

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.

Sincerely,

David Medeiros

Best regards,

David Medeiros

David Medeiros
Founder, CEO, Director, Team Member
ABI Resources, LLC



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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:

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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.

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Best regards,

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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.

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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.

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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:

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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.

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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:

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ABI Resources , CEO, Director, Team Member

ABI Resources



Comprehensive Strategic Report for Enhancing the Connecticut Medicaid ABI Waiver Program

This comprehensive report outlines a strategic framework for enhancing the Connecticut Medicaid Acquired Brain Injury (ABI) Waiver Program. It encompasses a wide range of strategies, initiatives, and considerations aimed at improving the program's effectiveness and responsiveness to the needs of its beneficiaries. Below is a detailed compilation of the strategies discussed, organized into specific focus areas.

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Transformative Pathways: A Comprehensive Framework for the Connecticut Medicaid ABI Waiver Program

1. **Enhancing Care Transition and Discharge Planning:** Ensure smooth transitions for consumers with effective discharge planning and coordination with community services.
2. **Implementing Consumer-Driven Evaluation Models:** Incorporate consumer feedback directly into the evaluation process for continuous service adaptation.
3. **Prioritizing Mental Health and Cognitive Therapies:** Focus on mental health services and provide access to specialized mental health providers.
4. **Strengthening Advocacy for Policy Changes and Funding:** Engage in advocacy for beneficial policies and funding, collaborating with advocacy groups.
5. **Embracing a Culture of Compassion and Respect:** Promote a culture of compassion and respect within the program, ensuring respectful engagement with consumers and families.
6. **Advancing Technological Integration and Telehealth Services:** Utilize technology to enhance care delivery, including telehealth and innovative rehabilitation techniques.
7. **Building Resilient Support Systems for Consumers and Families:** Establish resilient support networks and provide family education and support programs.
8. **Developing Comprehensive Wellness Programs:** Implement holistic wellness initiatives and customized plans for physical, mental, and emotional health.
9. **Fostering Peer Support and Mentorship:** Facilitate peer support groups and mentorship programs for shared experiences and mutual support.
10. **Enhancing Accessibility to Emergency and Urgent Care Services:** Ensure quick access to emergency services and train staff in emergency response.
11. **Promoting Sustainable Practices and Environmental Health:** Incorporate sustainable practices in operations and educate on environmental health.
12. **Ensuring Continual Legal and Ethical Compliance Training:** Provide ongoing legal and ethical compliance training and updates on developments.
13. **Prioritizing Nutrition and Dietary Health:** Offer nutritional support services and education on healthy eating.
14. **Establishing a Robust Feedback and Complaint Resolution System:** Set up effective feedback mechanisms and a transparent complaint resolution process.
15. **Enhancing Physical Therapy and Rehabilitation Services:** Provide access to advanced rehabilitation services and innovative techniques.
16. **Integrating Art and Creative Therapies:** Incorporate creative therapies like art and music for alternative therapeutic avenues.
17. **Promoting Career and Vocational Training for Consumers:** Offer vocational rehabilitation and form partnerships for job opportunities.
18. **Advancing Accessibility in Technology and Infrastructure:** Enhance technology accessibility and improve infrastructure for physical access.

19. Expanding Mental Health First Aid Training: Provide mental health first aid training and awareness programs.
20. Strengthening Respite Care Services: Enhance respite care options and develop diverse models.
21. Encouraging Active Lifestyle and Physical Wellness: Promote physical activity programs and wellness education.
22. Advancing Research in ABI Treatments and Care Strategies: Invest in ABI research and collaborate with experts.
23. Cultivating Community Awareness and Inclusion Initiatives: Conduct awareness campaigns and inclusion initiatives for community integration.
24. Enhancing Emergency Preparedness and Response Capabilities: Provide comprehensive emergency preparedness training and develop response protocols.
25. Promoting Sustainable Practices and Environmental Health: Implement eco-friendly initiatives and educate on environmental health.
26. Building Resilient Support Systems for Consumers and Families: Create strong support networks and provide family education and support programs.
27. Developing Comprehensive Wellness Programs: Implement holistic wellness programs and individualized wellness plans.
28. Fostering Peer Support and Mentorship: Facilitate peer support groups and mentorship programs for shared experiences.
29. Enhancing Accessibility to Emergency and Urgent Care Services: Ensure quick access to emergency services and train staff in emergency response.
30. Promoting Sustainable Practices and Environmental Health: Incorporate sustainable practices and educate on environmental health.
31. Ensuring Continual Legal and Ethical Compliance Training: Regularly provide legal and ethical compliance training.
32. Prioritizing Nutrition and Dietary Health: Provide nutritional support services and education on healthy eating.
33. Establishing a Robust Feedback and Complaint Resolution System: Set up effective feedback mechanisms and a transparent complaint resolution process.
34. Enhancing Physical Therapy and Rehabilitation Services: Provide access to advanced rehabilitation services and innovative techniques.
35. Integrating Art and Creative Therapies: Incorporate creative therapies for therapeutic benefits.
36. Promoting Career and Vocational Training for Consumers: Offer vocational rehabilitation services and partnerships with employers.
37. Advancing Accessibility in Technology and Infrastructure: Enhance technology accessibility and improve infrastructure.
38. Expanding Mental Health First Aid Training: Provide mental health first aid training and awareness programs.
39. Strengthening Respite Care Services: Enhance respite care options and develop diverse models.

40. Encouraging Active Lifestyle and Physical Wellness: Promote physical activity and wellness education.
41. Advancing Research in ABI Treatments and Care Strategies: Invest in ABI research and collaborate with experts.
42. Cultivating Community Awareness and Inclusion Initiatives: Conduct awareness campaigns and promote community inclusion.
43. Enhancing Emergency Preparedness and Response Capabilities: Improve emergency preparedness and response protocols.
44. Promoting Sustainable Practices and Environmental Health: Implement eco-friendly initiatives and educate on environmental health.
45. Building Resilient Support Systems for Consumers and Families: Establish strong support networks and family education programs.
46. Developing Comprehensive Wellness Programs: Implement holistic wellness initiatives and customized wellness plans.
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62. Enhancing Emergency Preparedness and Response Capabilities: Improve emergency preparedness and response protocols.
63. Promoting Sustainable Practices and Environmental Health: Implement eco-friendly initiatives and educate on environmental health.

Fw: Medicaid ABI Waiver Program 1, ABI Waiver Program 2, and the Money Follows the Person (MFP) program.

vgiannelli@alliedgroup.org <Office365@messaging.microsoft.com>

Fri 10/13/2023 2:15 PM

To: AABIWR@LIVE.COM <AABIWR@LIVE.COM>;

Cc: Valerie Giannelli <vgiannelli@alliedgroup.org>; Nicole Simmons <nsimmons@alliedgroup.org>; mflagg@alliedgoup.org <mflagg@alliedgoup.org>;

Hi David,
Please see below.
Val

From: Amy Dumont <Office365@messaging.microsoft.com>
Sent: Friday, October 13, 2023 1:54:38 PM
To: Valerie Giannelli <vgiannelli@alliedgroup.org>
Cc: Amy Dumont <Amy.dumont@ct.gov>
Subject: Re: Medicaid ABI Waiver Program 1, ABI Waiver Program 2, and the Money Follows the Person (MFP) program.

We added BCBA in 7/19 as a service provider under the CBT definition for ABI 1 and 2. I do not know about MFP as that is not a waiver. BCBA's are licensed in CT under CT General Statutes 20-185k and 20-185l. I am not sure what else he needs. His agency does not employ CBT's.

Amy

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Friday, October 13, 2023 1:25 PM
To: Valerie Giannelli <vgiannelli@alliedgroup.org>
Cc: Nicole Simmons <nsimmons@alliedgroup.org>; Marihonor Flagg <mflagg@alliedgroup.org>; ABI RESOURCES 860 942-0365 <AABIWR@live.com>
Subject: Re: Medicaid ABI Waiver Program 1, ABI Waiver Program 2, and the Money Follows the Person (MFP) program.

Hello Valerie and ACR, checking on the status of this

10/11/2023

Subject: Confirmation: Service Qualification for ABI Waiver Programs and MFP

Dear Val,

Please forgive my confusion as ABI may be receiving conflicting information.
I'd like to expressly confirm, referencing the details from your email about the information Kathy Bruni DSS provided to ACR: the service qualification was added to both ABI waivers 1 and 2, as well as MFP, during the *pending* renewal in November/December 2019.

Is the following correct?

- This change was definitively approved for all three waivers in that year, 2019.
- ACR then added this description in 2019 per DSS directives.

Thank you for your diligence in ensuring clarity and accuracy and clearing up my confusion.

Warm regards,
David Medeiros
ABI Resources

From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Wednesday, October 11, 2023 11:36 AM
To: Valerie Giannelli <vgiannelli@alliedgroup.org>
Cc: Nicole Simmons <nsimmons@alliedgroup.org>; marihonor Flagg <mflagg@alliedgroup.org>; ABI RESOURCES 860 942-0365 <AABIWR@live.com>
Subject: Re: Medicaid ABI Waiver Program 1, ABI Waiver Program 2, and the Money Follows the Person (MFP) program.

10/11/2023

Subject: Confirmation: Service Qualification for ABI Waiver Programs and MFP

Dear Val,

Please forgive my confusion as ABI may be receiving conflicting information.

10/15/23, 5:30 AM

Fw: Medicaid ABI Waiver Program 1, ABI Waiver ... - ABI RESOURCES 860 942-0365

I'd like to expressly confirm, referencing the details from your email about the information Kathy Bruni DSS provided to ACR: the service qualification was added to both ABI waivers 1 and 2, as well as MFP, during the *pending* renewal in November/December 2019.

Is the following correct?

- This change was definitively approved for all three waivers in that year, 2019.
- ACR then added this description in 2019 per DSS directives.

Thank you for your diligence in ensuring clarity and accuracy and clearing up my confusion.

Warm regards,
David Medeiros
ABI Resources

From: Valerie Giannelli <vgiannelli@alliedgroup.org>
Sent: Wednesday, October 11, 2023 9:17 AM
To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Cc: Nicole Simmons <nsimmons@alliedgroup.org>; Marihonor Flagg <mflagg@alliedgroup.org>
Subject: RE: Medicaid ABI Waiver Program 1, ABI Waiver Program 2, and the Money Follows the Person (MFP) program.

You've received an encrypted message from vgiannelli@alliedgroup.org
To view your message
Save and open the attachment (message.html), and follow the instructions.
Sign in using the following email address: AABIWR@LIVE.COM

This email message and its attachments are for the sole use of the intended recipient or recipients and may contain confidential information. If you have received this email in error, please notify the sender and delete this message.

☐ Message encryption by Microsoft Office 365

Medicaid ABI Waiver Program 1, ABI Waiver Program 2, and the Money Follows the Person (MFP) program.

ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Mon 9/25/2023 9:07 AM

To:marihonor Flagg <mflagg@alliedgroup.org>;Valerie Giannelli Provider Services <vgiannelli@alliedgroup.org>;Allied Community ACR <acr@alliedgroup.org>

09/25/2023

Inquiry on BCBA and LBA/BSL under Medicaid ABI & MFP Waiver Programs

Hello Valerie and Marihonor,

I am reaching out to seek clarification on the qualifications required to provide and bill for behaviorist cognitive services under the Medicaid ABI Waiver Program 1, ABI Waiver Program 2, and the Money Follows the Person (MFP) program.

Specifically, I would like to confirm whether individuals holding the titles of Board Certified Behavior Analyst (BCBA), Licensed Behavior Analyst (LBA), or Behavior Specialist License (BSL) are recognized as qualified providers and permitted to bill for their services under the aforementioned programs.

We would appreciate any information, documentation, or contacts that could provide insight into the eligibility and billing processes related to these professional titles and waiver programs.

I understand that you are likely very busy, but would greatly appreciate a response at your earliest convenience or direction to the appropriate department or individual who may assist with this inquiry.

Thank you very much for your time and assistance.

Sincerely,

David Medeiros,
ABI Resources

choices

① • Nichole - CBT
~~CCSN~~ → SLG

② • Dr. Brissman - CBT
→ SLG

③ • Alternative CBT
- telehealth only

④ no CBT

- Nichole is change jobs.
- She is willing to support you or help you to transition to another CBT
- Nichole is comfortable working w/ Marcela + Christine

The choice is yours
Angelito.

Nichole's last day at CCSN
is Oct 12.

Your family can talk to Carol about
this.

Delivered: Deleted without being read on Thursday, September 28, 2023 10:38:16 AM (UTC-05:00) Eastern Time (US & Canada).

postmaster@ct.gov <postmaster@ct.gov>

Thu 9/28/2023 10:47 AM

To:Commis DSS <commis.dss@ct.gov>

 1 attachments (39 KB)

Deleted without being read on Thursday, September 28, 2023 10:38:16 AM (UTC-05:00) Eastern Time (US & Canada);

Your message has been delivered to the following recipients:

[Commis DSS \(commis.dss@ct.gov\)](mailto:commis.dss@ct.gov)

Subject: Deleted without being read on Thursday, September 28, 2023 10:38:16 AM (UTC-05:00) Eastern Time (US & Canada).

Delivered: Deleted without being read on Thursday, September 28, 2023 10:38:16 AM (UTC-05:00) Eastern Time (US & Canada).

postmaster@ct.gov <postmaster@ct.gov>

Thu 9/28/2023 10:48 AM

To:providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>

 1 attachments (39 KB)

Deleted without being read on Thursday, September 28, 2023 10:38:16 AM (UTC-05:00) Eastern Time (US & Canada);

Your message has been delivered to the following recipients:

providerfraud.dss@ct.gov (providerfraud.dss@ct.gov)

Subject: Deleted without being read on Thursday, September 28, 2023 10:38:16 AM (UTC-05:00) Eastern Time (US & Canada).

Not read: Subject: Urgent: Glastonbury Addressing Serious Concerns and Seeking Immediate Resolution for Medicaid ABI Waiver Program Beneficiary.

DSS, Fraud-Recoveries <providerfraud.dss@ct.gov>

Thu 9/28/2023 8:35 AM

To:ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Your message

To: DSS, Fraud-Recoveries

Subject: Subject: Urgent: Glastonbury Addressing Serious Concerns and Seeking Immediate Resolution for Medicaid ABI Waiver Program Beneficiary.

Sent: Thursday, September 28, 2023 7:12:05 AM (UTC-05:00) Eastern Time (US & Canada)

was deleted without being read on Thursday, September 28, 2023 8:34:54 AM (UTC-05:00) Eastern Time (US & Canada).

Deleted without being read on Thursday, September 28, 2023 10:38:16 AM (UTC-05:00) Eastern Time (US & Canada).

ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Thu 9/28/2023 10:47 AM

To: Commis DSS <commis.dss@ct.gov>; providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>

Would you please explain this?

1)

Your message

To: DSS, Fraud-Recoveries

Subject: DSS would you please explain this?

Sent: Thursday, September 28, 2023 10:36:34 AM (UTC-05:00) Eastern Time (US & Canada)

was deleted without being read on Thursday, September 28, 2023 10:38:16 AM (UTC-05:00) Eastern Time (US & Canada).

2)

DSS Would you please explain this?

Your message

To: DSS, Fraud-Recoveries

Subject: Subject: Urgent: Glastonbury Addressing Serious Concerns and Seeking Immediate Resolution for Medicaid ABI Waiver Program Beneficiary.

Sent: Thursday, September 28, 2023 7:12:05 AM (UTC-05:00) Eastern Time (US & Canada)

was deleted without being read on Thursday, September 28, 2023 8:34:54 AM (UTC-05:00) Eastern Time (US & Canada)

Delivered: Request for Investigation: ABI Waiver Program Consumer Employment Concerns at Supported Living Group (SLG)

postmaster@ct.gov <postmaster@ct.gov>

Wed 9/20/2023 7:59 AM

To: Commis DSS <commis.dss@ct.gov>

 1 attachments (40 KB)

Request for Investigation: ABI Waiver Program Consumer Employment Concerns at Supported Living Group (SLG);

Your message has been delivered to the following recipients:

[Commis DSS \(commis.dss@ct.gov\)](mailto:commis.dss@ct.gov)

Subject: Request for Investigation: ABI Waiver Program Consumer Employment Concerns at Supported Living Group (SLG)

Delivered: Request for Investigation: ABI Waiver Program Consumer Employment Concerns at Supported Living Group (SLG)

postmaster@ct.gov <postmaster@ct.gov>

Wed 9/20/2023 7:59 AM

To: Amy Dumont <amy.dumont@ct.gov>

 1 attachments (42 KB)

Request for Investigation: ABI Waiver Program Consumer Employment Concerns at Supported Living Group (SLG);

Your message has been delivered to the following recipients:

[Amy Dumont \(amy.dumont@ct.gov\)](mailto:amy.dumont@ct.gov)

Subject: Request for Investigation: ABI Waiver Program Consumer Employment Concerns at Supported Living Group (SLG)

Formal Complaint Regarding Unlawful Steering and Referral Processes by Connecticut Community Care Management Services

ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Mon 9/25/2023 12:11 PM

To: Commis DSS <commis.dss@ct.gov>; Amy Dumont <amy.dumont@ct.gov>

Cc: providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>

09/25/2023

Subject: Urgent: Formal Complaint Regarding Unlawful Steering and Referral Processes by Connecticut Community Care Management Services

Dear DSS Commissioner and Amy Dumont COU,

I am writing to formally raise a complaint against Connecticut Community Care Management consultation services with respect to their steering and referral processes being implemented for the federally funded Medicaid ABI Waiver Program.

It has come to our attention that consumers currently receiving CBT behavioral services from CCSN are being improperly advised to change providers and are being coerced into signing release of information agreements to transfer to the Supported Living Group. What's more alarming is that consumers are not being provided with the approved provider list and are being informed by care management that no other options are available to them, which is in direct contravention of their rights under the law.

Details of Complaint:

Issue: Unlawful steering and referral processes

Affected Program: Medicaid ABI Waiver Program

Affected Consumers: Individuals currently receiving CBT behavioral services from CCSN

Conducting Entity: Connecticut Community Care Management consultation services

Requested Action:

Immediate Investigation: A swift and thorough investigation into the aforementioned unlawful practices to safeguard the rights and interests of the affected consumers.

Assurance of Compliance: Assurance that Connecticut Community Care Management services comply strictly with all federal and state laws governing the Medicaid ABI Waiver Program.

Provision of Approved Provider List: Immediate provision of the approved provider list to all affected consumers.

Restoration of Consumer Rights: Ensuring that consumers are well-informed of their rights and available options and are not misled or coerced into making uninformed decisions.

Legal Implications:

The actions conducted by Connecticut Community Care Management consultation services could potentially contravene federal and state laws protecting consumer rights and governing Medicaid programs, leading to severe legal repercussions, including sanctions, penalties, and loss of licensure.

I kindly request your immediate attention to this grave matter, and I urge DSS to take stringent action against any and all entities engaging in unlawful and unethical practices, ensuring the protection and well-being of all consumers under the Medicaid ABI Waiver Program.

Please inform us of any steps that will be taken in response to this complaint and any additional information you may require from us.

Thank you for your immediate attention to this serious issue, and I trust that DSS will uphold the rights of consumers and maintain the integrity of the Medicaid ABI Waiver Program.

Sincerely,

David Medeiros
ABI Resources

This communication is intended solely for the notification and addressing of potential irregularities and misconduct observed in the operation and management of the Medicaid ABI Waiver Program by Connecticut Community Care Management consultation services. The concerns and allegations made herein are predicated on reason to believe and are asserted in good faith, stemming from observed and reported practices which, if substantiated, may amount to violations of applicable law and contractual obligations.

This document and the assertions contained within it are not to be interpreted as conclusive proof or an official indictment of the identified entity's integrity, legality, or professional conduct, but rather as a conveyance of serious concerns that warrant immediate attention and thorough investigation. Until such a comprehensive investigation is conducted and its findings are disclosed, no final determinations or judgments regarding the implicated entity's legal or ethical standing should be made.

This disclaimer serves to clarify that the information provided is for informational purposes only and does not constitute legal advice, professional diagnosis, opinion, treatment or services to you or to any other individual. We expressly disclaim all liability in respect to actions taken or not taken based on any or all the contents of this communication.

We remain, to the fullest extent permissible under law, without prejudice to our rights, remedies, defenses, or claims, whether under the present circumstances or in any future situations arising out of or in connection with the issues raised herein. We reserve the right to make any amendments, revisions, and corrections to the content of this communication as and when new, more accurate, or more comprehensive information becomes available.

By acknowledging receipt of this document, you confirm your understanding and acceptance of the terms stated herein and assume responsibility for forwarding this complaint to the appropriate parties or departments for immediate attention and action.

Subject: Urgent: Glastonbury Addressing Serious Concerns and Seeking Immediate Resolution for Medicaid ABI Waiver Program Beneficiary.

ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Thu 9/28/2023 7:12 AM

To: Commis DSS <commis.dss@ct.gov>; Amy Dumont <amy.dumont@ct.gov>

Cc: Joel.Norwood@ct.gov <Joel.Norwood@ct.gov>; dca.dss@ct.gov <dca.dss@ct.gov>; dcp.dss@ct.gov

<dcp.dss@ct.gov>; olcrah.dss@ct.gov <olcrah.dss@ct.gov>; quality.dss@ct.gov <quality.dss@ct.gov>; providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>

09/28/2023

Subject: Urgent: Addressing Serious Concerns and Seeking Immediate Resolution for Glastonbury Medicaid ABI Waiver Program Beneficiary.

Dear Connecticut Department of Social Services and COU.

I hope this correspondence finds you well. I am writing to support Consumer JG, a resident of Glastonbury and a consumer of the Medicaid Acquired Brain Injury (ABI) Waiver Program.

Consumer JG contacted ABI Resources on September 9, 2023.

The concerns conveyed by the consumer include:

Little to no care management

Absence of service providers

Numerous safety concerns

Housing concerns

Uncertainty over ABI Waiver CBT services

Potential police involvement

Potential judicial involvement.

The consumer explicitly requested that all communications include JG and be conducted via email.

JG has requested that ABI Resources continue attempting to contact care management and has reported significant challenges in obtaining food and water.

ABI Resources, alongside the consumer, has undertaken several initiatives to communicate and acquire clarification from care management. However, care management seems reluctant to provide the necessary information to support the consumer adequately. This information is crucial for Medicaid ABI Waiver Program agency providers to determine if they are adequately equipped to provide the level of services required to address current challenges and concerns.

Some potentialities:

Safety, Legal, and Civil Challenges:

Violation of Rights and Well-being:

The lack of adequate care and communication undermines the consumer's rights to safety, proper living conditions, and now apparent access to essential resources such as food and water.

Breach of Contract and Service Agreement:

Failing to provide the stipulated care and services represents a significant breach of contractual and service agreement obligations, causing distress and potential harm to the consumer.

Violation of Privacy and Autonomy:

The absence of inclusive communication violates the consumer's right to information and decision-making autonomy concerning care.

Risk to Safety and Security:

The identified safety concerns, combined with potential police involvement, significantly endanger the consumer's safety, security, and overall well-being.

Legal Implications and Liabilities:

The above-stated challenges and violations might expose the responsible parties to legal actions, penalties, and liabilities for neglect, maltreatment, and failure to comply with regulatory standards and laws.

Immediate Resolution Requested:

Given the gravity of these reported concerns, we respectfully request your immediate intervention to address and resolve the issues raised by JG. We seek an expedited review of JG's care management, service provisions, and communication processes to ensure that JG's rights, safety, and well-being are upheld and that all legal and contractual obligations are met.

I urge your department to liaise with JG's care management provider and all relevant parties to facilitate a prompt and comprehensive resolution. We are amenable to working collaboratively with all stakeholders involved and providing any necessary support and information to rectify the situation urgently.

We anticipate a swift response and resolution to these pressing concerns and assure you of our utmost cooperation. Thank you for your immediate attention to this critical matter.

Yours sincerely,
David Medeiros
ABI Resources

This document and the information contained herein are provided in good faith, solely for the purpose of addressing and resolving potential serious concerns and deficiencies in services provided to Consumer JG under the Medicaid Acquired Brain Injury (ABI) Waiver Program. The concerns, observations, and representations made in this document are based on information available to, and understood by, ABI Resources as of the date of this correspondence and are not intended to be, and should not be construed as, legal allegations or assertions of liability against any party. The intention behind this communication is to seek immediate and amicable resolutions to safeguard the well-being, rights, and interests of Consumer JG.

Any assertions or references to legal implications or potential liabilities are not intended to serve as formal legal claims or accusations but are mentioned to underline the seriousness of the matter and the urgency with which resolution is sought.

This letter is intended solely for the use of the individual or entity to which it is addressed and may contain information that is privileged and confidential. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited.

We reserve the right to take any further necessary and appropriate actions, legal or otherwise, should the concerns raised herein remain unaddressed.

Thank you for your understanding and cooperation.

Re: Subject: Urgent Complaint and Request for Investigation: Abusive and Manipulative Conduct under Medicaid ABI Waiver Program

ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Wed 9/27/2023 11:24 AM

To: providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>; Commis DSS <commis.dss@ct.gov>; Amy Dumont <amy.dumont@ct.gov>

Cc: Joel.Norwood@ct.gov <Joel.Norwood@ct.gov>; dca.dss@ct.gov <dca.dss@ct.gov>; dcp.dss@ct.gov <dcp.dss@ct.gov>; olcrah.dss@ct.gov <olcrah.dss@ct.gov>; quality.dss@ct.gov <quality.dss@ct.gov>

Dear Connecticut Department of Social Services,

I hope this message finds you well. I am experiencing significant challenges navigating CT DSS governmental resources due to a brain injury and stroke. I am reaching out to request your urgent assistance and support in connecting me with the appropriate DSS representatives who can aid me in the delivery of this information. Your guidance and support is needed to navigate the necessary CT DSS systems and to ensure my requests are directed appropriately and fully.

Would you please assist me? I appreciate your immediate attention to this matter and look forward to your prompt response.

Thank you for your understanding and assistance.

Sincerely,
David Medeiros
ABI Resources

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Sent: Wednesday, September 27, 2023 9:52 AM

To: providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>; Commis DSS <commis.dss@ct.gov>; Amy Dumont <amy.dumont@ct.gov>

Subject: Re: Subject: Urgent Complaint and Request for Investigation: Abusive and Manipulative Conduct under Medicaid ABI Waiver Program

NEW: Additional Information. Please review the new attachment.

****Subject: Immediate Investigation Required: Unauthorized Letter and Violation of Medicaid Referrals Leading to Neglectful Abuse of a Vulnerable Consumer****

Dear CT DSS Commissioner and Ms. Amy Dumont, COU Community Options Unit,

I am compelled to bring to your immediate attention more an egregious incident involving CBT Behaviorist Ms. Nichole Collins and a letter presented to the vulnerable consumer under the Medicaid ABI Waiver Program during the surprise ABI Waiver Team meeting . This action, which is in clear violation of Medicaid referrals, has serious implications and constitutes neglectful abuse of an individual living with a brain injury.

****Details of the Incident:****

Ms. Nichole Collins presented a letter to the consumer for later reference, misleading the consumer by presenting she and the Supported Living Group are the consumer's sole resources for acquiring CBT, or no CBT services and dismissing other approved providers. This letter is not in alignment with the

approved provider list and is misleading, offering an apparent ultimatum: to either engage with the Supported Living Group or forgo receiving any CBT services.

Legal and Ethical Implications:

1. **Violation of Medicaid Referrals:**

Presenting referral options to a consumer is a direct violation of Medicaid standards and procedures. This violates care management consultation services.

2. **Neglectful Abuse:**

Providing false information to an individual living with a disability, thereby limiting their access to approved service providers, constitutes neglectful abuse.

3. **Manipulation and Exploitation:**

The false presentation of available resources manipulates the consumer's understanding of available services and exploits their vulnerability due to lack of correct information.

4. **Breach of Trust and Professional Misconduct:**

Such deceptive actions undermine the trust between service providers and consumers and tarnish the integrity of the program.

Immediate Actions Required:

1. **Thorough Investigation:**

An immediate and meticulous investigation into the incident and the contents of the unauthorized letter is crucial.

2. **Strict Action Against Violators:**

Appropriate punitive measures against Ms. Nichole Collins and any involved parties disseminating false information to uphold the integrity of Medicaid programs.

3. **Corrective Measures:**

Rectification of misinformation provided to the affected consumer and reassurance regarding access to all approved providers.

4. **Consumer Support**

Immediate support to alleviate the distress and confusion caused by this incident.

5. **Program Audit:**

A comprehensive audit of current practices to identify and rectify any similar misconduct and to ensure strict adherence to the Federally Funded Medicaid ABI Waiver Program approved provider lists and referral procedures.

Conclusion:

This incident is not only a grave violation of Medicaid referral procedures but is also a stark example of the neglectful abuse of a vulnerable individual living with a disability. I implore you to treat this matter with the utmost seriousness and urgency it deserves and undertake immediate action to

investigate and rectify this serious breach of conduct, ensuring such incidents do not recur, and maintaining the integrity and trust in the Medicaid ABI Waiver Program.

I request to be kept informed about the developments and the corrective measures implemented in this regard.

Thank you for your prompt attention to this critical issue. I am hopeful for a swift and just resolution to protect the rights and well-being of all consumers and providers under the Medicaid programs.

Sincerely,
David Medeiros
ABI Resources

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Sent: Tuesday, September 26, 2023 7:27:51 PM

To: providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>; Commis DSS <commis.dss@ct.gov>; Amy Dumont <amy.dumont@ct.gov>

Subject: Subject: Urgent Complaint and Request for Investigation: Abusive and Manipulative Conduct under Medicaid ABI Waiver Program

Dear Commissioner [Commissioner's Last Name] of the Connecticut Department of Social Services and Ms. Amy Dumont of the COU Community Options Unit,

I am reaching out as a concerned representative of ABI Resources to formally lodge a complaint and request an immediate investigation and rectification of grievous misconduct, potential abuse, and manipulation observed under the Medicaid ABI Waiver Program.

I have been approached by a distressed consumer of the program who receives services from CBT Behaviorist Ms. Nichole Collins. The consumer reported a deeply troubling incident today, resulting from a surprise ABI Waiver program team meeting with a Connecticut Community Care manager consultant. This consumer was subjected to deceptive and potentially abusive behavior during this unexpected confrontation.

Incident Overview:

Ms. Nichole Collins reportedly informed the client that she is currently aligned with the Supported Living Group and explicitly stated her refusal to cooperate with Mr. David from ABI Resources due to a personal dislike. The consumer, in turn, was left distressed, confused, and worried as Ms. Collins made false statements, asserting, "David reported me to the state" and "David said I did a bunch of things I never did," concluding with, "I will not ever work with David." "However, I work with the Supported Living Group, and they provide the same ABI Waiver Program services as ABI Resources."

Alarming, the care management consultant present did not intervene to rectify this misleading guidance, leaving the consumer feeling vulnerable and questioning his relationships with ABI Resources, David, and his care manager consultant. This incident constitutes severe misconduct and necessitates immediate attention to ensure the emotional and psychological well-being of the consumer involved.

Legal and Ethical Implications:

This situation raises substantial concerns regarding:

Consumer Abuse and Exploitation: Misleading a brain-injured disabled adult and manipulating their perceptions is abusive and exploitative.

Violation of Professional Standards: Falsifying information and failure to maintain professional relationships compromise adherence to professional and ethical standards.

Breach of Trust: The incident has severely impaired the trust between the service providers and the consumer, undermining the integrity of the program.

Requested Actions:

Immediate Investigation: A thorough and swift investigation into this incident to ascertain the truth and implement corrective measures.

Review of Similar Incidents: An examination of other cases within the Medicaid ABI Waiver Program to ensure no other consumers are experiencing similar abuse or manipulation.

Comprehensive Audit: An audit of all Medicaid programs receiving federally funded managed consultation services to ensure compliance with legal and ethical standards.

Reassurance to Affected Consumers: Immediate steps to reassure and support the affected consumer and rectify any misinformation or damage caused by the alleged misconduct.

Notification to Higher Authorities:

Given the serious nature of the misconduct and potential abuse in question, I believe it is crucial for the Connecticut Department of Social Services to escalate this complaint to the following:

Department of Health & Human Services (HHS)

Centers for Medicare & Medicaid Services (CMS)

Division of Healthcare Policy (DHP)

Office for Civil Rights (OCR)

Connecticut Department of Public Health (DPH)

Adult Protective Services (APS)

Connecticut Office of the Attorney General

Their involvement is crucial to ensuring thorough evaluation and implementation of necessary corrective measures across all relevant programs and services, guaranteeing that consumer rights and well-being are staunchly protected under federal law.

This will ensure that not only are the abuses within the Medicaid ABI Waiver Program appropriately addressed but also serve to reinforce compliance, transparency, and adherence to the highest standards of care and professional conduct throughout the related federally funded services.

The swift involvement of these entities would signify a commitment to upholding the rights and well-being of consumers, reinforcing trust in the Medicaid programs and services, and ensuring such grievous incidents do not occur in the future.

I trust that the Connecticut Department of Social Services will consider this recommendation seriously and act promptly in involving the appropriate federal entities to address and rectify the aforementioned concerns and to fortify the integrity of the services provided to all consumers under the Medicaid programs.

Conclusion:

Addressing this grave misconduct immediately is imperative to prevent further distress to the concerned consumer and to maintain integrity and trust in Medicaid programs and services. Such manipulative and abusive behaviors must be promptly eradicated, with stringent measures implemented to ensure the protection and well-being of all consumers of federally funded programs.

I implore you to treat this matter with the utmost urgency and severity it warrants and to keep me informed about the progress and outcomes of the investigations and remedial actions taken.

Thank you for your immediate attention to this critical matter. I look forward to your prompt response and resolution.

Sincerely,
David Medeiros

Request for Contact Information of the Current Commissioner of the Department of Social Services

ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Mon 9/25/2023 12:48 PM

To:Deborah.Alexson@ct.gov <Deborah.Alexson@ct.gov>;Commis DSS <commis.dss@ct.gov>

Request for Contact Information of the Current Commissioner of the Department of Social Services.

Dear Ms. Alexson / CT DSS,

I hope this message finds you well. My name is David Medeiros and I am reaching out to inquire about obtaining contact information for the current commissioner of the Department of Social Services. Regrettably, I have been unable to find any pertinent details on the CT.gov website.

I am a brain injury and stroke survivor, and this has rendered the task of locating such information quite challenging for me. Your assistance in this regard would be greatly appreciated, as it will aid me in addressing some crucial matters related to the services provided by the department.

If you could please assist me in finding the relevant contact information or guide me to the appropriate department or individual who could assist with this, I would be most grateful. I understand that everyone has their commitments, and your time and assistance in this matter are very much appreciated.

Thank you very much for considering my request.

Warm Regards,
David Medeiros
ABI Resources

Urgent Request for Resolution: Persistent Issues within Medicaid ABI Waiver and MFP Programs

ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Wed 9/27/2023 2:41 PM

To: Commis DSS <commis.dss@ct.gov>; Amy Dumont <amy.dumont@ct.gov>
Cc: Joel.Norwood@ct.gov <Joel.Norwood@ct.gov>; dca.dss@ct.gov <dca.dss@ct.gov>; dcp.dss@ct.gov <dcp.dss@ct.gov>; olcrah.dss@ct.gov <olcrah.dss@ct.gov>; quality.dss@ct.gov <quality.dss@ct.gov>; providerfraud.dss@ct.gov <providerfraud.dss@ct.gov>

Urgent Request for Resolution: Persistent Issues within Medicaid ABI Waiver and MFP Programs

Dear Officials of the Connecticut Department of Social Services,

I hope this correspondence finds you in good health and spirits. I am David Medeiros, a representative of ABI Resources, an approved agency provider within the Medicaid ABI Waiver Program. In addition to my professional role, I have personal experience as a survivor of brain injury and stroke. This dual perspective motivates me to urgently bring forth significant concerns and challenges that seem to have been systematically overlooked or potentially disregarded by the Department of Social Services (DSS). I have witnessed the evolution of the Medicaid ABI Waiver Program from its inception, experiencing firsthand its developments and, regrettably, its ongoing challenges. The program has long operated without the necessary structured policies and procedures, leading to minimal management of standards of care and considerable distress for consumers.

I, together with ABI Resources, have unfortunately faced multiple instances requiring us to notify DSS and COU about grave safety issues, mismanagement of consumer programs, considerable challenges, and ensuing concerns. It is distressing to acknowledge that our earnest appeals for resolution and proper treatment of our consumers, especially those within the federally funded Medicaid ABI Waiver and the Money Follows the Person (MFP) programs, seem to be either inadequately addressed or outright ignored.

The origin of these issues remains ambiguous--whether they are a result of miscommunication, preplanned or intentional withholding of information, or whether they are indicative of broader structural issues within DSS contributing to the recurring complications. Hence, we formally urge Connecticut DSS to facilitate transparent communication among its various departments, associated governmental authorities, and resources. Establishing such open dialogues is imperative for ensuring justice and essential support to the disabled population dependent on Medicaid ABI Waiver Program services. It is critical that the concerns of consumers and ABI Resources are properly recognized, resolved, and preventive measures are instituted to avert future occurrences.

Our attempts at communication, notably with Commissioner and COU's Ms. Amy Dumont, have regrettably been unsuccessful, potentially owing to the severity and complexity of the highlighted issues requiring substantial resources to address. ABI Resources and I extend our unwavering cooperation and support to DSS, committed to addressing these significant challenges and ensuring that resolutions are not merely identified but are effectively enacted to prevent the repetition of historical, consistent challenges.

We earnestly request the department to allocate the necessary resources to ensure the welfare and protection of the consumers of the ABI Waiver program. A comprehensive review of our previous communications to Commissioner and COU Ms. Amy Dumont is crucial, and we anticipate a cooperative initiative to develop enduring solutions to these critical concerns.

ABI Resources and I stand ready to meet at your earliest convenience to deliberate on these matters in detail and expedite the resolution process, safeguarding the well-being of those we serve. Please inform us of a convenient time for you or the suitable representative, and we will make the necessary arrangements.

We sincerely hope for your understanding, immediate attention, and decisive action on this crucial matter to uphold the rights, dignity, and safety of the consumers under our purview.

We thank you for your time, consideration, and anticipated cooperation.

Yours sincerely,

David Medeiros

ABI Resources

Provider Name	RA Date	RA Amount
THE SUPPORTED LIVING GR	07-Oct-16	139,893.34
THE SUPPORTED LIVING GR	21-Oct-16	63,448.94
THE SUPPORTED LIVING GR	05-Nov-16	65,084.52
THE SUPPORTED LIVING GR	18-Nov-16	34,237.20
THE SUPPORTED LIVING GR	09-Dec-16	135,514.45
THE SUPPORTED LIVING GR	23-Dec-16	53,190.94
THE SUPPORTED LIVING GR	06-Jan-17	84,289.74
THE SUPPORTED LIVING GR	20-Jan-17	58,538.49
THE SUPPORTED LIVING GR	03-Feb-17	75,462.24
THE SUPPORTED LIVING GR	17-Feb-17	109,516.80
THE SUPPORTED LIVING GR	10-Mar-17	76,311.10
THE SUPPORTED LIVING GR	24-Mar-17	117,532.54
THE SUPPORTED LIVING GR	07-Apr-17	80,910.08
THE SUPPORTED LIVING GR	21-Apr-17	80,894.30
THE SUPPORTED LIVING GR	05-May-17	94,830.24
THE SUPPORTED LIVING GR	19-May-17	86,152.91
THE SUPPORTED LIVING GR	09-Jun-17	130,127.28
THE SUPPORTED LIVING GR	23-Jun-17	115,369.40
THE SUPPORTED LIVING GR	07-Jul-17	95,118.55
THE SUPPORTED LIVING GR	21-Jul-17	103,733.44
THE SUPPORTED LIVING GR	04-Aug-17	91,431.08
THE SUPPORTED LIVING GR	18-Aug-17	112,182.56
THE SUPPORTED LIVING GR	08-Sep-17	107,400.84
THE SUPPORTED LIVING GR	22-Sep-17	157,044.68
THE SUPPORTED LIVING GR	06-Oct-17	110,851.14
THE SUPPORTED LIVING GR	20-Oct-17	108,973.21
THE SUPPORTED LIVING GR	03-Nov-17	151,343.46
THE SUPPORTED LIVING GR	17-Nov-17	159,694.39
THE SUPPORTED LIVING GR	08-Dec-17	240,936.12
THE SUPPORTED LIVING GR	22-Dec-17	66,170.59
THE SUPPORTED LIVING GR	05-Jan-18	202,835.71
THE SUPPORTED LIVING GR	19-Jan-18	120,854.61
THE SUPPORTED LIVING GR	09-Feb-18	206,228.39
THE SUPPORTED LIVING GR	23-Feb-18	207,970.56
THE SUPPORTED LIVING GR	09-Mar-18	241,291.53
THE SUPPORTED LIVING GR	24-Mar-18	144,715.58
THE SUPPORTED LIVING GR	06-Apr-18	147,377.37
THE SUPPORTED LIVING GR	20-Apr-18	143,326.07
THE SUPPORTED LIVING GR	04-May-18	107,986.77
THE SUPPORTED LIVING GR	18-May-18	143,499.80
THE SUPPORTED LIVING GR	08-Jun-18	183,778.03
THE SUPPORTED LIVING GR	22-Jun-18	167,422.86
THE SUPPORTED LIVING GR	06-Jul-18	75,847.26
THE SUPPORTED LIVING GR	20-Jul-18	209,802.44
THE SUPPORTED LIVING GR	10-Aug-18	327,031.28

THE SUPPORTED LIVING GR	24-Aug-18	183,079.41
THE SUPPORTED LIVING GR	07-Sep-18	180,745.90
THE SUPPORTED LIVING GR	21-Sep-18	170,126.84
THE SUPPORTED LIVING GR	05-Oct-18	172,654.29
THE SUPPORTED LIVING GR	19-Oct-18	176,587.02
THE SUPPORTED LIVING GR	09-Nov-18	266,478.81
THE SUPPORTED LIVING GR	23-Nov-18	190,973.35
THE SUPPORTED LIVING GR	07-Dec-18	229,370.31
THE SUPPORTED LIVING GR	04-Jan-19	484,481.46
THE SUPPORTED LIVING GR	18-Jan-19	280,820.78
THE SUPPORTED LIVING GR	08-Feb-19	419,843.66
THE SUPPORTED LIVING GR	22-Feb-19	266,795.20
THE SUPPORTED LIVING GR	08-Mar-19	265,187.51
THE SUPPORTED LIVING GR	22-Mar-19	332,871.64
THE SUPPORTED LIVING GR	05-Apr-19	270,749.80
THE SUPPORTED LIVING GR	19-Apr-19	261,773.34
THE SUPPORTED LIVING GR	10-May-19	393,534.53
THE SUPPORTED LIVING GR	24-May-19	258,694.29
THE SUPPORTED LIVING GR	07-Jun-19	313,420.10
THE SUPPORTED LIVING GR	21-Jun-19	283,407.46
THE SUPPORTED LIVING GR	05-Jul-19	288,828.06
THE SUPPORTED LIVING GR	19-Jul-19	249,358.10
THE SUPPORTED LIVING GR	09-Aug-19	420,935.26
THE SUPPORTED LIVING GR	23-Aug-19	269,248.72
THE SUPPORTED LIVING GR	06-Sep-19	242,765.36
THE SUPPORTED LIVING GR	20-Sep-19	277,050.15
THE SUPPORTED LIVING GR	04-Oct-19	301,817.91
THE SUPPORTED LIVING GR	18-Oct-19	278,614.13
THE SUPPORTED LIVING GR	08-Nov-19	484,389.31
THE SUPPORTED LIVING GR	22-Nov-19	368,558.35
THE SUPPORTED LIVING GR	06-Dec-19	334,012.76
THE SUPPORTED LIVING GR	20-Dec-19	392,477.10
THE SUPPORTED LIVING GR	10-Jan-20	413,896.28
THE SUPPORTED LIVING GR	24-Jan-20	530,319.86
THE SUPPORTED LIVING GR	07-Feb-20	433,098.82
THE SUPPORTED LIVING GR	21-Feb-20	345,030.19
THE SUPPORTED LIVING GR	06-Mar-20	351,844.91
THE SUPPORTED LIVING GR	20-Mar-20	351,455.80
THE SUPPORTED LIVING GR	10-Apr-20	469,900.86
THE SUPPORTED LIVING GR	24-Apr-20	300,016.92
THE SUPPORTED LIVING GR	08-May-20	299,387.48
THE SUPPORTED LIVING GR	22-May-20	319,204.91
THE SUPPORTED LIVING GR	05-Jun-20	308,763.40
THE SUPPORTED LIVING GR	19-Jun-20	318,513.71
THE SUPPORTED LIVING GR	10-Jul-20	475,122.58
THE SUPPORTED LIVING GR	24-Jul-20	323,523.81
THE SUPPORTED LIVING GR	07-Aug-20	320,195.30

THE SUPPORTED LIVING GR	21-Aug-20	338,588.02
THE SUPPORTED LIVING GR	05-Sep-20	345,412.97
THE SUPPORTED LIVING GR	18-Sep-20	347,933.36
THE SUPPORTED LIVING GR	09-Oct-20	523,701.51
THE SUPPORTED LIVING GR	23-Oct-20	370,977.34
THE SUPPORTED LIVING GR	06-Nov-20	351,731.26
THE SUPPORTED LIVING GR	20-Nov-20	356,825.10
THE SUPPORTED LIVING GR	04-Dec-20	27,636.53
THE SUPPORTED LIVING GR	18-Dec-20	227,691.17
THE SUPPORTED LIVING GR	08-Jan-21	1,202,784.09
THE SUPPORTED LIVING GR	22-Jan-21	399,877.13
THE SUPPORTED LIVING GR	05-Feb-21	378,959.51
THE SUPPORTED LIVING GR	19-Feb-21	383,541.66
THE SUPPORTED LIVING GR	12-Mar-21	604,424.40
THE SUPPORTED LIVING GR	26-Mar-21	415,392.28
THE SUPPORTED LIVING GR	09-Apr-21	415,745.38
THE SUPPORTED LIVING GR	23-Apr-21	428,807.96
THE SUPPORTED LIVING GR	07-May-21	453,808.14
THE SUPPORTED LIVING GR	21-May-21	476,533.08
THE SUPPORTED LIVING GR	04-Jun-21	484,916.38
THE SUPPORTED LIVING GR	18-Jun-21	475,467.78
THE SUPPORTED LIVING GR	09-Jul-21	750,711.46
THE SUPPORTED LIVING GR	23-Jul-21	486,981.61
THE SUPPORTED LIVING GR	06-Aug-21	472,050.94
THE SUPPORTED LIVING GR	20-Aug-21	490,627.49
THE SUPPORTED LIVING GR	10-Sep-21	741,918.40
THE SUPPORTED LIVING GR	24-Sep-21	487,241.26
THE SUPPORTED LIVING GR	08-Oct-21	520,750.10
THE SUPPORTED LIVING GR	23-Oct-21	483,193.55
THE SUPPORTED LIVING GR	05-Nov-21	472,161.84
THE SUPPORTED LIVING GR	20-Nov-21	475,266.93
THE SUPPORTED LIVING GR	03-Dec-21	492,007.24
THE SUPPORTED LIVING GR	17-Dec-21	497,854.50
THE SUPPORTED LIVING GR	07-Jan-22	780,251.24
THE SUPPORTED LIVING GR	21-Jan-22	485,374.55
THE SUPPORTED LIVING GR	04-Feb-22	491,311.40
THE SUPPORTED LIVING GR	19-Feb-22	584,432.78
THE SUPPORTED LIVING GR	05-Mar-22	497,518.59
THE SUPPORTED LIVING GR	19-Mar-22	673,129.64
THE SUPPORTED LIVING GROUP	22-Mar-22	506,480.00
THE SUPPORTED LIVING GR	25-Mar-22	419,047.88
THE SUPPORTED LIVING GR	08-Apr-22	802,934.35
THE SUPPORTED LIVING GR	22-Apr-22	527,619.25
THE SUPPORTED LIVING GR	06-May-22	273,180.92
THE SUPPORTED LIVING GR	20-May-22	802,971.23
THE SUPPORTED LIVING GR	03-Jun-22	270,805.73
THE SUPPORTED LIVING GR	18-Jun-22	832,283.02

THE SUPPORTED LIVING GR	08-Jul-22	840,048.24
THE SUPPORTED LIVING GR	23-Jul-22	604,466.80
THE SUPPORTED LIVING GR	06-Aug-22	561,164.92
THE SUPPORTED LIVING GR	20-Aug-22	539,802.70
THE SUPPORTED LIVING GR	10-Sep-22	813,684.24
THE SUPPORTED LIVING GR	24-Sep-22	554,044.06
THE SUPPORTED LIVING GR	08-Oct-22	595,019.17
THE SUPPORTED LIVING GR	22-Oct-22	548,636.93
THE SUPPORTED LIVING GR	05-Nov-22	544,142.68
THE SUPPORTED LIVING GR	19-Nov-22	524,861.37
THE SUPPORTED LIVING GR	10-Dec-22	721,419.81
THE SUPPORTED LIVING GR	24-Dec-22	613,316.22
THE SUPPORTED LIVING GR	07-Jan-23	346,729.33
THE SUPPORTED LIVING GR	21-Jan-23	856,912.71
THE SUPPORTED LIVING GR	04-Feb-23	574,981.98
THE SUPPORTED LIVING GR	18-Feb-23	624,171.99
THE SUPPORTED LIVING GR	11-Mar-23	1,170,600.01
THE SUPPORTED LIVING GR	25-Mar-23	750,019.50
THE SUPPORTED LIVING GR	07-Apr-23	589,578.05
THE SUPPORTED LIVING GR	22-Apr-23	609,801.72
THE SUPPORTED LIVING GR	06-May-23	589,104.73
THE SUPPORTED LIVING GR	20-May-23	614,461.61
THE SUPPORTED LIVING GR	10-Jun-23	897,082.66
THE SUPPORTED LIVING GR	24-Jun-23	565,847.68
THE SUPPORTED LIVING GR	08-Jul-23	625,078.07
THE SUPPORTED LIVING GR	22-Jul-23	568,332.51
THE SUPPORTED LIVING GR	12-Aug-23	1,005,223.06
THE SUPPORTED LIVING GR	26-Aug-23	719,749.66
THE SUPPORTED LIVING GR	09-Sep-23	707,606.58
THE SUPPORTED LIVING GR	23-Sep-23	681,983.85
THE SUPPORTED LIVING GR	07-Oct-23	676,334.81
THE SUPPORTED LIVING GR	21-Oct-23	620,792.10

RE: 11.16.2023 Freedom of Information Act FOIA Request | Connecticut Gov. | Medicaid ABI Waiver Program 1 Consumer Data and Financials

DSS, FOIA <FOIA.DSS@ct.gov>

Thu 11/16/2023 12:13 PM

To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>; DSS, FOIA <FOIA.DSS@ct.gov>; FOI <FOI@ct.gov>

David –

Your request for information has been received.

The Department will respond in accordance with the requirements of the CT FOIA.

If there are any costs associated with complying with your request, an estimate will be provided to you before the records are compiled and provided to you.

Thank you.

FOIA Officer
Department of Social Services**From:** ABI RESOURCES 860 942-0365 <aabiwr@live.com>**Sent:** Thursday, November 16, 2023 7:08 AM**To:** DSS, FOIA <FOIA.DSS@ct.gov>; FOI <FOI@ct.gov>**Subject:** 11.16.2023 Freedom of Information Act FOIA Request | Connecticut Gov. | Medicaid ABI Waiver Program 1 Consumer Data and Financials**Importance:** High**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.

11/16/2023

Subject: Freedom of Information Act Request – Medicaid ABI Waiver Program 1 Consumer Data and Financials

Dear Freedom of Information Officer,

Pursuant to the Freedom of Information Act (5 U.S.C. 552), I am requesting access to and copies of documents containing the following information related to the Medicaid Acquired Brain Injury (ABI) Waiver Program 1: I am requesting access to and copies of all documents, communications, emails, memos, guidelines, and reports related to the following:

- a) Number of Consumers: Documents detailing the total number of consumers currently enrolled in Medicaid ABI Waiver Program 1 who are receiving care management consultation services.
- b) Service Breakdown: A breakdown of the types of care management consultation services being provided to these consumers, including any relevant service descriptions or categorizations.
- c) Financial Data: Complete financial reports or data related to the funding, cost, and expenditure associated with providing care management consultation services to consumers in ABI Waiver Program 1. This should include both overall program costs and specific costs per consumer, if available.
- d) Funding Sources: Information on the sources of funding for these services, including state and federal contributions, grants, or any other financial support mechanisms.
- e) Cost-Benefit Analyses: Any cost-benefit analyses or financial assessments conducted by the Department regarding the provision of care management consultation services in the ABI Waiver Program 1.

If my request is denied wholly or partially, I ask that you justify all deletions by reference to specific exemptions of the Act. Please release all segregable portions of otherwise exempt material.

I require these records in an accessible electronic format due to my disability. If some documents are exempt from disclosure, please provide a Vaughn index detailing the reasons for such exemption.

Your prompt attention to this matter is crucial for ensuring the welfare and fair treatment of ABI Waiver Program consumers. I trust that the Department of Social Services will address these concerns with the urgency and professionalism they warrant.

Thank you for your cooperation and assistance in this matter.

Sincerely,

David Medeiros
ABI Resources LLC

RE: 11.15.2023 Freedom of Information Act FOIA Request | Connecticut Gov. | Consumer Compensation ABI Waiver Program

DSS, FOIA <FOIA.DSS@ct.gov>

Mon 11/20/2023 4:02 PM

To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>; DSS, FOIA <FOIA.DSS@ct.gov>; FOI <FOI@ct.gov>

David –

Giovanni Pinto – Communications Manager for the Department of Social Services

FOIA Officer

Department of Social Services



From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>**Sent:** Thursday, November 16, 2023 3:35 PM**To:** DSS, FOIA <FOIA.DSS@ct.gov>; FOI <FOI@ct.gov>**Subject:** Re: 11.15.2023 Freedom of Information Act FOIA Request | Connecticut Gov. | Consumer Compensation ABI Waiver Program**Importance:** High**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.

11/16/2023

Dear CT DSS Officer,

Given the context of a personal disability, I am reaching out to seek your support and accommodation in processing this Freedom of Information Act (FOIA) request. I deeply appreciate your understanding and any assistance you can provide in this regard. Would you kindly provide your identification for further correspondence within this thread?

Thank you,
David Medeiros
ABI Resources

From: DSS, FOIA <FOIA.DSS@ct.gov>**Sent:** Thursday, November 16, 2023 3:26 PM**To:** ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>; DSS, FOIA <FOIA.DSS@ct.gov>; FOI <FOI@ct.gov>**Subject:** RE: 11.15.2023 Freedom of Information Act FOIA Request | Connecticut Gov. | Consumer Compensation ABI Waiver Program

David –

This information has been requested and provided to you. Please refer to the attached chain from 10/23/2023.

Best,

FOIA Officer

Department of Social Services



From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>**Sent:** Thursday, November 16, 2023 2:49 PM**To:** DSS, FOIA <FOIA.DSS@ct.gov>; FOI <FOI@ct.gov>**Subject:** Re: 11.15.2023 Freedom of Information Act FOIA Request | Connecticut Gov. | Consumer Compensation ABI Waiver Program**Importance:** High**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.

11/16/2023

Dear CT DSS FOIA Officer,

Subject: Request for Identification for Record-Keeping Purposes

I hope this message finds you well. I am writing to kindly request your assistance for a matter related to the Freedom of Information Act (FOIA). For the purpose of maintaining accurate and comprehensive records, it would be greatly appreciated if you could provide your name and official title. This information is necessary for our documentation and to ensure that all communications and transactions are properly attributed and archived.

We understand and respect the protocols that govern the disclosure of information under FOIA. Please be assured that the requested details will be used solely for record-keeping purposes, in compliance with relevant regulations and standards of professional conduct.

Thank you for your attention to this matter and for your continued cooperation.

Sincerely,
David Medeiros
ABI Resources

From: DSS, FOIA <FOIA.DSS@ct.gov>

Sent: Thursday, November 16, 2023 1:23 PM

To: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>; DSS, FOIA <FOIA.DSS@ct.gov>; FOI <FOI@ct.gov>

Subject: RE: 11.15.2023 Freedom of Information Act FOIA Request | Connecticut Gov. | Consumer Compensation ABI Waiver Program

David –

As previously explained, DSS has no knowledge or documentation that SLG compensates consumers.

Following this response, I will consider this request completed within the Department of Social Services.

Thank you for your patience,

FOIA Officer
Department of Social Services



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

Sent: Thursday, November 16, 2023 1:08 PM

To: DSS, FOIA <FOIA.DSS@ct.gov>; FOI <FOI@ct.gov>

Subject: Re: 11.15.2023 Freedom of Information Act FOIA Request | Connecticut Gov. | Consumer Compensation ABI Waiver Program

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.

11/15/2023

FOIA Appeal for Request

Dear CT DSS FOIA Appeals Officer,

I am writing to appeal the response to my Freedom of Information Act request regarding the compensation details for Acquired Brain Injury (ABI) Waiver Program consumers. The response I received, stated: "This does not occur," so this information does not exist."

I am concerned about the definitive nature of this statement and seek further clarification and supporting documentation. Specifically, I request the following:

1. Detailed Explanation: A comprehensive explanation or official statement detailing how the Department determined that compensation for ABI Waiver Program consumers "This does not occur." This should include any analyses, reports, or internal reviews that support this conclusion.
2. Policy Documentation: Copies of any policies, guidelines, or internal memos that outline the procedures and criteria used to assess compensation matters related to ABI Waiver Program consumers.
3. Historical Data: Any historical data or records that the Department used to ascertain that such compensation has never occurred.

This request is made under the Connecticut Freedom of Information Act, which ensures public access to government records and information. The statement "this does not occur" implies a level of certainty that necessitates thorough documentation and evidence. As a concerned citizen and in the interest of public transparency, I believe it is imperative to understand the basis of such definitive claims made by a government agency.

I appreciate your attention to this appeal and look forward to a timely response.

Thank you for your consideration.

Sincerely,
David Medeiros
ABI Resources

From: DSS, FOIA <FOIA.DSS@ct.gov>

Sent: Thursday, November 16, 2023 12:09 PM

To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>; DSS, FOIA <FOIA.DSS@ct.gov>; FOI <FOI@ct.gov>

Subject: RE: 11.15.2023 Freedom of Information Act FOIA Request | Connecticut Gov. | Consumer Compensation ABI Waiver Program

David –

As explained in previous correspondence, responding to complaint submissions does not fall under the purview of FOIA.

Please see the answered responses below.

1. Records of Complaints and Actions Taken: Documentation regarding the receipt and subsequent actions taken in response to the complaint filed on September 20, 2023, concerning the Supported Living Group.
 - a. This category of complaints is already being addressed in your previous requests as explained to you on 11/14/2023
2. Compensation Details for ABI Waiver Program Consumers:
 - a. This does not occur, so this information does not exist
3. Nature and structure of compensation provided to consumers for services at SLG.
 - a. See 2. -a.
4. Amounts, frequency, and criteria of compensation.
 - a. See 2. -a.
5. Funding sources and any limitations or conditions attached.
 - a. See 2. -a.
6. Documentation of consumer agreements or contracts relating to compensation.
 - a. See 2. -a.

7. **Investigations and Audits:** Records of any complaints, investigations, or audits related to consumer payment or compensation within the ABI Waiver Program, specifically regarding the Supported Living Group, including outcomes of these inquiries.
 - a. **See 1.-a.**
8. **Policies and Regulations:** Any guidelines, policies, or regulations governing consumer compensation within the ABI Waiver Program, particularly in relation to services provided by the Supported Living Group.
 - a. **See 2.-a.**
9. **Safeguards and Administration Integrity:** Documents detailing how the integrity of consumer compensation is maintained within the ABI Waiver Program, including measures to prevent misuse or misallocation of funds.
 - a. **See 2.-a.**

Following this response, I will consider this request completed within the Department of Social Services.

Thank you for your patience,

FOIA Officer
Department of Social Services



From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Sent: Wednesday, November 15, 2023 12:13 PM

To: DSS, FOIA <FOIA.DSS@ct.gov>; FOI <FOI@ct.gov>

Subject: 11.15.2023 Freedom of Information Act FOIA Request | Connecticut Gov. | Consumer Compensation ABI Waiver Program

Importance: High

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.

11/15/2023

Appeal Subject: Follow-Up on Formal Complaint Records and Freedom of Information Act Request - ABI Waiver Program and Supported Living Group.

Dear Connecticut FOIA Officer

I am writing to follow up on a formal complaint submitted on September 20, 2023, regarding employment concerns at the Supported Living Group (SLG) within the ABI Waiver Program. This complaint was addressed to the DSS Commissioner and Amy Dumont, DSS Chief Operating Officer. Despite the electronic confirmation of delivery, there has been no acknowledgment or response to this serious matter.

Given the lack of response and the gravity of the concerns raised, I am invoking the Connecticut Freedom of Information Act § 1-200 to request the following information:

1. Records of Complaints and Actions Taken: Documentation regarding the receipt and subsequent actions taken in response to the complaint filed on September 20, 2023, concerning the Supported Living Group.
2. Compensation Details for ABI Waiver Program Consumers:
3. Nature and structure of compensation provided to consumers for services at SLG.
4. Amounts, frequency, and criteria of compensation.
5. Funding sources and any limitations or conditions attached.
6. Documentation of consumer agreements or contracts relating to compensation.
7. Investigations and Audits: Records of any complaints, investigations, or audits related to consumer payment or compensation within the ABI Waiver Program, specifically regarding the Supported Living Group, including outcomes of these inquiries.
8. Policies and Regulations: Any guidelines, policies, or regulations governing consumer compensation within the ABI Waiver Program, particularly in relation to services provided by the Supported Living Group.
9. Safeguards and Administration Integrity: Documents detailing how the integrity of consumer compensation is maintained within the ABI Waiver Program, including measures to prevent misuse or misallocation of funds.

I require these records in an accessible electronic format due to my disability. If some documents are exempt from disclosure, please provide a Vaughn index detailing the reasons for such exemption.

Your prompt attention to this matter is crucial for ensuring the welfare and fair treatment of ABI Waiver Program consumers. I trust that the Department of Social Services will address these concerns with the urgency and professionalism they warrant.

Thank you for your cooperation and assistance in this matter.

Sincerely,

David Medeiros
ABI Resources LLC
860 942-0365
AabiWR@live.com

Re: 11.19.2023 Freedom of Information Act FOIA Request | Connecticut Gov. 11.19.2023 (BINDER 1) Medicaid ABI Waiver Programs 1 and 2

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

Tue 11/21/2023 3:50 PM

To: DSS, FOIA <FOIA.DSS@ct.gov>; FOI <foi@ct.gov>

Bcc: ABI RESOURCES LLC www.CTbrainINJURY.com <AABIWR@live.com>

11/21/2023

Subject: Legal Appeal Concerning Freedom of Information Act Request

Dear CT DSS FOIA officer,

Pursuant to Section 1-206(b) of the Connecticut Freedom of Information Act, I hereby submit a formal appeal regarding the response to my FOIA request dated November 19, 2023. This request was directed to the relevant Connecticut State Departments for information pertaining to the Medicaid Acquired Brain Injury (ABI) Waiver Programs 1 and 2.

The response from the Department of Social Services FOIA Officer, asserted the non-existence of the requested documents, except for the ongoing verification of service and intervention plans. This reply appears inconsistent with statutory requirements under Section 1-210(a) of the CT FOIA, which obligates the disclosure of public records unless explicitly exempted.

Basis for Belief in Record Existence:

Given the statutory requirements under the Medicaid program and state regulations governing ABI Waiver Programs, it is reasonable to expect that documents such as grievances, complaints, financial audits, policies, and service plans are regularly maintained and monitored. The absence of such records would not only be atypical but potentially indicative of non-compliance with state and federal regulatory standards.

Legal Grounds for Appeal:

Public Records Definition: Section 1-200(5) of the CT FOIA defines public records in broad terms, encompassing the categories of documents I have requested.

Mandatory Disclosure: Section 1-210(a) mandates the disclosure of all public records unless they fall under specific exemptions delineated in Section 1-210(b).

Disability Accommodation: Under the Americans with Disabilities Act (ADA), my request for electronic format records is not only reasonable but required to ensure equal access.

Public Interest Considerations:

The requested information is vital to assess the effectiveness, integrity, and legal compliance of the Medicaid ABI Waiver Programs. Transparency in these matters directly impacts public health and welfare, thereby serving a significant public interest.

Request for Exemption Justification:

In accordance with Section 1-210(b), should you assert that any portion of the requested documents is exempt from disclosure, I request a detailed justification for each exemption claimed, including the precise statutory language relied upon.

I trust that this appeal will prompt a re-evaluation of my FOIA request and the subsequent release of the records in question. As required by Section 1-206(b)(1) of the CT FOIA,

Thank you for your attention to this critical matter.

Sincerely,

David Medeiros

ABI Resources

From: DSS, FOIA <FOIA.DSS@ct.gov>**Sent:** Tuesday, November 21, 2023 3:04 PM**To:** ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>; DSS, FOIA <FOIA.DSS@ct.gov>; FOI <foi@ct.gov>**Subject:** RE: 11.19.2023 Freedom of Information Act FOIA Request | Connecticut Gov. 11.19.2023 (BINDER 1) Medicaid ABI Waiver Programs 1 and 2

David –

In regard to your request below, the Division of Financial Services does not have any of the requested documents. The only portion of this request we are still verifying is below:

1. All service and intervention plans related to Medicaid ABI Waiver Programs 1 and 2 within Connecticut.

Thanks,

FOIA Officer

Department of Social Services



From: ABI RESOURCES 860 942-0365 <AABIWR@LIVE.COM>
Sent: Tuesday, November 21, 2023 6:23 AM
To: DSS, FOIA <FOIA.DSS@ct.gov>; FOI <FOI@ct.gov>
Subject: Re: 11.19.2023 Freedom of Information Act FOIA Request | Connecticut Gov. 11.19.2023 (BINDER 1) Medicaid ABI Waiver Programs 1 and 2
Importance: High

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.

Dear CT DSS Officer Mr. Giovanni Pinto – Communications Manager with the Department of Social Services,

I hope this message finds you well. I appreciate your dedication to managing the FOIA requests and acknowledge the significant workload that 26 requests since 9/26/2023 represent, especially with the limited staffing resources.

I understand that my situation as a TBI and stroke survivor necessitates certain accommodations, and I'm grateful for the Department's efforts to provide these. I want to ensure that my requests are not perceived as burdensome but rather as a pursuit of necessary information in compliance with FOIA guidelines.

In the spirit of constructive collaboration and understanding the constraints under which the Department operates, I would like to propose the following:

1. Prioritization: If possible, could we prioritize the requests based on urgency or relevance? This might streamline the process and ease the workload on your end.
2. Regular Updates: Periodic updates on the status of the requests would be highly appreciated. This would help in managing expectations and planning accordingly.
3. Feedback Mechanism: If any part of my requests is unclear or overly broad, I welcome your feedback for clarification or refinement.
4. Accommodations Acknowledgement: I assure you that my requests for accommodations are made in good faith, aimed at ensuring equal access to information. Any assistance in this regard is greatly valued.
5. Constructive Dialogue: I am open to any suggestions or advice from your end on how to make this process smoother for both parties.

I am committed to working cooperatively and ensuring that our communications remain respectful and productive. Thank you for your time and attention to these matters. I look forward to your response and positive engagements.

Warm regards,
 David Medeiros
 ABI Resources

From: DSS, FOIA <FOIA.DSS@ct.gov>
Sent: Monday, November 20, 2023 4:26 PM
To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>; FOI <FOI@ct.gov>; DSS, FOIA <FOIA.DSS@ct.gov>
Subject: RE: 11.19.2023 Freedom of Information Act FOIA Request | Connecticut Gov. 11.19.2023 (BINDER 1) Medicaid ABI Waiver Programs 1 and 2

David –

Your request for information has been received.

The Department will respond in accordance with the requirements of the CT FOIA.

If there are any costs associated with complying with your request, an estimate will be provided to you before the records are compiled and provided to you.

PLEASE NOTE:

- The Department of Social Services currently has only one FOIA officer who has been continuously working on the **26 FOI requests** you have submitted since 9/26/2023. His information has been shared with you previously as a part of an official request and in regular email correspondence. His information again is as follows:
 - Giovanni Pinto – Communications Manager with the Department of Social Services
- Please also find highlighted portions of your request below that include information, documents, and records that have already been requested, and/or have already been completed

Thank you,

FOIA Officer
 Department of Social Services



From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sent: Sunday, November 19, 2023 8:50 AM
To: FOI <FOI@ct.gov>; DSS, FOIA <FOIA.DSS@ct.gov>
Subject: 11.19.2023 Freedom of Information Act FOIA Request | Connecticut Gov. 11.19.2023 (BINDER 1) Medicaid ABI Waiver Programs 1 and 2
Importance: High

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.

11/19/2023

Freedom of Information Act Request

To Whom It May Concern at Relevant Connecticut State Departments:

I am writing to request records under the Connecticut Freedom of Information Act. This request concerns documents and information related to the Medicaid Acquired Brain Injury (ABI) Waiver Programs 1 and 2, specifically targeting grievances, complaints, and associated government response records or investigations within the state of Connecticut. Binder 1 is included in this FOIA record request.

Specifically, I am requesting records:

All Documents and Correspondence:

1. Any and all documents, emails, memos, and correspondences related to grievances and complaints concerning the Medicaid ABI Waiver Programs 1 and 2 within Connecticut. – already requested and being finalized with your 10/23/2023 request

Financial Audits and Reviews:

2. Complete financial audits, reviews, and any related documents concerning these programs, focusing on financial integrity and potential irregularities.

Policies and Procedures:

3. Copies of all current and past policies, procedures, and guidelines governing the operation of Medicaid ABI Waiver Programs 1 and 2 in Connecticut, particularly regarding care management and provider selection. – already provided to you on 11/14/2023 @ 10:37 AM

Provider Directories and Information:

2. The most recent and any past versions of provider directories for these programs, including any information previously not disclosed publicly. – already requested and being finalized with your 11/13/2023 request

Service and Intervention Plans:

1. All service and intervention plans related to Medicaid ABI Waiver Programs 1 and 2 within Connecticut.

Investigation Reports and Findings:

1. Any reports, findings, or documents resulting from investigations conducted in relation to these programs within Connecticut. – The Department does not have any records pertaining to this portion of the request

Communication Records:

3. Records of all communications regarding Medicaid ABI Waiver Programs 1 and 2, specifically relating to filed grievances and complaints within Connecticut. – already requested and being finalized with your 10/23/2023 request and your 9/26/2023 request, which pinged over 18,000 emails and has been explained would take over a year to complete

Reference to Attached Documents:

1. Please refer to the attached documents for specific instances and details relevant to and for this request of all related records.

Rationale for Request:

1. This information is requested in the public interest to understand the operation, management, and legality of services provided under Medicaid ABI Waiver Programs 1 and 2 within Connecticut, and to ensure compliance with legal and ethical standards.

Disability Accommodation Request:

1. Due to a disability, I request that the information be provided in an electronic format to facilitate accessibility.

Contact Information for FOIA Officer:

1. For effective communication, please provide the name and contact information of the FOIA officer handling this request in your department.

Anticipated Exemptions:

Should any part of the requested documents be exempt from disclosure, I seek a comprehensive written explanation for each exemption, citing the relevant statutory exemption. I request that only the exempted portions be redacted, maintaining the integrity of the remaining document.

Thank you for your attention to this matter. Should you require any further information or clarification, please do not hesitate to contact me at the above address or via email.

Sincerely,
David Medeiros
ABI Resources

RE: 11.21.2023 Freedom of Information Act FOIA Request | Connecticut Gov. Allied Community Resources ACR

DSS, FOIA <FOIA.DSS@ct.gov>

Tue 11/21/2023 2:51 PM

To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>; DSS, FOIA <FOIA.DSS@ct.gov>; FOI <FOI@ct.gov>

David –

Your request for information has been received.

The Department will respond in accordance with the requirements of the CT FOIA.

If there are any costs associated with complying with your request, an estimate will be provided to you before the records are compiled and provided to you.

Thank you.

FOIA Officer
Department of Social Services

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>**Sent:** Tuesday, November 21, 2023 7:04 AM**To:** DSS, FOIA <FOIA.DSS@ct.gov>; FOI <FOI@ct.gov>**Subject:** 11.21.2023 Freedom of Information Act FOIA Request | Connecticut Gov. Allied Community Resources ACR**Importance:** High**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.

11/21/2023

Subject: Freedom of Information Act Request FOIA - [Allied Community Resources ACR](#)

Connecticut Department of Social Services DSS and Community Options Unit COU

Office of the Commissioner

55 Farmington Avenue

Hartford, CT 06105

Dear CT DSS FOIA Officer,

I am writing to request information under the provisions of the Freedom of Information Act, 5 U.S.C. § 552, regarding the total payments made to [Allied Community Resources](#) through the Medicaid Connecticut ABI Waiver programs from 2013 to the present day.

Specific Records Requested:

1) Specifically, I am interested in obtaining financial data detailing the services billed for and the annual disbursements for each of the following years and to the present current date:

- 2013
- 2014
- 2015
- 2016
- 2017
- 2018
- 2019
- 2020
- 2021
- 2022
- 2023

2) Please provide any documents, records, reports, or other relevant information that pertains to the payments made for the specified years. This information could include, but is not limited to, financial statements, invoices, payment logs, contracts, and any other documents that outline the financial transactions between the agency and Medicaid Connecticut ABI Waiver programs.

3) If any part of my request is denied, please provide a written explanation of the specific exemptions under which the information is withheld.

4) I kindly request accommodations due to my disability. To facilitate my accessibility and participation, I would greatly appreciate the use of electronic records. Your support in this matter is highly valued.

5) Request for FOIA Officer's Contact Information:

6) For effective communication, I respectfully request records of the name and title of the specific FOIA officer handling this request. This will assist in any necessary follow-up communication regarding this FOIA request.

12/1/23, 6:36 AM

Mail - ABI RESOURCES 860 942-0365 - Outlook

Thank you for your understanding and assistance.

Sincerely,
David Medeiros
ABI Resources

RE: 11.21.2023 Freedom of Information Act FOIA Request | Connecticut Gov. Connecticut Community Care CCC

DSS, FOIA <FOIA.DSS@ct.gov>

Tue 11/21/2023 2:53 PM

To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>; DSS, FOIA <FOIA.DSS@ct.gov>; FOI <FOI@ct.gov>

David –

Your request for information has been received.

The Department will respond in accordance with the requirements of the CT FOIA.

If there are any costs associated with complying with your request, an estimate will be provided to you before the records are compiled and provided to you.

Thank you.

FOIA Officer
Department of Social Services

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>**Sent:** Tuesday, November 21, 2023 7:05 AM**To:** DSS, FOIA <FOIA.DSS@ct.gov>; FOI <FOI@ct.gov>**Subject:** 11.21.2023 Freedom of Information Act FOIA Request | Connecticut Gov. Connecticut Community Care CCC**Importance:** High**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.

11/21/2023

Subject: Freedom of Information Act Request FOIA - [Connecticut Community Care CCC](#)

Connecticut Department of Social Services DSS and Community Options Unit COU

Office of the Commissioner

55 Farmington Avenue

Hartford, CT 06105

Dear CT DSS FOIA Officer,

I am writing to request information under the provisions of the Freedom of Information Act, 5 U.S.C. § 552, regarding the total payments made to [Connecticut Community Care CCC](#) through the Medicaid Connecticut ABI Waiver programs from 2013 to the present day.

Specific Records Requested:

1) Specifically, I am interested in obtaining financial data detailing the services billed for and the annual disbursements for each of the following years:

- 2013
- 2014
- 2015
- 2016
- 2017
- 2018
- 2019
- 2020
- 2021
- 2022
- 2023

2) Please provide any documents, records, reports, or other relevant information that pertains to the payments made for the specified years. This information could include, but is not limited to, financial statements, invoices, payment logs, contracts, and any other documents that outline the financial transactions between the agency and Medicaid Connecticut ABI Waiver programs.

3) If any part of my request is denied, please provide a written explanation of the specific exemptions under which the information is withheld.

4) I kindly request accommodations due to my disability. To facilitate my accessibility and participation, I would greatly appreciate the use of electronic records. Your support in this matter is highly valued.

5) Request for FOIA Officer's Contact Information:

6) For effective communication, I respectfully request records of the name and title of the specific FOIA officer handling this request. This will assist in any necessary follow-up communication regarding this FOIA request.

Thank you for your understanding and assistance.

12/1/23, 6:35 AM

Mail - ABI RESOURCES 860 942-0365 - Outlook

Sincerely,
David Medeiros
ABI Resources

Re: 11.21.2023 Freedom of Information Act FOIA Request | Connecticut Gov. Connecticut Department of Social Services DSS

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

Tue 11/21/2023 3:30 PM

To: DSS, FOIA <FOIA.DSS@ct.gov>; FOI <foi@ct.gov>

Subject: Formal Appeal Regarding FOIA Request Denial (Request ID: [Your Request ID], Dated 11/21/2023)

Dear FOIA Appeals Officer,

I am writing to formally appeal the decision of the Connecticut Department of Social Services (DSS) to deny my Freedom of Information Act (FOIA) request (Request ID: [Your Request ID]) dated November 21, 2023. This appeal is filed under the provisions of the Connecticut Freedom of Information Act, Conn. Gen. Stat. § 1-200 et seq., and relevant federal statutes, specifically 5 U.S.C. § 552.

Grounds for Appeal:

- Inadequacy of Record Search (Conn. Gen. Stat. § 1-210(a)): The response from DSS suggests that a thorough search for the requested records was not conducted. Given the comprehensive nature of the Medicaid Connecticut ABI Waiver programs, it is unlikely that no relevant financial records exist. I request a detailed description of the search process conducted, including the specific departments and databases queried, to ensure compliance with the statutory requirements for a reasonable search.
- Public Interest and Transparency (5 U.S.C. § 552(b)(8)): The requested records pertain to the allocation and expenditure of public funds in a significant state program. Disclosure of such information is vital to promote transparency, enabling public oversight and accountability of government actions.
- Disability Accommodation (42 U.S.C. § 12101 et seq., Americans with Disabilities Act): As previously mentioned, due to my disability, I require the provision of records in an electronic format. This accommodation is mandated under the Americans with Disabilities Act to ensure equal access to public information.
- Refusal Grounds and Specific Exemptions (Conn. Gen. Stat. § 1-210(b)): If the denial is based on specific statutory exemptions, I request a comprehensive explanation of how each exemption applies to the requested records. This detail is necessary to assess the appropriateness of the exemptions used and to ensure the decision aligns with the legal standards set forth in the FOIA.

Relief Sought:

I hereby request that the DSS conducts a re-evaluation of my FOIA request, ensuring a thorough and adequate search for the requested records. If any part of the records is withheld, I request a detailed justification for each redaction or exclusion, citing the specific statutory basis.

Conclusion:

This appeal seeks to uphold the principles of governmental transparency and accountability as enshrined in the Connecticut Freedom of Information Act and relevant federal laws. A prompt and favorable resolution to this appeal would affirm these principles.

In accordance with Conn. Gen. Stat. § 1-206,

Thank you for your prompt and thorough attention to this matter.

Sincerely,
David Medeiros
ABI Resources

From: DSS, FOIA <FOIA.DSS@ct.gov>**Sent:** Tuesday, November 21, 2023 3:17 PM**To:** DSS, FOIA <FOIA.DSS@ct.gov>; ABI RESOURCES 860 942-0365 <aabiwr@live.com>; FOI <FOI@ct.gov>**Subject:** RE: 11.21.2023 Freedom of Information Act FOIA Request | Connecticut Gov. Connecticut Department of Social Services DSS

David –

DSS does not have any of the requested records.

Following this response, I will consider this request completed within the Department of Social Services.

Thank you for your patience,

FOIA Officer
Department of Social Services

From: DSS, FOIA <FOIA.DSS@ct.gov>**Sent:** Tuesday, November 21, 2023 2:55 PM**To:** ABI RESOURCES 860 942-0365 <aabiwr@live.com>; DSS, FOIA <FOIA.DSS@ct.gov>; FOI <FOI@ct.gov>**Subject:** RE: 11.21.2023 Freedom of Information Act FOIA Request | Connecticut Gov. Connecticut Department of Social Services DSS

David –