

ACR approved provider list - Concerns

ABI RESOURCES L.L.C. CTbrainINJURY.com 860 942-0365 <AABIWR@LIVE.COM>

Tue 8/14/2018 2:35 PM

To:Valerie Giannelli Provider Services <vgiannelli@alliedgroup.org>;ABI RESOURCES L. L. C. CTbrainINJURY. com 860 942-0365 <AABIWR@LIVE.COM>;Patricia Fondelheit <pfondelheit@msn.com>;Karen Hansen Quality Assurance & Compliance Departmen <khansen@alliedgroup.org>;Mary Piech Supervisor, Quality Assurance <mpiech@alliedgroup.org>;reportfraud@alliedgroup.org <reportfraud@alliedgroup.org>;Bruni, Kathy A. DSS <kathy.a.bruni@ct.gov>

Valerie,

That is not true. You provided both an attachment of CBTs in addition to a link of (ABI) Agency providers.

None of the (ABI) (Agencies) on the ACR site you provided to the client, provide CBT.

This is very concerning.

This is very confusing and misleading for survivors, families and/or Case Managers providing lists to ABI consumers.

Why is ABI Resources not on the (ABI) (Agency) list? What must be done to correct this?

ABI Resources.

[Home](#)
[About Us](#)
[Programs & Services](#)
[Customer Service](#)
[Quality Assurance](#)
[Provider Information](#)

[Contact Us](#)

Program ABI

Provider Types:

Regions:

Services:

☐ All
☒ Any

Towns:

Additional Languages:

[Portal](#)
[Log Out](#)

[Home](#)
[About Us](#)
[Programs & Services](#)
[Customer Service](#)
[Quality Assurance](#)
[Provider Information](#)

[Contact Us](#)

Mindscape LLC
Rob Brule
196 East Main Street Suite 2
Thomaston, CT 06787-1676

Services Provided

- ABI Group Day Per Hour
- Chore Services (Agency)
- Community Living Support Services (Half Day)
- Community Living Support Services (Half)
- Community Living Support Services(Day)
- Companion Services (Agency)
- Homemaker Services (Agency)
- I.L.S.T. (agency)
- Personal Care Assistance (Agency)
- Pre-Vocational Services
- Recovery Assistant 1 Agency
- Recovery Assistant 2 Agency
- Supported Employment

Phone Number: (860) 283-6463
Fax Number: (860) 201-1051

Verification Date: 5/21/2018
AVRSID#: 008065181

Cell Phone: (860) 283-6464
Email: rbrule@mindscapeindustries.com

Approval Date: 11/25/2013
Additional Languages: Not Available

[Portal](#)
[Log Out](#)

Hello Valerie and ACR Quality Assurance & Compliance Department,

Last night we had a team meeting with the client, he was having challenges and walked us through the steps you provided. You emailed him 2 lists:

1. The correct approved (CBT) list attachment.
2. However he was also given a username and password for an Allied website. When he searches the ACR's listing tool for (ABI) (Agency) Providers in his location... ABI Resources is not on that list for any location. Agencies like Recovery Resources, Life Quest and Mindscape are. Each Agency list shows all the services they provide such as ILST, Companion, RA and so on. This is very misleading for consumers looking for (ABI) (Agency) providers. He also pointed out that it is hard for him to navigate the list because the ACR list is not in alphabetical order and are as ACR has organized them.

This is very confusing and misleading for survivors, families and/or Case Managers providing lists to ABI consumers.

Why is ABI Resources not on the (ABI) (Agency) list? What must be done to correct this?

ABI Resources.



A.B.I. RESOURCES www.CTbrainINJURY.com

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Phone (860) 942-0365 Fax (860) 942-8140

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Interesting

ABI RESOURCES L.L.C. CTbrainINJURY.com 860 942-0365 <AABIWR@LIVE.COM>

Wed 8/15/2018 2:41 PM

To: George.Chamberlin@ct.gov <George.Chamberlin@ct.gov>; Bruni, Kathy A. DSS <kathy.a.bruni@ct.gov>; ABI RESOURCES L. L. C. CTbrainINJURY. com 860 942-0365 <AABIWR@LIVE.COM>

Hello George,

You must have contacted Allied because their provider list has doubled today. I'm sure they want to fix this before all the agencies find out. The list is not alphabetical and ABI Resources is still not on the list.... yet. I cant believe that this list has been this way for so many years.

THANK YOU!!!

Talk soon,

David



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PART 3 --- This should help. Provider List

ABI RESOURCES L.L.C. CTbrainINJURY.com 860 942-0365 <AABIWR@LIVE.COM>

Mon 8/27/2018 1:57 PM

To: George.Chamberlin@ct.gov <George.Chamberlin@ct.gov>; Bruni, DSS Kathy A. DSS <kathy.a.bruni@ct.gov>; ABI RESOURCES L. L. C. CTbrainINJURY. com 860 942-0365 <AABIWR@LIVE.COM>

Part 3

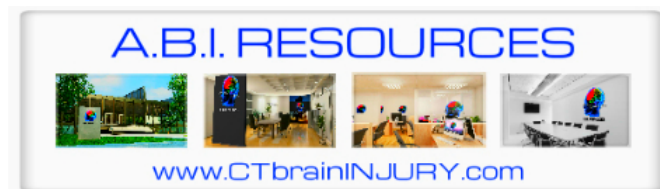
Hello Kathy and George,

This should help as well.

Talk soon,
David

Provider list:

1. The list should be in alphabetical order, just like the phone book. People with disabilities would expect the list to be as so, as this is the norm. This will also greatly remove special treatment perceptions.
2. Agency providers that at are "REALLY Private Providers" should be addressed and listed as a Self-Employed Private provider. If you are your "Agency" and are working one on one with a client you should be listed as a Self-Employed Private provider.
3. Currently the Approved Provider List is a "PRIVATE consumer / conservator only list". This means that agencies and private providers can not view the list. This is VERY CONCERNING and leads to mistrust. There is no reason why this list should be private. If we had access to the list many years ago we would have discovered that we are NOT on the list and corrected the challenge. Currently ABI Resources is still not on the list and Allied has confirmed that we are on the list 2 weeks ago. Why would this be? This leads ABI Resources to believe that there might be a hidden agenda.
4. As a side note... Allied provides home healthcare services in CT. Should an agency that provides home healthcare services, be in control of service provider approvals, credentialing and billing for competitors? This is a major concern and conflict of interest. They also have a master list of individuals that are approved for care services. This is concerning.
5. The list should be easily accessible for people with disabilities. Right now, consumers must jump through too many hoops just to get to the list. They should not have to call and email Allied, then wait to receive an email, with a special link, that directs them to a hidden portal, where they have to create a profile, on a website, with their personal information, create a specific password, wait for an email to confirm their account, then find the link to the hidden portal to log in to Allied's confusing search engine.
6. As a consumer I want and need to know.
 - Where can I find a list of service providers?
 - Who provides services in my area?
 - What is their contact information?

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much greater then ourselves, helping others
to become the best version of themselves.**

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From: ABI RESOURCES L.L.C. CTbrainINJURY.com 860 942-0365 <AABIWR@LIVE.COM>

Sent: Monday, August 27, 2018 1:01 PM

To: George.Chamberlin@ct.gov; Bruni, DSS Kathy A. DSS; ABI RESOURCES L.L.C. CTbrainINJURY.com 860 942-0365

Subject: PART 2 --- This should help. Provider List

Hello Kathy and George,

Part 2

This should help with how an agency is listed.

The examples below are from a client or families perspective.

I will send more later.

Talk soon

David

Example A

Home	About Us	Programs & Services	Customer Service	Quality Assurance	Provider Information
Contact Us					

Z Sisters Inc dba Global Care Companion and Homemakers Saruka S Prima 1850 Silas Deane Highway Rocky Hill, CT 06067-1319	Services Provided Chore Companion Homemaker PCA Respite - Agency Overnight PCA Respite - Agency Per Diem PCA Respite - Agency per qtr hour Personal Care Assistance - Hourly Personal Care Assistance - Overnight Personal Care Assistance - Per Diem Respite Care in Home - Comp Hourly Respite Care in Home - Hmkr Hourly
Phone Number: (860) 529-2273 Verification Date: 5/4/2018 Approval Date: 11/17/2017 Education and Training: Not Available Notes: Client referrals and client related matters: Saruka Prima (860) 593-3243 Email: prima.sharuka@gccah.com After hours: (860) 529-2273	Fax Number: (860) 529-2999 AVRSID#: Not Available Cell Phone: (860) 529-2273 Email: info@gccah.com Additional Languages: Not Available Experience and Skills: Not Available

I had to reduce the zoom on this page down to 50% just to understand the page.

Moving Ahead LLC Thatcher Duni	Services Provided Chore Services (Amanu)
--	--

Example B

Home About Us Programs & Services Customer Service Quality Assurance Provider Information
Contact Us

Z Sisters Inc dba Global Care Companion and Homemakers
Saruka S Prima
1850 Silas Deane Highway
Rocky Hill, CT 06067-1319

Services Provided

Chore
Companion
Homemaker
PCA Respite - Agency Overnight
PCA Respite - Agency Per Diem
PCA Respite - Agency per qtr hour
Personal Care Assistance - Hourly
Personal Care Assistance - Overnight
Personal Care Assistance - Per Diem
Respite Care in Home - Comp Hourly
Respite Care in Home - Hmkr Hourly

People will call the agency for more information.

Just List once.

PCA Personal Care Assistance

Phone Number: (860) 529-2273 Fax Number: (860) 529-2999
Verification Date: 5/4/2018 AVRSID#: Not Available
Approval Date: 11/17/2017
Education and Training: Not Available
Notes: Client referrals and client related matters: Saruka Prima (860) 593-3243 Email: prima.sharuka@gccah.com
After hours: (860) 529-2273

Cell Phone: (860) 529-2273
Email: info@gccah.com
Additional Languages: Not Available
Experience and Skills: Not Available

Again just List once.

Respite Care

Moving Ahead LLC
Thatcher Duni

Services Provided

Chore Services (Agency)

Example C

Home About Us Programs & Services Customer Service Quality Assurance Provider Information
Contact Us

Z Sisters Inc dba Global Care Companion and Homemakers
Saruka S Prima
1850 Silas Deane Highway
Rocky Hill, CT 06067-1319

Services Provided

Chore
Companion
Homemaker
PCA Respite - Agency Overnight
PCA Respite - Agency Per Diem
PCA Respite - Agency per qtr hour
Personal Care Assistance - Hourly
Personal Care Assistance - Overnight
Personal Care Assistance - Per Diem
Respite Care in Home - Comp Hourly
Respite Care in Home - Hmkr Hourly

Agency names should be larger font.

Phone Number: (860) 529-2273 Fax Number: (860) 529-2999
Verification Date: 5/4/2018 AVRSID#: Not Available
Approval Date: 11/17/2017
Education and Training: Not Available
Notes: Client referrals and client related matters: Saruka Prima (860) 593-3243 Email: prima.sharuka@gccah.com
After hours: (860) 529-2273

Cell Phone: (860) 529-2273
Email: info@gccah.com
Additional Languages: Not Available
Experience and Skills: Not Available

Moving Ahead LLC
Thatcher Duni

Services Provided

Chore Services (Agency)

Example D

Home About Us Programs & Services Customer Service Quality Assurance Provider Information
Contact Us

2 Sisters Inc dba Global Care Companion and Homemakers
Saruka S Prima
1850 Silas Deane Highway
Rocky Hill, CT 06067-1319

Services Provided

Chore
Companion
Homemaker
PCA Respite - Agency Overnight
PCA Respite - Agency Per Diem
PCA Respite - Agency per qtr hour
Personal Care Assistance - Hourly
Personal Care Assistance - Overnight
Personal Care Assistance - Per Diem
Respite Care in Home - Comp Hourly
Respite Care in Home - Hmkr Hourly

*Remove these and just put an
Origination Date*



Phone Number: (860) 529-2273
Fax Number: (860) 529-2999
Verification Date: 5/4/2018
AVRSID#: Not Available
Approval Date: 11/17/2017
Education and Training: Not Available
Notes: Client referrals and client related matters: Saruka Prima (860) 593-3243 Email: prima.sharuka@gccah.com
After hours: (860) 529-2273



*Remove this.
Clients do not
know what this is*

Moving Ahead LLC
Thatcher Duni

Services Provided

Chore Services (Agency)

Example E

Home About Us Programs & Services Customer Service Quality Assurance Provider Information
Contact Us

2 Sisters Inc dba Global Care Companion and Homemakers
Saruka S Prima
1850 Silas Deane Highway
Rocky Hill, CT 06067-1319
<https://www.WEBSITE.com>

Services Provided

Chore
Companion
Homemaker
PCA Respite - Agency Overnight
PCA Respite - Agency Per Diem
PCA Respite - Agency per qtr hour
Personal Care Assistance - Hourly
Personal Care Assistance - Overnight
Personal Care Assistance - Per Diem
Respite Care in Home - Comp Hourly
Respite Care in Home - Hmkr Hourly

Add Website address



Phone Number: (860) 529-2273
Fax Number: (860) 529-2999
Verification Date: 5/4/2018
AVRSID#: Not Available
Approval Date: 11/17/2017
Education and Training: Not Available
Notes: Client referrals and client related matters: Saruka Prima (860) 593-3243 Email: prima.sharuka@gccah.com
After hours: (860) 529-2273

Cell Phone: (860) 529-2273

Email: info@gccah.com

Additional Languages: Not Available

Experience and Skills: Not Available

Moving Ahead LLC
Thatcher Duni

Services Provided

Chore Services (Agency)

Example F

Home About Us Programs & Services Customer Service Quality Assurance Provider Information
Contact Us

2 Sisters Inc dba Global Care Companion and Homemakers
Saruka S Prima
1850 Silas Deane Highway
Rocky Hill, CT 06067-1319

Services Provided

Chore
Companion
Homemaker
PCA Respite - Agency Overnight
PCA Respite - Agency Per Diem
PCA Respite - Agency per qtr hour
Personal Care Assistance - Hourly
Personal Care Assistance - Overnight
Personal Care Assistance - Per Diem
Private Care in Home - Comp Hourly
Private Care in Home - Hmkr Hourly

Remove

They could not be on this list if they lacked education and skills



Phone Number: (860) 529-2999

Fax Number: (860) 529-2999

Phone Number: (860) 529-2273

Registration Date: 5/4/2018

AVRSID#: Not Available

Email: info@gccah.com

Approval Date: 11/17/2017

Additional Languages: Not Available

● Education and Training: Not Available

● Experience and Skills: Not Available

Notes: Client referrals and client related matters: Saruka Prima (860) 593-3243 Email: prima.sharuka@gccah.com
After hours: (860) 529-2273

Moving Ahead LLC
Thatcher Duni

Services Provided

Chore Services (Agency)

Example G

Services for:

☐ Adolescent ☐ Adult ☐ Elder

Scheduling:

☐ Weekdays ☐ Weekends ☐ Both

Shits:

☐ 1st ☐ 2nd ☐ 3rd ☐ 24-hour care ☐ Live-in

Provide Housing and or Group Home:

☐ Yes ☐ No

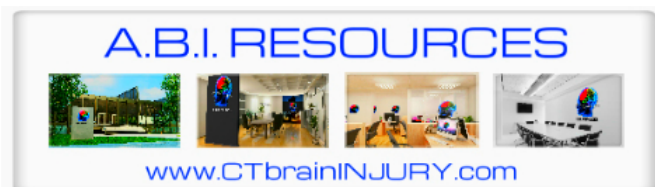
Number of Employees:

☐ 1 to 5 ☐ 10 to 20 ☐ 50 to 100+

CPR Trained:

☐ Yes ☐ No

*Add this format to every listing.
It is very usefull information*



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From: ABI RESOURCES L.L.C. CTbrainINJURY.com 860 942-0365 <AABIWR@LIVE.COM>

Sent: Monday, August 27, 2018 11:30 AM

To: George.Chamberlin@ct.gov; Bruni, DSS Kathy A. DSS; ABI RESOURCES L.L.C. CTbrainINJURY.com 860 942-0365

Subject: This should help. Provider List

Hi George and Kathi,

I made some quick examples that should help everyone.

Talk soon,
David

Step 1

Contact Us

Directory Report Criteria

Welcome to the Online Provider Directory. Here you can search for providers based on provider type, services provided, towns serviced, and languages spoken.

By selecting the **Directory** button, you will be provided with detailed information for the providers that match your search criteria.

By selecting the **List** button, you will be provided with a call list for providers that match your search criteria.

Program ABI  This should be a simple and clear dropdown menu... Example:
ABI Waiver Program 1
ABI Waiver Program 2
PCA Waiver Program
and so on

Provider Types:

Click to Select Provider Types

Regions:

Click to Select Regions

Services:

Select All Clear

Click to Select Services

☐ All ☒ Any [Need Help?](#)

Towns:

Clear

Click to Select Towns

Additional Languages:

Click to Select Additional Langi

Directory

List

Step 2

[Contact Us](#)

Directory Report Criteria

Welcome to the Online Provider Directory. Here you can search for providers based on provider type, services provided, towns serviced, and languages spoken.

By selecting the **Directory** button, you will be provided with [detailed information](#) for the providers that match your search criteria.

By selecting the **List** button, you will be provided with a [call list](#) for providers that match your search criteria.

Program

Provider Types:

Regions:

Services:

☐ All ☒ Any

Towns:

Additional Languages:

These buttons are confusing... Should say View List Print List

Step 3

[Contact Us](#)

Directory Report Criteria

Welcome to the Online Provider Directory. Here you can search for providers based on provider type, services provided, towns serviced, and languages spoken.

By selecting the **Directory** button, you will be provided with [detailed information](#) for the providers that match your search criteria.

By selecting the **List** button, you will be provided with a [call list](#) for providers that match your search criteria.

Program

Provider Types:

Regions:

Services:

☐ All ☒ Any

Towns:

Additional Languages:

Confusing for clients - remove section

Step 4

Contact Us

Directory Report Criteria

Welcome to the Online Provider Directory. Here you can search for providers based on provider type, services provided, towns serviced, and languages spoken.

By selecting the **Directory** button, you will be provided with [detailed information](#) for the providers that match your search criteria.

By selecting the **List** button, you will be provided with a [call list](#) for providers that match your search criteria.

Program

Provider Types:

Click to Select Provider Types

Agency

Private-Household ?

Private-SE & H ?

Private-Self-Empl. ?

Reimbursement ?

Regions:

Click to Select Regions

Services:

Select All Clear

Click to Select Services

All Any Need Help?

Confusing - Needs to be simple and very clear...

Agency Providers

Private -Self Employed Providers

Additional Languages:

Click to Select Additional Lang

Directory

List

Step 5

Contact Us

Directory Report Criteria

Welcome to the Online Provider Directory. Here you can search for providers based on provider type, services provided, towns serviced, and languages spoken.

By selecting the **Directory** button, you will be provided with [detailed information](#) for the providers that match your search criteria.

By selecting the **List** button, you will be provided with a [call list](#) for providers that match your search criteria.

Program

Provider Types:

Click to Select Provider Types

Regions:

Click to Select Regions

Services:

Select All Clear

Click to Select Services

Specialized Medical Equipment & Supplies

Remove this box and add it to programs.

Towns:

Clear

Click to Select Towns

Additional Languages:

Click to Select Additional Lang

Directory

List

Step 6

Contact Us

By selecting the **List** button, you will be provided with a [call list](#) for providers that match your search criteria.

Program

Provider Types:

Click to Select Provider Types

Regions:

Click to Select Regions

Services:

Select All Clear

Click to Select Services

☐ All ☒ Any [Need Help?](#)

Towns:

Clear

Click to Select Towns

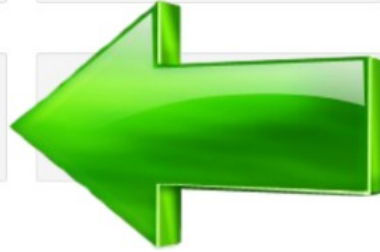
CT – Statewide Towns

Abington

Amston

Andover

Ansonia



This should list every town in Connecticut alphabetically.

Should also list Connecticut's 8 counties

[& Services](#) [Customer Service](#) [Quality Service](#) [Provider Information](#)

Step 7

I created a mock up of how the page should look.

Contact Us

By selecting the **List** button, you will be provided with a [call list](#) for providers that match your search criteria.

Program

Provider Types:

Click to Select Provider Types

Towns:

Clear

Click to Select Towns

Additional Languages:

Click to Select Additional Language

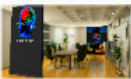
*This is a quick example of how the page SHOULD look.
Simple, Clear and Easy*

View List

Print List

*Talk soon,
David*

A.B.I. RESOURCES



www.CTbrainINJURY.com

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PART 2 --- This should help. Provider List

ABI RESOURCES L.L.C. CTbrainINJURY.com 860 942-0365 <AABIWR@LIVE.COM>

Mon 8/27/2018 1:01 PM

To: George.Chamberlin@ct.gov <George.Chamberlin@ct.gov>; Bruni, DSS Kathy A. DSS <kathy.a.bruni@ct.gov>; ABI RESOURCES L. L. C. CTbrainINJURY. com 860 942-0365 <AABIWR@LIVE.COM>

Hello Kathy and George,

Part 2

This should help with how an agency is listed.
The examples below are from a client or families perspective.

I will send more later.

Talk soon
David

Example A

Home	About Us	Programs & Services	Customer Service	Quality Assurance	Provider Information
Contact Us					

2 Sisters Inc dba Global Care Companion and Homemakers Saruka S Prima 1850 Silas Deane Highway Rocky Hill, CT 06067-1319	Servcies Provided Chore Companion Homemaker PCA Respite - Agency Overnight PCA Respite - Agency Per Diem PCA Respite - Agency per qtr hour Personal Care Assistance - Hourly Personal Care Assistance - Overnight Personal Care Assistance - Per Diem Respite Care in Home - Comp Hourly Respite Care in Home - Hmkr Hourly
Phone Number: (860) 529-2273 Verification Date: 5/4/2018 Approval Date: 11/17/2017 Education and Training: Not Available Notes: Client referrals and client related matters: Saruka Prima (860) 593-3243 Email: prima.sharuka@gccah.com After hours: (860) 529-2273	Fax Number: (860) 529-2999 AVRSID#: Not Available Email: info@gccah.com Additional Languages: Not Available Experience and Skills: Not Available
Cell Phone: (860) 529-2273	

Moving Ahead LLC Thatcher Duni	Servcies Provided Chore Services (Amanu)
--	--

I had to reduce the zoom on this page down to 50% just to understand the page.

Example B

Home About Us Programs & Services Customer Service Quality Assurance Provider Information
Contact Us

Z Sisters Inc dba Global Care Companion and Homemakers
Saruka S Prima
1850 Silas Deane Highway
Rocky Hill, CT 06067-1319

Services Provided

Chore
Companion
Homemaker
PCA Respite - Agency Overnight
PCA Respite - Agency Per Diem
PCA Respite - Agency per qtr hour
Personal Care Assistance - Hourly
Personal Care Assistance - Overnight
Personal Care Assistance - Per Diem
Respite Care in Home - Comp Hourly
Respite Care in Home - Hmkr Hourly

People will call the agency for more information.

Just List once.

PCA Personal Care Assistance

Phone Number: (860) 529-2273 Fax Number: (860) 529-2999
Verification Date: 5/4/2018 AVRSID#: Not Available
Approval Date: 11/17/2017
Education and Training: Not Available
Notes: Client referrals and client related matters: Saruka Prima (860) 593-3243 Email: prima.sharuka@gccah.com
After hours: (860) 529-2273

Cell Phone: (860) 529-2273
Email: info@gccah.com
Additional Languages: Not Available
Experience and Skills: Not Available

*Again just List once.
Respite Care*

Moving Ahead LLC
Thatcher Duni

Services Provided

Chore Services (Agency)

Example C

Home About Us Programs & Services Customer Service Quality Assurance Provider Information
Contact Us

Z Sisters Inc dba Global Care Companion and Homemakers
Saruka S Prima
1850 Silas Deane Highway
Rocky Hill, CT 06067-1319

Services Provided

Chore
Companion
Homemaker
PCA Respite - Agency Overnight
PCA Respite - Agency Per Diem
PCA Respite - Agency per qtr hour
Personal Care Assistance - Hourly
Personal Care Assistance - Overnight
Personal Care Assistance - Per Diem
Respite Care in Home - Comp Hourly
Respite Care in Home - Hmkr Hourly

*Agency names
should be larger font.*

Phone Number: (860) 529-2273 Fax Number: (860) 529-2999
Verification Date: 5/4/2018 AVRSID#: Not Available
Approval Date: 11/17/2017
Education and Training: Not Available
Notes: Client referrals and client related matters: Saruka Prima (860) 593-3243 Email: prima.sharuka@gccah.com
After hours: (860) 529-2273

Cell Phone: (860) 529-2273
Email: info@gccah.com
Additional Languages: Not Available
Experience and Skills: Not Available

Moving Ahead LLC
Thatcher Duni

Services Provided

Chore Services (Agency)

Example D

Home About Us Programs & Services Customer Service Quality Assurance Provider Information

Contact Us

2 Sisters Inc dba Global Care Companion and Homemakers
Saruka S Prima
1850 Silas Deane Highway
Rocky Hill, CT 06067-1319

Services Provided

Chore
Companion
Homemaker
PCA Respite - Agency Overnight
PCA Respite - Agency Per Diem
PCA Respite - Agency per qtr hour
Personal Care Assistance - Hourly
Personal Care Assistance - Overnight
Personal Care Assistance - Per Diem
Respite Care in Home - Comp Hourly
Respite Care in Home - Hmkr Hourly

*Remove these and just put an
Origination Date*



Phone Number: (860) 529-2273

Fax Number: (860) 529-2999

• Verification Date: 5/4/2018

• AVRSID#: Not Available

• Approval Date: 11/17/2017

Education and Training: Not Available

Notes: Client referrals and client related matters: Saruka Prima (860) 593-3243 Email: prima.sharuka@gccah.com
After hours: (860) 529-2273



*Remove this.
Clients do not
know what this is*

Moving Ahead LLC
Thatcher Duni

Services Provided

Chore Services (Agency)

Example E

Home About Us Programs & Services Customer Service Quality Assurance Provider Information

Contact Us

2 Sisters Inc dba Global Care Companion and Homemakers
Saruka S Prima
1850 Silas Deane Highway
Rocky Hill, CT 06067-1319
<https://www.WEBSITE.com>

Services Provided

Chore
Companion
Homemaker
PCA Respite - Agency Overnight
PCA Respite - Agency Per Diem
PCA Respite - Agency per qtr hour
Personal Care Assistance - Hourly
Personal Care Assistance - Overnight
Personal Care Assistance - Per Diem
Respite Care in Home - Comp Hourly
Respite Care in Home - Hmkr Hourly

Add Website address



Phone Number: (860) 529-2273

Fax Number: (860) 529-2999

Cell Phone: (860) 529-2273

Verification Date: 5/4/2018

AVRSID#: Not Available

Email: info@gccah.com

Approval Date: 11/17/2017

Additional Languages: Not Available

Education and Training: Not Available

Experience and Skills: Not Available

Notes: Client referrals and client related matters: Saruka Prima (860) 593-3243 Email: prima.sharuka@gccah.com
After hours: (860) 529-2273

Moving Ahead LLC
Thatcher Duni

Services Provided

Chore Services (Agency)

Example F

Home About Us Programs & Services Customer Service Quality Assurance Provider Information
Contact Us

2 Sisters Inc dba Global Care Companion and Homemakers
Saruka S Prima
1850 Silas Deane Highway
Rocky Hill, CT 06067-1319

Services Provided

Chore
Companion
Homemaker
PCA Respite - Agency Overnight
PCA Respite - Agency Per Diem
PCA Respite - Agency per qtr hour
Personal Care Assistance - Hourly
Personal Care Assistance - Overnight
Personal Care Assistance - Per Diem
Private Care in Home - Comp Hourly
Private Care in Home - Hmkr Hourly

Remove

They could not be on this list if they lacked education and skills



Phone Number: (860) 529-2999

Fax Number: (860) 529-2999



Phone Number: (860) 529-2273

Registration Date: 5/4/2018

AVRSID#: Not Available

Email: info@gccah.com

Approval Date: 11/17/2017

Additional Languages: Not Available

● Education and Training: Not Available

● Experience and Skills: Not Available

Notes: Client referrals and client related matters: Saruka Prima (860) 593-3243 Email: prima.sharuka@gccah.com
After hours: (860) 529-2273

Moving Ahead LLC
Thatcher Duni

Services Provided

Chore Services (Agency)

Example G

Services for:

☐ Adolescent ☐ Adult ☐ Elder

*Add this format to every listing.
It is very usefull information*

Scheduling:

☐ Weekdays ☐ Weekends ☐ Both

Shits:

☐ 1st ☐ 2nd ☐ 3rd ☐ 24-hour care ☐ Live-in

Provide Housing and or Group Home:

☐ Yes ☐ No

Number of Employees:

☐ 1 to 5 ☐ 10 to 20 ☐ 50 to 100+

CPR Trained:

☐ Yes ☐ No



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860 942-0365 (Voice)

860 942-8140 (Fax)

<https://www.CTbrainINJURY.com>

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From: ABI RESOURCES L.L.C. CTbrainINJURY.com 860 942-0365 <AABIWR@LIVE.COM>

Sent: Monday, August 27, 2018 11:30 AM

To: George.Chamberlin@ct.gov; Bruni, DSS Kathy A. DSS; ABI RESOURCES L.L.C. CTbrainINJURY.com 860 942-0365

Subject: This should help. Provider List

Hi George and Kathi,

I made some quick examples that should help everyone.

Talk soon,
David

Step 1

Contact Us

Directory Report Criteria

Welcome to the Online Provider Directory. Here you can search for providers based on provider type, services provided, towns serviced, and languages spoken.

By selecting the **Directory** button, you will be provided with detailed information for the providers that match your search criteria.

By selecting the **List** button, you will be provided with a call list for providers that match your search criteria.

Program ABI

This should be a simple and clear dropdown menu... Example:

ABI Waiver Program 1

ABI Waiver Program 2

PCA Waiver Program

and so on

Provider Types:

Click to Select Provider Types

Regions:

Click to Select Regions

Services:

Select All Clear

Click to Select Services

☐ All ☒ Any [Need Help?](#)

Towns:

Clear

Click to Select Towns

Additional Languages:

Click to Select Additional Langi

Directory

List

Step 2

[Contact Us](#)

Directory Report Criteria

Welcome to the Online Provider Directory. Here you can search for providers based on provider type, services provided, towns serviced, and languages spoken.

By selecting the **Directory** button, you will be provided with [detailed information](#) for the providers that match your search criteria.

By selecting the **List** button, you will be provided with a [call list](#) for providers that match your search criteria.

Program

Provider Types:

Regions:

Services:

☐ All ☒ Any

Towns:

Additional Languages:

These buttons are confusing... Should say View List Print List

Step 3

[Contact Us](#)

Directory Report Criteria

Welcome to the Online Provider Directory. Here you can search for providers based on provider type, services provided, towns serviced, and languages spoken.

By selecting the **Directory** button, you will be provided with [detailed information](#) for the providers that match your search criteria.

By selecting the **List** button, you will be provided with a [call list](#) for providers that match your search criteria.

Program

Provider Types:

Regions:

Services:

☐ All ☒ Any

Towns:

Additional Languages:

Confusing for clients - remove section

Step 4

Contact Us

Directory Report Criteria

Welcome to the Online Provider Directory. Here you can search for providers based on provider type, services provided, towns serviced, and languages spoken.

By selecting the **Directory** button, you will be provided with [detailed information](#) for the providers that match your search criteria.

By selecting the **List** button, you will be provided with a [call list](#) for providers that match your search criteria.

Program ABI ▼

Provider Types:

Click to Select Provider Types

Agency

Private-Household ?

Private-SE & H ?

Private-Self-Empl. ?

Reimbursement ?

Regions:

Click to Select Regions

Services:

Select All Clear

Click to Select Services

Ⓐ All Ⓐ Any [Need Help?](#)

Confusing - Needs to be simple and very clear...

Agency Providers

Private -Self Employed Providers

Additional Languages:

Click to Select Additional Lang

Directory

List

Step 5

Contact Us

Directory Report Criteria

Welcome to the Online Provider Directory. Here you can search for providers based on provider type, services provided, towns serviced, and languages spoken.

By selecting the **Directory** button, you will be provided with [detailed information](#) for the providers that match your search criteria.

By selecting the **List** button, you will be provided with a [call list](#) for providers that match your search criteria.

Program ABI ▼

Provider Types:

Click to Select Provider Types

Regions:

Click to Select Regions

Services:

Select All Clear

Click to Select Services

Specialized Medical Equipment & Supplies

Remove this box and add it to programs.

Towns:

Clear

Click to Select Towns

Additional Languages:

Click to Select Additional Lang

Directory

List

Step 6

Contact Us

By selecting the **List** button, you will be provided with a [call list](#) for providers that match your search criteria.

Program

Provider Types:

Click to Select Provider Types

Regions:

Click to Select Regions

Services:

Select All Clear

Click to Select Services

☐ All ☒ Any [Need Help?](#)

Towns:

Clear

Click to Select Towns

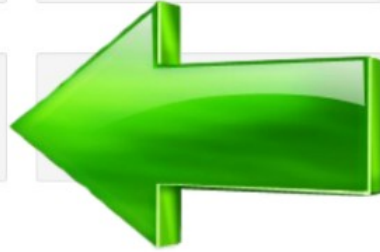
CT – Statewide Towns

Abington

Amston

Andover

Ansonia



This should list every town in Connecticut alphabetically.

Should also list Connecticut's 8 counties

[& Services](#) [Customer Service](#) [Quality Service](#) [Provider Information](#)

Step 7

I created a mock up of how the page should look.

Contact Us

By selecting the **List** button, you will be provided with a [call list](#) for providers that match your search criteria.

Program

Provider Types:

Click to Select Provider Types

Towns:

Clear

Click to Select Towns

Additional Languages:

Click to Select Additional Language

*This is a quick example of how the page SHOULD look.
Simple, Clear and Easy*

View List

Print List

*Talk soon,
David*

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