimberly D. Morris (she/her/hers) Secretary II
Office of Public Hearings
Commission on Human Rights and Opportunities 450 Columbus Blvd., Suite 2
Harford CT 06103 | AA/EOE
P: 860-418-8770 | F: 860-418-8780 | Direct: 860-541-4711 |
kimberly.morris@ct.gov

Re: WBR Complaint
ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Wed 12/20/2023 2:42 PM
To: Morris, Kimberly <Kimberly.Morris@ct.gov>
Cc: ABI RESOURCES LLC www.CTbrainINJURY.com <AABIWR@LIVE.COM>
12.20.2023

Hello Cherron,

May I kindly ask for your complete name, title, and contact information? Your email was sent from Kimberly Morris kimberly.morris@ct.gov and I am confused as to who will be helping me.

I am writing to formally file a complaint of whistleblower retaliation and disability discrimination against the Connecticut Commission on Human Rights and Opportunities (CHRO) and the Connecticut Department of Social Services (DSS). As a person living with a recognized disability and a professional committed to ethical standards, I have encountered actions that I believe constitute a violation of my rights under relevant state and federal laws, including the Americans with Disabilities Act.

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Thank you for your attention to this important matter.

Best regards, David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

From: Morris, Kimberly <Kimberly.Morris@ct.gov>
Sent: Wednesday, December 20, 2023 12:00 PM
To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: WBR Complaint

Who is the entity you will be filing the WBR Complaint against? Thanks,
Cherron

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Tuesday, December 19, 2023 12:45 PM
To: Morris, Kimberly <Kimberly.Morris@ct.gov>
Cc: ABI RESOURCES 860 942-0365 <AABIWR@live.com>
Subject: Re: WBR Complaint

You don't often get email from aabiwr@live.com. Learn why this is important

EXTERNAL EMAIL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Would you please schedule a time for us to sit down and complete this?

Best regards, David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

From: Morris, Kimberly <Kimberly.Morris@ct.gov>

Sent: Tuesday, December 19, 2023 12:36 PM
To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: WBR Complaint

Please fill out each line item on the complaint and have the complaint notarized, you can go to a bank to have the complaint notarized. If you have questions regarding the procedures if this office, I'm willing to answer questions you may have.

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>

Sent: Tuesday, December 19, 2023 12:24 PM To: Morris, Kimberly <Kimberly.Morris@ct.gov> Subject: Re: WBR Complaint
Importance: High

Assist me in completing all these documents and notarizing them.

Best regards, David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

From: Morris, Kimberly <Kimberly.Morris@ct.gov>

Sent: Tuesday, December 19, 2023 12:22 PM
To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Subject: RE: WBR Complaint

What type of accommodations do you need?

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>

Sent: Tuesday, December 19, 2023 12:21 PM
To: Morris, Kimberly <Kimberly.Morris@ct.gov>
Cc: ABI RESOURCES 860 942-0365 <AABIWR@live.com>

Subject: Re: WBR Complaint
Importance: High

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Thank you for your understanding.

Best regards, David Medeiros ABI Resources
Medicaid Acquired a Brain Injury ABI Waiver Program Provider

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Importance: High

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Medicaid Acquired Brain Injury ABI Waiver Program Provider

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Sent: Tuesday, December 19, 2023 12:22 PM
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Subject: RE: WBR Complaint

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Subject: Re: WBR Complaint
Importance: High

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Kimberly D. Morris (she/her/hers) Secretary II
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Commission on Human Rights and Opportunities 450 Columbus Blvd., Suite 2
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Kimberly.morris@ct.gov

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Medicaid Acquired Brain Injury ABI Waiver Program Provider

Best regards, David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sent: Wednesday, December 20, 2023 12:03 PM
To: Brown, William (USACT) <william.brown2@usdoj.gov>
Cc: Dearing, Stewart (USACT) <Stewart.Dearing@usdoj.gov>; Dixon, Karen (USACT) [Contractor]
<Karen.Dixon@usdoj.gov>; ABI RESOURCES LLC www.CTbrainINJURY.com <AABIWR@live.com>
Subject: Re: David Medeiros / ABI Resources / Follow up

Best regards, David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sent: Saturday, December 16, 2023 10:20 AM
To: ocrcomplaint@hhs.gov <ocrcomplaint@hhs.gov>
Subject: 12.16.2023 Subject Request for Federal Intervention - Disability Discrimination and Whistleblower
Retaliation Case Subject: Complaint Against Connecticut CHRO for Disability Discrimination and
Whistleblower Retaliations. RE: David Medeiros v. State of CT

12.16.2023

Office for Civil Rights
U.S. Department of Health & Human Services 200 Independence Avenue, S.W.
Room 509F, HHS Building Washington, D.C. 20201

Subject: Complaint Request for Federal Intervention - Disability Discrimination and Whistleblower Retaliation
Case Dear Sir/Madam,

I am writing to request federal intervention in a matter of utmost importance involving the Connecticut Commission on Human Rights and Opportunities (CHRO). As a brain injury survivor and a whistleblower, I have filed a formal complaint against the CHRO for disability discrimination and whistleblower retaliation.

The CHRO has consistently failed to provide the necessary accommodations required under the Americans with Disabilities Act and Connecticut state laws. This failure has severely hindered my ability to engage in self-advocacy and has directly impacted my case, exacerbating the challenges posed by my disability.

Furthermore, there are systemic issues within the CHRO, including bias against individuals with disabilities and whistleblowers, as well as procedural inconsistencies. These issues not only affect my case but also raise concerns about the equitable treatment of all individuals interacting with the CHRO.

I respectfully request a thorough investigation into these matters by the Office for Civil Rights. It is imperative that these violations of state and federal disability laws, as well as whistleblower protections, be addressed and rectified immediately.

Your assistance in ensuring fair treatment and necessary accommodations is crucial for my effective communication and participation in these matters. I believe the government's intervention is essential in rectifying the current situation and ensuring transparency and accountability.

Thank you for your attention to this matter. I look forward to your prompt response and assistance.

Best regards, David Medeiros ABI Resources
Medicaid Acquired Brain Injury ABI Waiver Program Provider

Date: 12/16/2023.

2 documents are attached to this email.

Connecticut Commission on Human Rights and Opportunities (CHRO) Capitol Region Office 450 Columbus Boulevard, Suite 2
Hartford, CT 06103-1835

Subject: Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations.
RE: David Medeiros v. State of CT, Department of Social Services CHRO No. 2410220 EEOC No. N/A

Dear Sir/Madam,

I, David Medeiros, a brain injury survivor and whistleblower, hereby file a formal complaint against the Connecticut Commission on Human Rights and Opportunities (CHRO) for disability discrimination and whistleblower retaliation.

It has come to my attention that CHRO is engaging in practices that undermine my rights for accommodation and ability to self-advocate. CHRO has been presenting and documenting false information as fact, manipulating and misinforming facts, and hindering my pursuit of justice. These actions appear to be a deliberate attempt to use my disability against me, thereby protecting the interests of the State of Connecticut.

Moreover, CHRO has failed to provide necessary accommodations, slowing and complicating the process for justice. This lack of accommodation and the purposeful obfuscation of processes directly violate my rights under federal and state disability laws.

Additionally, there is a concerning discrepancy in CHRO's documentation, specifically regarding the Commissioner of the Connecticut Department of Social Services. Despite Andrea Barton Reeves being announced as the Commissioner by Governor Ned Lamont, in 2022. CHRO's documentation fails to recognize this change and in fact is addressed to Dr. Deidre S. Gifford, who is NOT the Connecticut Department of Social Services Commissioner. This raises serious concerns about the accuracy and credibility of CHRO's records and processes.

Addressing Disability Accommodations:

I wish to highlight the essential requirement for reasonable accommodations for my disability, as mandated by the Americans with Disabilities Act and Connecticut state laws. The failure of the CHRO to provide these necessary accommodations has significantly impeded my ability to participate fairly in my case, thus exacerbating the challenges posed by my disability.

Identifying Systemic Issues:

Furthermore, it appears there are systemic issues within the CHRO that have contributed to the discrimination and retaliation I've faced. These include possible patterns of bias against individuals with disabilities and whistleblowers, as well as procedural inconsistencies. Addressing these systemic issues is crucial not only for the resolution of my case but also to ensure equitable treatment of all individuals interacting with the CHRO.

I request a thorough investigation into these matters by both the CHRO and the Department of Justice. It is imperative that these violations of state and federal disability laws and whistleblower protections be addressed and rectified immediately.

I request your assistance in ensuring fair treatment and accommodations, which are crucial for my effective communication and participation in these matters. Additionally, I seek guidance and support from the state government to uphold my rights to self-advocate, both as an individual with a disability, a whistleblower, and as a business owner.

It is imperative that government entities respect and facilitate the participation of individuals like me in matters affecting our lives and businesses. I am committed to advocating for transparency and accountability, and I believe the government's intervention is crucial in rectifying the current situation.

Thank you for your attention to this matter.

A.B.I. Resources LLC
39 Kings Highway, Suite C Gales Ferry CT, 06335 Phone: (860) 942-0365
Fax: (860) 465-9591
<https://www.CTbrainINJURY.com>

Date: 12/16/2023

Connecticut Commission on Human Rights and Opportunities (CHRO) Capitol Region Office
450 Columbus Boulevard, Suite 2
Hartford, CT 06103-1835

Subject: Complaint Against Connecticut CHRO for Disability Discrimination and Whistleblower Retaliations.
RE: David Medeiros v. State of CT, Department of Social Services CHRO No. 2410220
EEOC No. N/A

Dear Sir/Madam,

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Thank you for your attention to this matter.

Best regards, David Medeiros David Medeiros
ABI Resources, CEO, Director, Team Member Medicaid ABI Waiver Program Support Provider.

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J/c s
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State of Connecticut
COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES
Capitol Region Office - 450 Columbus Boulevard, Suite 2, Hartford, CT 06103
ad"4tue matt 2"9#4:

December 15, 2023

NOT THE COMMISSIONER

Via email: deidre.gifford@ct.gov

Diedre S. Gifford, MD, MPH Commissioner
Department of Social Services 55 Farmington Avenue
Hartford, CT 06105

RE: David Medeiros u. State of CT, Department of Social Services
CHAO No. 2410220 EEOC No. N/A

Dear Commissioner Gifford

A complaint, referenced above, has been filed with the Commission on March 28, 2023, but due to an administrative error the service was delayed, the Commission apologizes about any inconvenience this may have the caused the Respondent. A copy of the complaint is a d.

The enclosed General Notice advises you of your rights, duties, and responsibilities. Please read carefully the information contained in the notice. The enclosed Notice Regarding Out of State Attorneys advises that all attorneys practicing before the Commission must be ed to practice law in Connecticut and that it is the responsibility of all counsel to comply with Connecticut practice rules. Also enclosed is important information with respect to the conciliation process. The Commission is available to assist you if you wish to pursue settlement of this complaint. If you wish to conciliate the complaint prior to providing an answer, you must notify the Commission within 10 days of receipt of the enclosed complaint. You must file an answer to the complaint under oath with the Commission within 30 days of receipt of this complaint unless pre-answer conciliation has been requested. If you fail to answer the complaint within this time, you may be defaulted by the Commission. Parties are encouraged to submit all filings by email only without an additional hardcopy if possible. You must email a scanned copy of your signed and notarized Answer to chro.capitol@d.gov and dedra.morris@d.gov,l

Main (860) 566-7710 ~ Fax (860) 566-1997
www.cl.gov/chro- Toll Free in Connecticut (800) 477-8737 Affirmative Action/Equal Opportunity Employer

A.B.I. Resources LLC
39 Kings Highway, Suite C Gales Ferry CT, 06335 Phone: (860) 942-0365
Fax: (860) 465-9591
<https://www.CTbrainINJURY.com>

Date: 12/14/2023

Dear Matthew S. Antonetti,
Legal Director, Connecticut Department of Social Services,

This letter is written with a heavy sense of duty and urgency, reflecting years of accumulated concerns regarding the Connecticut Department of Social Services' handling of the Acquired Brain Injury (ABI) Waiver Program, and the recent mischaracterization of the whistleblower grievances and requests for clarity and transparency from the department. As the owner of ABI Resources and a person living with a brain injury, I must assert my rights firmly and unequivocally, demanding fair just treatment from your department.

It is crucial to address the recent correspondence from CT DSS, which not only misrepresents my willingness to engage in constructive dialogue but also trivializes the profound and systemic issues we have raised over the years. The portrayal of me as reluctant to communicate is not just inaccurate; it's a disservice to the earnest efforts we have put forth in advocating for the rights of individuals with brain injuries, including myself.

Your Department letter is misleading and is an attack on me personally. I will not participate in manipulative communications. For your reference.

Re: Concerns
Fri 9/29/2023 8:00 AM
To: Dumont, Amy E

Hello Amy,

I've reviewed the content of the recent email and found it to be inaccurate and concerning. Please re-evaluate the information, and let's discuss further.

All the best, David Medeiros ABI Resources

The communication I initiated on September 29, 2023, was a genuine attempt to address and resolve the issues at hand, not to avoid or impede progress.

I am expressing serious concerns regarding the communication strategies employed by the department. It has come to my attention that there may be instances of misleading information dissemination and potential manipulation of language. Such practices are particularly concerning as they appear to be targeted towards exploiting my disabilities. This not only discredits my legitimate concerns but also significantly impedes my capacity for self-advocacy. It is imperative that these issues be addressed promptly to ensure a transparent, fair, and respectful communication environment.

The response from your department needs a thorough re-evaluation. The concerns I have raised are far from being mere referral issues. They are deep-seated problems ingrained within the system, affecting the very core of how the ABI Waiver Program operates and serves its intended beneficiaries. Discriminatory practices, lack of transparency, and unethical behavior are just the tip of the iceberg. For years, these issues have been systematically overlooked or inadequately addressed, resulting in detrimental impacts on the individuals relying on this program, including my own business operations. The attached Comprehensive Grievance Report lays out these issues in detail, underscoring the necessity for immediate and comprehensive action.

Furthermore, I must emphasize my constitutional right as a citizen and as a business owner to submit Freedom of Information Act (FOIA) requests. These requests are not a mere formality; they are essential tools that ensure transparency and

accountability in governmental operations. The portrayal of these requests as problematic, as indicated in your department's response, is not just deeply troubling but also indicative of a larger issue within the department's system – an apparent aversion to transparency, accommodation, and accountability.

This is more than just FOIA requests for records, The lack of responsiveness from CT DSS and the difficulty in obtaining necessary documentation are further exacerbating these issues. This has and continues to hinder my ability to effectively self-advocate and communicate with Connecticut. This also raises serious questions about the department's willingness to address and rectify the concerns raised by people living with disabilities.

In your correspondence, there also appears to be a misleading representation of Ms. Amy Dumont's role as Interim Director of CT Department of Social Services. Such ambiguity is not conducive to effective communication or problem-solving and only adds to the complexity of the issues at hand. A clear and accurate representation of roles and responsibilities within CT DSS is crucial for any meaningful progress.

As a whistleblower and person living with brain injury, my rights should be respected and protected, not undermined or dismissed. The concerns raised are not individual grievances; they are indications of systemic flaws that need urgent attention. These issues are not only critical for upholding the integrity of the ABI Waiver Program but are also vital for the protection and advocacy of disability rights in Connecticut.

In light of these longstanding and unresolved issues, I urge the Department to engage in a sincere and meaningful dialogue within its many government departments. This is not just about rectifying individual grievances; it's about overhauling a system that has consistently failed to meet its obligations to its most vulnerable constituents. Our mutual goal should be to improve and uphold the integrity of the ABI Waiver Program, ensuring it effectively and ethically serves those it is meant to benefit.

The time for superficial acknowledgments and ineffective half-measures is long gone. We need concrete actions and a commitment to systemic change.

As a brain-injured business owner advocating for change, I have taken every step within my capacity to bring these concerns to the attention of the appropriate professionals within the department. I firmly believe that this report has been placed in the capable hands of individuals designated to address and rectify these pressing issues. It is my sincere hope that these concerns will be approached with the gravity they deserve and that the designated individuals will work diligently to find meaningful solutions.

I want to emphasize that, as a person with a disability, my ability to verbally articulate the complexities of these challenges is hindered by my condition. I am not a policymaker, an attorney, an investigator, or a judicial system professional. I am a husband, a father, a friend, and a Connecticut business owner who lives with a brain injury. My commitment to advocating for change is driven by my lived experience and a deep desire to see improvements in the system.

I implore the Department to consider the gravity of the whistleblower grievances and the request for transparency and clarity. Please approach these concerns with kindness, compassion, and understanding. My intent in bringing these issues to light is to promote the greater good and to ensure that individuals with brain injuries and disabilities receive the support and services they need and deserve.

I have done all that I can do from the standpoint of disability self-advocacy, and I have presented these whistleblower concerns to the state Department. Now, I place my trust in the department's capabilities to address these concerns, create solutions, and work in the best interests of the greater good.

Best regards, David Medeiros
David Medeiros
ABI Resources, CEO, Director, Team Member

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Date: 12/15/2023

Commission on Human Rights and Opportunities Capitol Region Office
450 Columbus Boulevard, Suite 2
Hartford, CT 06103-1835

Complaint and Request for Intervention and Support in Addressing Misconduct and Ensuring Accommodations for Self-Advocacy and Protection from Whistleblower Retaliations.

Dear Office for Civil Rights,

I am writing to lodge a formal complaint against Matthew S. Antonetti of the Connecticut Department of Social Services regarding his correspondence dated December 13, 2023. As a brain injury survivor and the founder of A.B.I. Resources LLC, I have faced significant challenges in advocating for myself, my business and the disabled population we serve. Mr. Antonetti's letter contains misleading, inaccurate, non-accommodating and intimidating statements that undermine my efforts and rights as a person living with a brain injury and as a whistleblower.

I request your assistance in ensuring fair treatment and accommodations, which are crucial for my effective communication and participation in these matters. Additionally, I seek guidance and support from the state government to uphold my rights to self-advocate, both as an individual with a disability, a whistleblower, and as a business owner.

It is imperative that government entities respect and facilitate the participation of individuals like me in matters affecting our lives and businesses. I am committed to advocating for transparency and accountability, and I believe the government's intervention is crucial in rectifying the current situation.

Thank you for your attention to this matter.

Best regards, David Medeiros David Medeiros
ABI Resources, CEO, Director, Team Member Medicaid ABI Waiver Program Support Provider.

STATE OF CONNECTICUT
DEPARTMENT OF SOCIAL SERVICES
OFFICE OF LEGAL COUNSEL, REGULATIONS, AND ADMINISTRATIVE HEARINGS 55 FARMINGTON
AVENUE • HARTFORD, CONNECTICUT 06105

December 13, 2023
VIA ELECTRONIC MAIL
David Medeiros, CEO, Director
A.B.I. Resources, LLC
39 Kings Highway, Suite C Gales Ferry, CT 06335

Re: Correspondence dated October 31, 2023 Dear Director Medeiros:

I am Legal Director for the Department of Social Services ("Department") and formally acknowledge your correspondence, dated October 31, 2023, raising several concerns related to referral processes within the ABI Waiver Program.

I understand that you have engaged in ongoing conversations with the Department, most particularly Amy Dumont, Interim Director of the Department's Community Options Unit, regarding these concerns. In addition, to better understand and address your concerns in an orderly fashion, Ms. Dumont previously offered, at the end of September, to schedule a regular monthly meeting cadence with you. To date, you have not responded to Interim Director Dumont regarding this offer. To the contrary, since October 1, 2023, you have submitted over 30 requests under the Freedom of Information Act to the Department related to the ABI Waiver Program, which is simply unsustainable.

Notwithstanding the above, these concerns, raised again in your October 31st letter, have been referred to the Department's Office of Quality Assurance, Special Investigations Division, for further investigation. Please be advised that the Department's Special Investigations Division may be contacting you directly to obtain further information related to your concerns.

Thank you very much and, once again, the Department acknowledges, and shall be further reviewing and investigating, the matters raised in your October 31, 2023, correspondence.

Best regards,
Matthew S. Antonetti
Matthew S. Antonetti Legal Director

55 Farmington Avenue = HARTFORD, CONNECTICUT 06105
An Equal Opportunity / Affirmative Action Employer

Comprehensive Grievance Report and Request for Clarity.

Addressing Issues within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program.

Whistleblower Report Prepared by: David Medeiros and ABI Resources LLC Date: November 21, 2023
ABI Resources LLC 39 Kings Hwy STE C
Gales Ferry, CT. 06226 860 942-0365

Introduction

Title: Comprehensive Grievance Report and Request for Clarity / Whistleblower Report, ABI Resources LLC
Date: November 21, 2023

Prepared by: David Medeiros and ABI Resources LLC

Overview of ABI Resources LLC:

ABI Resources LLC, a dedicated service provider within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program, is committed to delivering exceptional care to individuals with acquired brain injuries. Our mission is to ensure effective rehabilitation and community reintegration for our clients through specialized programs.

Purpose of the Document:

This report is a formal consolidation of grievances faced by ABI Resources LLC within the Connecticut Medicaid ABI Waiver Program. It aims to address these concerns with the relevant authorities, advocating for change and improvement.

Summary of Grievances

1. Discriminatory Business Practices: ABI Resources LLC has faced inequities in Medicaid referrals, experiencing marginalization and an unfair distribution of referrals.
2. Service and Intervention Plans: Concerns about non-receipt of essential service and intervention plans, impacting operational and financial integrity.
3. Concealment of Public Information: The Medicaid ABI Waiver Program Directory of Providers has been concealed, affecting the ability of individuals to make informed decisions and impacting ABI Resources.
4. Unauthorized Care Management Services: Issues regarding unauthorized provision of care management consultation services in ABI Waiver Program 1.
5. Unethical Practices and Possible Kickback Schemes: Concerns about conflicts of interest and unethical practices, including potential kickback arrangements.
6. Rental Agreements in Medicaid ABI Waiver Program: Issues regarding rental agreements that restrict consumer choice and freedom, creating a monopolistic environment.

Detailed Grievances and Concerns

Grievance 1: Discriminatory Unfair Business Practices

- Page 7
- Overview: ABI Resources LLC has faced significant challenges due to inequitable Medicaid referral processes. Specific instances include a noticeable decrease in referrals compared to other providers, suggesting a biased distribution that disadvantages our clients and organization.
- Proposed Solutions: We advocate for a transparent, equitable referral system, periodic audits of referral practices, and a review of policies to ensure fair treatment of all service providers in the ABI Waiver Program.

Grievance 2: Service and Intervention Plans

- Overview: There have been instances where ABI Resources LLC did not receive essential service and intervention plans on time. This lack of timely information compromises our ability to provide effective care and maintain financial integrity.
- Proposed Solutions: Implementation of a streamlined, reliable process for the timely delivery of service and intervention plans, and clear communication channels between providers and program administrators.

Grievance 3: Concealment of Public Information

- Overview: The Medicaid ABI Waiver Program Directory of Providers has not been made adequately available, limiting the ability of individuals to make informed choices and affecting our visibility in the program.
- Proposed Solutions: Ensure the directory is publicly accessible, regularly updated, and transparent, allowing clients to make informed choices about their care providers.

Grievance 4: Unauthorized Care Management Services

- Overview: Concerns about unauthorized provision of care management consultation services in ABI Waiver Program 1, which may contravene established protocols.
- Proposed Solutions: Investigate and rectify instances of unauthorized services, and reinforce compliance with program guidelines and standards.

Grievance 5: Unethical Practices and Possible Kickback Schemes

- Overview: Alarming indications of conflicts of interest and unethical practices within the program, including potential kickback arrangements, have been observed.
- Proposed Solutions: Conduct a thorough investigation into these practices, establish stricter oversight mechanisms, and enforce ethical standards across the program.

Grievance 6: Rental Agreements in Medicaid ABI Waiver Program

- Overview: The current structure of rental agreements within the program restricts consumer choice and freedom, creating a monopolistic environment detrimental to clients and providers.
- Proposed Solutions: Review and revise rental agreement policies to promote fair competition and consumer choice, ensuring transparency and ethical practice in housing arrangements.

Call to Action and Recommendations

Immediate Actions Required

1. Review of Referral Processes: An immediate audit and review of the referral processes within the Connecticut Medicaid ABI Waiver Program to ensure fairness and transparency.
2. Timely Delivery of Service Plans: Establish protocols to guarantee the timely delivery of service and intervention plans to all providers.
3. Accessibility of Provider Directory: Immediate action to make the ABI Waiver Program's Provider Directory fully accessible and transparent to clients and providers.

Long-term Systemic Recommendations

1. Policy Overhaul: A comprehensive review and overhaul of policies governing referral processes, service plan distributions, and care management services.
2. Enhanced Oversight and Accountability: Implementing stricter oversight mechanisms and accountability measures to prevent unethical practices and potential conflicts of interest.
3. Consumer Choice in Rental Agreements: Reforming rental agreement policies to promote fair competition, consumer choice, and transparency within the program.

These actions and reforms are vital for maintaining the integrity of the Connecticut Medicaid ABI Waiver Program and ensuring equitable treatment and high-quality care for all clients.

Conclusion

This report, prepared by David Medeiros and ABI Resources LLC, comprehensively outlines several critical grievances faced within the Connecticut Medicaid ABI Waiver Program. These issues, ranging from discriminatory business practices to the concealment of public information, unauthorized services, and potential unethical practices, significantly impact the quality of care provided to individuals with acquired brain injuries and the operational integrity of service providers like ABI Resources LLC.

The call for action is clear and urgent. Immediate steps, as outlined in this report, are necessary to address these grievances, followed by a commitment to long-term systemic improvements. Only through transparent, fair, and ethical practices can the program truly fulfill its mission of supporting and rehabilitating individuals with acquired brain injuries.

We urge the responsible authorities to consider these grievances seriously and take prompt, effective action. The wellbeing of many individuals and the effectiveness of the ABI Waiver Program depend on these crucial improvements.

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10/31/2023

Subject: Formal Grievance Concerning Discriminatory Unfair Business Practices within the Connecticut Medicaid ABI Waiver Program

To: All pertinent departments within the state of Connecticut,

I trust this correspondence reaches you in excellent health and high spirits. My name is David Medeiros, and I am addressing you in my capacity as a concerned business owner, resident, and individual with a disability residing in the state of Connecticut. I have the honor of leading ABI Resources, a distinguished service provider within the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program.

I find myself compelled to highlight and formally complain about a series of blatant and persistent inequities pertaining to discriminatory business practices occurring under the aegis of the aforementioned program. Despite my multiple, concerted efforts to engage in constructive dialogue with the Connecticut Department of Social Services, addressing these grave concerns has been met with a disconcerting lack of engagement and rectification. This situation has had a deleterious impact not only on the operations of ABI Resources but also on the well-being and quality of service accessible to the disabled individuals we are committed to serving.

Key Concerns and Grievances:

- a) Medicaid Referrals:
- b) Paying Consumers / Financial Incentives Inducements / Medicaid Service Agency

a) Medicaid Referrals:

There is a prevailing lack of transparency and an apparent bias in the Medicaid referral processes within the ABI Waiver Program. ABI Resources, despite an unwavering commitment to excellence in service delivery, has been unfairly marginalized, resulting in an unequal and unjust distribution of referrals.

Addressing issues of transparency, bias, and unfair marginalization in Medicaid referrals, particularly within the Acquired Brain Injury (ABI) Waiver Program, is crucial to ensuring equitable access to quality healthcare services for all eligible individuals. ABI Resources and similar service providers play a vital role in supporting individuals with acquired brain injuries, and it is essential that they are treated fairly in the referral process to continue their commitment to excellence in service delivery.

Potential Steps to Address the Issue:

Increase Transparency:

Implement a transparent referral process where criteria for referrals are clearly defined and made publicly available.

Establish a monitoring system to track and publish referral data, including the number of referrals made to each service provider and the reasons for referral decisions.

Conduct an Independent Audit:

Hire an independent entity to conduct a thorough review of the Medicaid referral processes within the ABI Waiver Program to identify any biases or unfair practices.

The audit should also evaluate the performance and quality of services provided by ABI Resources and other service providers to ensure that referrals are based on merit and the ability to meet the needs of individuals with acquired brain injuries.

Implement a Fair and Equitable Referral System:

Develop a standardized and objective referral system that ensures all service providers are evaluated based on the same criteria.

Consider incorporating a randomized component to the referral process to prevent bias and ensure a fair distribution of referrals.

Engage Stakeholders:

Create a platform for open dialogue between Medicaid officials, service providers, individuals with acquired brain injuries, and their families to discuss concerns related to the referral process.

Use feedback from stakeholders to continuously improve the referral system and address any emerging issues.

Provide Training and Education:

Offer training to Medicaid officials and other stakeholders involved in the referral process to raise awareness about potential biases and the importance of a fair and equitable system.

Educate service providers about the referral process, criteria for referrals, and steps they can take if they believe they have been treated unfairly.

Establish a Complaint and Appeal Process:

Create a clear and accessible complaint and appeal process for service providers who believe they have been unfairly marginalized in the referral process.

Ensure that complaints are thoroughly investigated and that corrective action is taken when warranted.

Promote Accountability:

Hold Medicaid officials and other stakeholders accountable for ensuring a fair and transparent referral process.

Implement consequences for individuals or entities found to be engaging in biased or unfair practices.

Regularly Review and Update Policies:

Conduct regular reviews of referral policies and procedures to ensure they remain up-to-date, fair, and transparent.

Update policies as needed to address any identified issues and to adapt to changing needs and circumstances.

Addressing the issues of transparency, bias, and unfair marginalization in Medicaid referrals within the ABI Waiver Program is essential to ensuring that all eligible individuals have equal access to high-quality services. It is imperative that service providers like ABI Resources are treated fairly and equitably in the referral process to uphold the integrity of the healthcare system and to foster trust among all stakeholders. Implementing the above steps could contribute significantly to creating a more transparent, fair, and equitable referral system, ultimately benefiting individuals with acquired brain injuries and the service providers dedicated to supporting them.

b) Paying Consumers / Financial Incentives Inducements / Medicaid Service Agency

Provider: A Medicaid service agency provider is offering financial incentives to consumers, leading to an imbalance in the competitive landscape. This kind of practice can indeed raise serious ethical, legal, and fairness concerns.

Ethical Concerns:

Conflicts of Interest: Financial incentives could create a conflict of interest, where the provider's financial gain takes precedence over the best interests of the consumer.

Bias and Unfairness: It could lead to bias in referrals, favoring certain providers over others irrespective of the quality of services they offer.

Erosion of Trust: Such practices can erode trust in the Medicaid system and healthcare providers, as consumers may question the motives behind the services they are being referred to.

Legal Concerns:

Violation of Anti-Kickback Statutes: Providing inducements to influence the referral of services covered by Medicaid can violate anti-kickback statutes, potentially leading to legal actions and penalties.

False Claims Act Violations: If such inducements lead to fraudulent billing or claims, it could result in violations of the False Claims Act.

Non-Compliance with Medicaid Regulations: Medicaid has strict guidelines and regulations to ensure fairness and prevent fraud, and engaging in such practices can result in non-compliance and potential debarment from the program.

Lack of Responsiveness to Complaints and Reports: Our persistent complaints and reports, meticulously documenting these issues, have been met with apathy. There is an alarming deficit in the investigation, redressal, and accountability mechanisms within the system.

Adverse Impacts on ABI Resources:

Financial Duress: The discriminatory practices and referral shortages have placed ABI Resources under significant financial duress, compromising our ability to maintain operational viability and deliver superior services to our clients.

Reputational Harm: The state's nonintervention and perceived partiality have led to an erosion of our reputation. This has resulted in ABI Resources being unjustly perceived as a less favorable service provider, regardless of our commitment to quality and excellence.

Demoralization of Workforce: The protracted nature of these issues has led to a pervasive sense of demoralization among our staff and stakeholders, adversely impacting the morale and efficacy of our organizational operations.

Addressing the Issue:

Regulatory Oversight: There should be strict oversight and monitoring by regulatory bodies to ensure that all Medicaid service agency providers are complying with laws and regulations.

Transparency: Increasing transparency in the referral process can help in ensuring that referrals are made based on the quality of services rather than financial incentives.

Whistleblower Protections: Encouraging whistleblowing and providing protections for whistleblowers can help in uncovering and addressing such unethical practices.

Penalties and Sanctions: Implementing strict penalties and sanctions for those found guilty of engaging in such practices can act as a deterrent.

Public Awareness: Educating consumers about the potential for such conflicts of interest and providing them with information on how to report suspicious activities can empower them to make informed decisions.

Addressing this issue is crucial for maintaining the integrity of the Medicaid program, ensuring that consumers receive the best possible care, and fostering a competitive and fair marketplace for healthcare services.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services Connecticut Attorney General's Office
Connecticut Commission on Human Rights and Opportunities Connecticut Office of the Healthcare Advocate
Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a

comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards, David Medeiros David Medeiros
ABI Resources, CEO, Director, Team Member

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11/13/2023

Subject: Formal Grievance Complaint Concerning Connecticut Medicaid ABI Waiver Program Service and Intervention Plans.

To: All pertinent departments within the state of Connecticut,

I am writing on behalf of ABI Resources, a dedicated provider of essential services to individuals with acquired brain injuries (ABI). This letter serves to formally raise a grievance and file a complaint concerning the serious issue of not receiving Medicaid Acquired Brain Injury (ABI) Waiver Program service and intervention plans from consumer-assigned care management consultants. This situation has gravely impacted the operational and financial integrity of ABI Resources.

As per the stipulations of the ABI Waiver Program, a "Service Plan" is an essential document that outlines the necessary medical and community-based services enabling individuals to live outside institutional settings. The provision of individualized service plans include measurable goals, objectives, and documentation of total service costs.

Additionally, "Intervention Plans," developed by cognitive behaviorists, are crucial in identifying and managing treatment goals and interventions for our

clients. However, despite our repeated efforts and adherence to the required protocols, we have not received these vital documents from care management. The lack of these plans has led to significant operational and financial difficulties for ABI Resources.

Sec. 17b-260a-6. Person-centered planning process (a) The service plan shall be developed based on a person-centered planning model, as described in 42 CFR 441.301(c), as amended from time to time. The individual shall lead the planning process where possible, and in accordance with section 17b-260a-11(a) of the Regulations of Connecticut State Agencies.

6) Prohibit providers of waiver services for the individual, or those who have an interest in or are employed by a provider of waiver services for the individual, from providing care management or participating in the development of the person-centered service plan;

Key Concerns and Grievances:

Non-Receipt of Essential Documents: Despite adherence to protocol, ABI Resources has not received the mandated individualized service and intervention plans, which include measurable goals and objectives for the consumers we serve. Furthermore, the necessary intervention plans developed by cognitive behaviorists, which outline treatment goals and interventions, have also not been provided by care management.

Concerns: Impact on Daily Support Staff and Program Consumers

In addition to the aforementioned issues, the absence of these critical Medicaid ABI Waiver Program plans has significantly affected our daily support staff and, consequently, the consumers of the program.

Impact on Daily Support Staff:

Lack of Clear Direction: Without structured plans, staff members struggle to provide focused and effective services, as they lack clear guidelines and objectives.

Increased Workload and Stress: The ambiguity surrounding treatment goals and methods has led to an increased workload and heightened stress levels among staff, impacting their well-being and job satisfaction.

Professional Inefficiency: Staff are unable to utilize their skills and training effectively, leading to professional dissatisfaction.

Difficulty in Tracking Progress: The absence of measurable goals makes it challenging for staff to track and report on client progress accurately.

Risk of Non-Compliance: Without proper guidelines, there is an increased risk of non-compliance with regulatory standards, potentially leading to legal and ethical issues.

Reduced Team Morale: The overall uncertainty and increased challenges have adversely affected team morale and cohesion.

Impact on Consumers of the Program:

Inconsistent Service Quality: Consumers face variability in the quality of care received, as staff members lack consistent plans to guide their services.

Slowed Progress: The absence of structured goals and interventions can slow down or hinder the progress and rehabilitation of consumers.

Reduced Confidence in Services: Consumers and their families may lose confidence in the quality and effectiveness of the services provided.

Increased Vulnerability: Consumers, particularly those with severe conditions, become more vulnerable due to the lack of tailored, goal-oriented care.

Potential for Unmet Needs: Without specific plans, some needs of consumers may remain unidentified and unaddressed, leading to gaps in care.

Emotional and Psychological Impact: The inconsistency and uncertainty in care can have adverse emotional and psychological effects on consumers.

These challenges not only make the daily responsibilities of our care providers more arduous but also critically undermine the quality of care and support we can offer to our consumers. It is imperative that these issues be addressed immediately to ensure the well-being of both our staff and the consumers who rely on our services.

Adverse Impacts on ABI Resources:

The cumulative effect of these issues has placed ABI Resources in a precarious financial and operational position.

Financial Losses: The absence of these critical documents has led to substantial financial losses, severely hampering our ability to function effectively.

Staffing Challenges: The lack of structured plans has created many challenges for our service providers and as a result, we have faced significant staffing issues, including layoffs and the challenges to maintain essential personnel.

Client Impact: Our capacity to offer consistent and high-quality services has been compromised, leading to a loss of clients and a tarnishing of our reputation.

Administrative Burden: The lack of structured plans has resulted in an increased administrative load, as we strive to manage without proper guidance.

Overall Business Impact: These compounded issues threaten the viability of ABI Resources and our mission to serve those in need.

Potential Steps to Address the Issue:

Immediate Investigation: We request a prompt investigation into this matter.

Provision of Required Plans: We urge for the immediate provision of the required service and intervention plans.

Compensation for Losses: Guidance on how to claim losses incurred due to this oversight and a discussion on potential compensatory measures are necessary.

Support and Guidance: Additional support to help navigate and rectify this situation would be invaluable.

Addressing the Issue:

We have initiated complaints and engaged directly with the Connecticut Department of Social Services. All communications have been thoroughly documented.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services Connecticut Attorney General's Office
Connecticut Commission on Human Rights and Opportunities Connecticut Office of the Healthcare Advocate
Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The

equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards, David Medeiros David Medeiros
ABI Resources, CEO, Director, Team Member

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11/15/2023

Subject: Formal Grievance and Complaint Regarding the Concealment of Public Information: Medicaid ABI Waiver Program Directory of Providers.

To: All pertinent departments within the state of Connecticut,

I am writing on behalf of ABI Resources to express our formal grievance and file a complaint regarding the handling of the Medicaid Acquired Brain Injury (ABI) Waiver Program by the Connecticut Department of Social Services (DSS).

Specifically, our complaint centers on the apparent concealment of the Medicaid ABI Waiver Program Directory of Providers, a critical public resource.

Key Concerns and Grievances:

a) Denial of Public Access to Information: The DSS managed Medicaid ABI Waiver Program Directory of Providers is public information, rightfully accessible to all. Its concealment not only violates the principles of transparency and public service but also directly impacts those in dire need of these services.

b) Inaccessibility to Vulnerable Populations: The absence of accessible information severely restricts the ability of individuals with acquired brain

injuries, their families, and caregivers to make informed decisions regarding care and support. This lack of access is particularly detrimental, given the complex needs of this population.

c) Increased Risk and Exploitation: Without knowledge of accredited and reputable providers, vulnerable individuals are at a heightened risk of exploitation and subpar services, which can lead to adverse health outcomes.

d) Unnecessary Strain on Families and Caregivers: Families and caregivers, already burdened with care responsibilities, face additional challenges in finding appropriate services, contributing to increased stress and potential caregiving errors.

e) Financial and Operational Impact on ABI Resources: As a provider, ABI Resources has suffered considerable financial losses due to decreased client engagement and an increased administrative burden. This situation stems directly from the unavailability of the provider directory, which hinders our ability to efficiently connect with potential clients.

f) Administrative Burdens and Resource Diversion: The lack of a central, accessible directory has led to an excessive administrative load, diverting critical resources from our core mission of providing care.

Proposed Solutions and Steps to Address the Issue:

1) Immediate Disclosure and Accessibility: We request the immediate release of the Medicaid ABI Waiver Program Directory of Providers, ensuring it

is readily accessible to all stakeholders, particularly the public and vulnerable populations.

2) Commitment to Transparency: The DSS should commit to ongoing transparency in all aspects of the ABI Waiver Program, including regular updates and easy access to all program-related information.

3) Constructive Dialogue and Rectification: ABI Resources seeks to engage in a constructive dialogue with the DSS to discuss the implications of this concealment and explore potential avenues for rectifying the financial and operational impacts.

Addressing the Issue:

We have initiated complaints and engaged directly with the Connecticut Department of Social Services. All communications have been thoroughly documented.

Potential Steps to Address the Issue:

Immediate Investigation: We request a prompt investigation into this matter.

Provision of Required Plans: We urge for the immediate provision of the required service and intervention plans.

Compensation for Losses: Guidance on how to claim losses incurred due to this oversight and a discussion on potential compensatory measures are necessary.

Support and Guidance: Additional support to help navigate and rectify this situation would be invaluable.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services Connecticut Attorney General's Office
Connecticut Commission on Human Rights and Opportunities Connecticut Office of the Healthcare Advocate
Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations. I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards, David Medeiros
ABI Resources, CEO, Director, Team Member

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11/16/2023

Subject: Formal Complaint and Request for Immediate Clarification on Unauthorized Care Management Consultation Services in ABI Waiver Program 1.

To: All pertinent departments within the state of Connecticut,

Connecticut Department of Social Services and Relevant Oversight Bodies

I am writing on behalf of ABI Resources to express grave concerns and urgently seek detailed clarification on practices we have observed within the Medicaid Acquired Brain Injury (ABI) Waiver Program, particularly in ABI Waiver Program 1. Our complaint specifically focuses on what appears to be an unauthorized provision of care management consultation services in Program 1, a practice traditionally and explicitly designated for Program 2 under existing guidelines. This letter outlines our observations, the potential negative impacts on our business operations and our consumers, and our urgent requests for resolution

Key concerns and grievances:

1. Unauthorized Consultation Services: The core of our concern lies in the apparent provision of care management consultation services to consumers in ABI Waiver Program 1. This practice is not authorized under the current program guidelines and represents a significant breach of protocol,

raising serious concerns about compliance and oversight within the program.

2. Lack of Clarity and Transparency in Program Administration: The sudden and unexplained introduction of these services in Program 1 has created an atmosphere of confusion and uncertainty. We seek immediate and detailed clarification from the Department on whether there have been any recent changes to the scope or administration of ABI Waiver Program 1 that would authorize such services.

3. Improper Recommendations for Program Transitions: Additionally, we have noted instances where care managers are inappropriately advising Program 1 consumers to transition to Program 2. This advice, given without proper authority or assessment, potentially disrupts the tailored care plans crucial for the recovery of individuals with acquired brain injuries.

In-Depth Analysis of Impact on ABI Resources and Consumers:

1. Operational and Strategic Challenges: The introduction of potentially unauthorized services has disrupted our strategic planning and operational execution. It has forced us to reevaluate our service delivery models and resource allocation, potentially leading to inefficiencies and diminished care quality.

2. Risk to Consumer Trust and Quality of Care: The ambiguity surrounding these services risks damaging the trust that consumers and their families have in the system. It raises concerns about the appropriateness of care

provided, which is essential for effective recovery and rehabilitation in ABI cases.

3. Market Imbalance and Competitive Disadvantage: This situation creates an unfair market environment. Providers adhering to the guidelines may be at a disadvantage compared to those who are offering these additional, potentially unauthorized services. This not only affects our competitive position but also skews the overall market dynamics in ABI care services.

Specific Requests for Resolution and Enhanced Transparency:

1. Comprehensive Investigation and Clear Communication: We request an immediate, comprehensive investigation into the provision of care management consultation services in ABI Waiver Program 1, accompanied by clear communication on any policy adjustments.

2. Immediate Enforcement of Compliance: We urge the prompt enforcement of existing program guidelines and the cessation of any unauthorized practices.

3. Proactive Support and Guidance for All Stakeholders: We advocate for the development of support and guidance initiatives for both service providers and consumers to navigate these changes effectively, ensuring everyone is fully informed about their rights and the services available.

4. Corrective Measures for Non-Compliance: Implementation of corrective actions, including disciplinary measures, against entities found in violation of program rules, to maintain the integrity and effectiveness of the program.

Conclusion:

ABI Resources is deeply committed to providing high-quality care within the ABI Waiver Program framework. The current situation, marked by potential unauthorized practices, poses significant challenges to our operations and the well-being of our consumers. We trust that the Connecticut Department of Social Services and relevant oversight bodies will address these issues with the urgency and thoroughness they demand, ensuring the program's integrity and efficacy.

We look forward to a swift, detailed, and transparent response to this critical issue.

Call to Action:

I earnestly seek your prompt intervention and advocacy in ensuring this grievance is communicated to all pertinent departments within the state of Connecticut tasked with addressing such critical matters. The departments that ought to be immediately apprised of this situation include, but are not limited to:

Connecticut Department of Social Services Connecticut Attorney General's Office
Connecticut Commission on Human Rights and Opportunities Connecticut Office of the Healthcare Advocate
Connecticut Office of Policy and Management

I have proactively initiated complaints and have directly engaged with the Connecticut Department of Social Services. Rest assured, all communications have been meticulously documented, encompassing dates, times, and the identities of the individuals engaged in these discussions.

We urge the Connecticut Department of Social Services, alongside the Attorney General's Office, the Commission on Human Rights and Opportunities, the Office of the Healthcare Advocate, and the Office of Policy and Management, to address this grievance promptly. The issue at hand not only affects ABI Resources but also speaks to the larger matter of public trust and the accessibility of crucial healthcare information.

We anticipate a constructive and swift response to this urgent matter, underscoring the importance of transparency and accessibility in public services, especially those catering to vulnerable populations. I place my trust in your unwavering commitment to justice and fairness, confident that you will accord this matter the urgency and gravitas it demands, ensuring a comprehensive investigation and the implementation of corrective measures. The equitable treatment of all service providers operating under the Connecticut Medicaid ABI Waiver Program is of utmost importance, and I am optimistic that your intervention will usher in a just resolution.

I am grateful for your time and thoughtful consideration of this crucial matter.

Best regards, David Medeiros
ABI Resources, CEO, Director, Team Member

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11/16/2023

Subject: Formal Complaint Regarding Unethical Practices and Possible Kickback Schemes in ABI Waiver Program.

To: All pertinent departments within the state of Connecticut,

I am David Medeiros from ABI Resources, and I present this document to voice our serious concerns about certain activities within the Medicaid Acquired Brain Injury (ABI) Waiver program. These activities, which appear to breach ethical standards and potentially violate Medicaid regulations, require immediate scrutiny and action.

Examination of the ABI Waiver Program's Framework:

The ABI Waiver Program, established under sections 17b-260a-1 to 17b-260a-17 of the Connecticut State Agencies regulations, is designed to offer nonmedical, home, and community-based services to eligible individuals with an ABI. This program emphasizes the need for cost-effective services, personalized care, and adherence to strict qualifications for providers, ensuring that the services provided meet the highest ethical and professional standards.

Conflicts Arising from Service Provision:

Dual Service Conflict:

In the context of the ABI Waiver Program, a significant conflict has emerged due to an agency providing both Clinical Behavioral Therapy (CBT) and daily non- medical services to the same group of consumers. This situation raises several concerns:

Therapeutic Recommendations Overlapping with Financial Interests:

There is an apparent alignment of therapeutic recommendations with the agency's financial interests. The agency uses the platform of CBT sessions to recommend additional non-medical services that it also provides. This practice suggests a dual benefit for the agency, where it gains financially from both therapy sessions and the subsequent non-medical services.

Influence on Consumer Choice:

The dual role of the agency potentially influences consumer choice, where therapeutic sessions, which should be neutral and solely in the interest of the Consumer's health, may be used to steer consumers towards additional services provided by the same agency. This situation can lead to biased recommendations that may not always be in the best interest of the consumer.

Cycle of Service Provision and Financial Gain:

There is a creation of a cycle wherein the agency, through its provision of CBT, identifies or creates a need for additional services, fulfills these needs through its non-medical services arm, and consequently benefits

financially. This cycle raises questions about the objectivity of the service recommendations and the potential for unnecessary or excessive services being provided.

Potential for Overutilization of Services:

This overlap in services could lead to overutilization, where consumers receive more services than are necessary, leading to increased costs for the Medicaid program.

Ethical Implications:

The practice blurs the lines between therapeutic need and financial gain, potentially compromising the ethical standards expected in healthcare and social service provision.

These concerns necessitate a thorough examination to ensure that services provided under the ABI Waiver Program are free from conflicts of interest, maintain the highest ethical standards, and truly serve the best interests of the consumers.

Manipulative Consumer Steering and Personnel Poaching:

Directing Consumer Choices:

The conduct of the agency's Clinical Behavioral Therapy (CBT) providers has raised significant concerns regarding the manipulation of Consumer choices. This issue manifests in several ways:

Targeted Referrals:

CBT providers are reportedly channeling consumers towards the agency's own non-medical services. This practice goes beyond the realm of impartial medical advice, as it systematically directs consumers to services that benefit the agency financially, rather than based on the unbiased assessment of Consumer needs.

Influence on Consumer Decision-Making:

This approach potentially undermines the autonomy of consumers in making informed decisions about their care. By directing consumers towards specific services, there's a risk that consumers are being provided a narrowed view of available options, influenced more by the agency's financial interests than by Consumer welfare.

Questionable Ethical Practices:

The behavior of these CBT providers raises ethical questions, particularly regarding the integrity of their recommendations. It potentially violates the principle of acting in the best interests of the Consumer, a cornerstone of healthcare and therapeutic professions.

Unfair Competitive Tactics:

The agency's practices extend beyond Consumer manipulation, affecting the broader operational dynamics within the industry:

Staff Poaching:

Reports indicate that the agency has engaged in poaching staff from other providers. This action not only disrupts the operations of other agencies but also indicates a strategic approach to weaken competition and consolidate the agency's position in the market.

Disruption of Industry Standards:

Such tactics contribute to an uneven playing field, where ethical providers adhering to fair hiring practices are disadvantaged. This behavior can lead to a destabilization of the market, with one agency gaining undue advantage and influence.

Impact on Service Quality:

The poaching of staff may lead to a shortage of skilled professionals in other agencies, potentially affecting the quality of care and services provided to consumers across the industry.

These practices of manipulative Consumer steering and personnel poaching call for an in-depth review to ensure that the ABI Waiver Program operates in a fair, ethical, and competitive environment, where Consumer welfare and industry standards are upheld.

Indicators of Potential Kickback Arrangements:

Referral for Incentives:

The relationships and interactions among the service provider, Clinical Behavioral Therapy (CBT) professionals, and care management consultants reveal possible mechanisms of kickback arrangements. This is characterized by:

Questionable Referral Patterns:

There appears to be a consistent pattern where CBT professionals and care management consultants funnel consumers to specific services offered by the agency. This pattern suggests a systematic approach to referrals that may not be solely based on Consumer needs but rather on underlying incentives.

Financial Incentives for Referrals:

The possibility that CBT professionals and care management consultants receive financial or other forms of incentives for directing consumers to the agency's services is a major concern. Such incentives could significantly compromise the

integrity of Consumer referrals, with decisions potentially driven by personal gain rather than Consumer welfare.

Cyclical Billing and Service Utilization:

The referral system seems to create a cyclical pattern of billing and service utilization, where Consumer needs are continuously identified and serviced within the same agency network, fostering an environment of repeated financial gain for the agency.

Impact on Medicaid Expenditures:

If these practices are occurring, they could lead to increased and potentially unnecessary Medicaid expenditures. Consumers may be receiving more services than medically necessary, or services that could be more effectively provided elsewhere, leading to inflated costs borne by the Medicaid program.

Ethical and Legal Implications:

Such kickback arrangements, if confirmed, would not only breach ethical standards but also could contravene legal statutes governing Medicaid and healthcare services. Kickbacks in healthcare are illegal and undermine the principle of fair competition and the integrity of patient care.