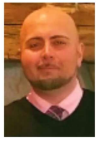


All the best,
David Medeiros CBIS



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From: Dumont, Amy E <Amy.Dumont@ct.gov>

Sent: Tuesday, December 6, 2022 11:11 AM

To: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>

Cc: DSS, FOIA <FOIA.DSS@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>

Subject: RE: This appears to be a corruption of decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, and/or inducements for Medicaid Referrals.

If the consumer wishes to hold the Team meeting at SLG then yes the ILST should go as part of the team. If he or she is not comfortable going is there another person who knows the client that can attend?

Thanks!

Amy

From: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>

Sent: Tuesday, December 6, 2022 11:09 AM

To: Dumont, Amy E <Amy.Dumont@ct.gov>

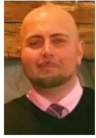
Cc: DSS, FOIA <FOIA.DSS@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>

Subject: Re: This appears to be a corruption of decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, and/or inducements for Medicaid Referrals.

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The ABI Resources ILST will be with the consumer at the SLG location for the quarterly ABI Waiver meeting organized by care management. The consumer is receiving SLG CBT services.

All the best,
David Medeiros CBIS



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From: Dumont, Amy E <Amy.Dumont@ct.gov>

Sent: Tuesday, December 6, 2022 11:04 AM

To: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>

Cc: DSS, FOIA <FOIA.DSS@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>

Subject: RE: This appears to be a corruption of decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, and/or inducements for Medicaid Referrals.

I need more context. Is the ILS T attending a team meeting at SLG where the client is receiving other services?

Amy

From: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>

Sent: Tuesday, December 6, 2022 11:03 AM

To: Dumont, Amy E <Amy.Dumont@ct.gov>

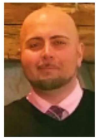
Cc: DSS, FOIA <FOIA.DSS@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>

Subject: Re: This appears to be a corruption of decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, and/or inducements for Medicaid Referrals.

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ILST

All the best,
David Medeiros CBIS



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From: Dumont, Amy E <Amy.Dumont@ct.gov>

Sent: Tuesday, December 6, 2022 11:02 AM

To: aabiwr@live.com <aabiwr@live.com>

Cc: DSS, FOIA <FOIA.DSS@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>

Subject: RE: This appears to be a corruption of decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, and/or inducements for Medicaid Referrals.

Can you please tell me what services the client is receiving from your agency?

Amy

From: aabiwr@live.com <aabiwr@live.com>

Sent: Tuesday, December 6, 2022 11:01 AM

To: Dumont, Amy E <Amy.Dumont@ct.gov>

Cc: DSS, FOIA <FOIA.DSS@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>

Subject: Re: This appears to be a corruption of decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, and/or inducements for Medicaid Referrals.

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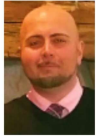
Hello all,

Coincidentally a quarterly ABI Waiver meeting is scheduled at SLG on December 8th at 10 am.

The consumer is attending in person with ABI Resources staff.

With the current concerns and conflict of interests, would DSS or care management please provide a directive, must ABI Resources provide services at the SLG location on the 8th?

All the best,
David Medeiros



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From: A.B.I. RESOURCES L.L.C. 860 942-0365 <AABIWR@LIVE.COM>

Sent: Monday, December 5, 2022 5:26 PM

To: Dumont, Amy E <Amy.Dumont@ct.gov>

Cc: DSS, FOIA <FOIA.DSS@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>

Subject: Re: This appears to be a corruption of decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, and/or inducements for Medicaid Referrals.

Hi Amy,

Thank you for getting back to us, lets do the 8th.

Talk soon,
David

Sent from my Verizon, Samsung Galaxy smartphone
Get [Outlook for Android](#)

From: Dumont, Amy E <Amy.Dumont@ct.gov>

Sent: Monday, December 5, 2022 4:15:24 PM

To: aabiwr@live.com <aabiwr@live.com>

Cc: DSS, FOIA <FOIA.DSS@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>

Subject: RE: This appears to be a corruption of decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, and/or inducements for Medicaid Referrals.

Good afternoon David! We would like to set up a time to meet with you to discuss the concerns that you expressed in your below email as well as any other issues you wish to review. I have identified a few dates and times below. Please let us know if any would work for you and I will send an invitation.

12/8 at 1pm

12/13 at 12pm or

12/14 at 11am

Thank you!

Amy

Amy Dumont, LCSW
Program Manager
CT Department of Social Services
Community Options Unit
55 Farmington Avenue
Hartford CT 06105-3725
Tel: 860 424-5173
Fax: 860 424:4963
amy.dumont@ct.gov

From: aabiwr@live.com <aabiwr@live.com>

Sent: Thursday, December 1, 2022 4:18 PM

To: DSS, Commis <Commis.DSS@ct.gov>

Cc: DSS, FOIA <FOIA.DSS@ct.gov>; Dumont, Amy E <Amy.Dumont@ct.gov>

Subject: This appears to be a corruption of decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, and/or inducements for Medicaid Referrals.

Importance: High

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12/01/2022

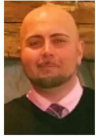
DSS Commissioner Dr Gifford,

ABI Resources provides ABI Waiver program services for a consumer now receiving Behaviorist services from SLG The Supported Living Group LLC. ABI Resources employees are consistently poached from, by, and at SLG. SLG also poaches consumers of Medicaid program services. Consumers are pressured or forced to receive behaviorist services at the SLG location. Agencies and providers are pressured and forced to provide services at SLG locations. CCCi care management directs the ABI Waiver team meetings at the SLG location. There is a magnitude of significant conflicts of interest that exist for both Medicaid consumers and providers.

ABI Resources is being bullied and pressured to provide Medicaid services at competitor locations. This appears to be a corruption of decision-making, patient steering, unfair competition, monopolization efforts, kickbacks, and/or inducements for Medicaid Referrals.

Will DSS address, correct, and provide clarity for these Medicaid-Funded program challenges, today?

David Medeiros



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1915(c) Medicaid Waivers: Acquired Brain Injury (ABI) I & II

ABI Waiver Quick Facts

Number of Participants

ABI I: 379

ABI II: 192

(as of October 28, 2019)

Waitlist

ABI I: None (enrollment is closed)

ABI II: 82 (as of August 5, 2019)

Individual Cost Caps

ABI I: 200%

ABI II: 150%

(Cost caps are expressed as a percentage of the cost of institutionalized care.)

Average Cost per Participant

ABI I: \$123,680

ABI II: \$129,261

Total Expenditures (FY 19)

ABI I: \$47,636,352

ABI II: \$21,703,243

Source: DSS, August 9, 2019, unless otherwise indicated

What are 1915(c) Medicaid waivers?

1915(c) waivers allow states to establish Medicaid-funded programs to provide home- and community-based services to eligible individuals who would otherwise be institutionalized (e.g., placed in a nursing home or other facility). A waiver allows the state to waive certain federal Medicaid requirements in order to (1) provide services that would not typically be provided under Medicaid and (2) limit enrollment for these services. Separate waivers are generally required for each eligible population, and states typically operate multiple waivers. Connecticut has ten 1915(c) waivers.

What fiscal controls apply to waiver spending?

Federal law requires states to provide assurances that their waivers are “cost neutral,” meaning the average per capita expenditures for covered services will not exceed those for institutionalized care ([42 U.S.C. 1396n\(c\)\(2\)\(D\)](#)). Waivers also have individual cost caps established by the state and approved by the federal Centers for Medicare and Medicaid Services (CMS) that limit the total cost of a person’s care plan to some percentage of what it would cost to care for that person in an institution.

What are care plans?

Federal law requires that 1915(c) waiver programs ensure that participants receive services in accordance with an individualized and person-centered plan of care ([42 C.F.R. § 441.301](#)). Those served by the waiver may receive different services depending on needs and preferences described in their plans.

What is an acquired brain injury (ABI)?

Acquired brain injury generally means an injury resulting in a combination of focal and diffuse central nervous system dysfunctions, at the brainstem level or above, acquired through physical trauma; oxygen deprivation; infection; or a discrete incident that is toxic, surgical, or vascular in nature.

What levels of care do the ABI waivers provide?

The budget for a person's care plan is based on his or her level of care. The ABI waivers serve individuals at four levels of care based on the type of institutional care the person would otherwise need:

- Nursing home (lowest cost)
- ABI nursing facility
- Intermediate care facility for individuals with intellectual disabilities
- Chronic disease hospital (highest cost)

The box to the right lists the services available under the ABI waivers. While an individual's care plan determines the types of services received, the level of care limits the service amount.

Why are there two ABI waivers?

The state has operated the ABI I waiver since 1999. In 2014, the state sought to move approximately 50 people with ABIs from solely state-funded services provided through the Department of Mental Health and Addiction Services to a Medicaid waiver, in part to qualify for federal Medicaid matching funds to offset half the costs. Noting a long waitlist for ABI I and challenges meeting federal cost neutrality requirements, the Department of Social Services (DSS) applied for and received approval for a second waiver with a lower cost cap while keeping the ABI I waiver unchanged. [PA 14-150](#) allowed DSS to seek the second waiver.

What are the most recent changes to these waivers?

DSS amended both waivers in 2019 to (1) expand the credentials accepted for certain types of providers, (2) establish an annual training requirement for Independent Living Skills Training providers, and (3) replace the "specialized medical equipment and supplies" service with "assistive technology." DSS also amended ABI Waiver II to add ten slots for ABI Waiver I participants to serve those who need access to agency-based personal care services. The same year, [PA 19-117](#) reduced the frequency of the required ABI waiver advisory committee meetings from four times per year to once annually (§ 314).

Available Services

Both ABI I and ABI II

- ABI Group Day
- Accessibility Adaptations
- Assistive Technology
- Chore
- Cognitive Behavioral Programs
- Community Living Support Services
- Companion
- Environmental Home Delivered Meals
- Homemaker
- Independent Living Skills Training
- Personal Emergency Response System
- Pre-Vocational Services
- Respite
- Substance Abuse Programs
- Supported Employment
- Transportation
- Vehicle Modification Services

ABI I Only

- Transitional Living Services

ABI II Only

- ABI Recovery Assistant I and II
- Adult Day Health
- Consultation Services
- Personal Care

**Learn
More**

"Medicaid ABI Waiver Programs," OLR Report [2011-R-0017](#)

ABI Waiver Advisory Committee [\(archives\)](#)

CMS, [State Waivers List for Connecticut](#)

CMS, [Connecticut Waiver Factsheet](#)



OFFICE OF LEGISLATIVE RESEARCH

Analyst: Mary Fitzpatrick
Connecticut General Assembly
860-240-8400 | www.cga.ct.gov/olr

Dear DSS Commissioner, Amy Dumont, COU CT Department of Social Services.

I am writing to again draw your immediate attention to a matter of significant concern and urgency. It has come to our notice that ABI Resources, a vital service provider within our community, has been subject to a series of distressing incidents which, to our knowledge, have not been appropriately addressed by the Department of Social Services (DSS).

The lack of evident response or preventative measures from DSS is raising concerns about the department's commitment to promoting a safe and supportive environment for such essential organizations like ABI Resources. Their invaluable contribution towards serving some of our community's most vulnerable individuals cannot be underestimated, and it is deeply concerning to observe the apparent lack of action taken to safeguard this vital institution.

We understand the complexities involved in such circumstances, but it is crucial that DSS acknowledges the issue to further occurrences. This includes conducting a thorough investigation into these incidents, implementing stricter security measures where necessary, and ensuring those responsible are held accountable for their actions.

By addressing these concerns promptly and efficiently, DSS COU will send a strong message that such behaviors are unacceptable and will not be tolerated. This decisive action will undoubtedly contribute to the strengthening of community trust and confidence in the department's dedication to ensuring the safety and welfare of all organizations under its jurisdiction.

We look forward to your prompt attention to this matter. We are confident that the DSS COU will take our concerns seriously and demonstrate its commitment to uphold the dignity and safety of all service providers in our community, particularly those as vital as ABI Resources.

Please inform us about the measures that are being taken to address this situation. We remain hopeful that with your department's prompt intervention, we can ensure a safer and more secure environment for ABI Resources, allowing them to continue their important work unhindered.

Thank you for your cooperation.

David Medeiros



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DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



From: Dumont, Amy E <Amy.Dumont@ct.gov>

Sent: Tuesday, May 23, 2023 3:29 PM

To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; DSS, Commis <Commis.DSS@ct.gov>

Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>

Subject: RE: Solicitation of ABI Waiver Consumers by CCSNCT

Hi David! I am looking into this matter and I will get back you.

Amy

Amy Dumont, LCSW
Interim Director/Program Manager
CT Department of Social Services
Community Options Unit
55 Farmington Avenue
Hartford CT 06105-3725
Tel: 860 424-5173
Fax: 860 424:4963
amy.dumont@ct.gov

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

Sent: Tuesday, May 23, 2023 12:49 PM

To: Dumont, Amy E <Amy.Dumont@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; DSS, Commis <Commis.DSS@ct.gov>

Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>

Subject: Re: Solicitation of ABI Waiver Consumers by CCSNCT

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

Sent: Tuesday, May 23, 2023 12:01 PM

To: Amy Dumont <amy.dumont@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; elizabeth orejuela <Elizabeth.Orejuela@ct.gov>

Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>

Subject: Re: Solicitation of ABI Waiver Consumers by CCSNCT

05/23/2023

Hello Amy and Department of Social Services (DSS) COU.

I am writing this letter to formally bring to your attention a matter of grave concern, which pertains to the activities of the ABI Waiver Program behavioral service provider, CCSNCT, with regards to Medicaid Acquired Brain Injury (ABI) Waiver consumers referrals and solicitation.

CCSNCT, in their capacity as a Medicaid ABI Waiver service provider, is involved in a concerning practice of actively referring, promoting and encouraging ABI Waiver consumers to register for events and services organized by Project Genesis, an entirely separate entity. These solicitations have included adding Project Genesis events to consumer calendars and communication logs, and verbal endorsements of their services during Medicaid Waiver Team meetings as well as directly with consumers.

This practice violates the established norms and principles of professional conduct and integrity. It unfairly influences the choices of ABI Waiver consumers who rely on CCSNCT for their caregiving needs, and creates an undue burden on these individuals to participate in services or events they may not have otherwise chosen or needed.

Given the sensitive nature of the services offered and the vulnerability of the consumers under the Medicaid ABI Waiver, such behavior by CCSNCT is highly inappropriate. It can potentially lead to a conflict of interest, and adversely affect the consumers' ability to make fully informed decisions regarding their care and participation in various events or services.

In light of these concerns, ABI Resources respectfully request immediate attention and intervention from the Department of Social Services. The promotion of Project Genesis by CCSNCT to Medicaid ABI Waiver consumers should cease forthwith to ensure the preservation of the consumers' rights, as well as to maintain the ethical standards that service providers are expected to uphold.

Thank you in advance for your attention to this matter. I have full faith that the Department will take appropriate action to rectify this situation.

Will DSS provide detailed information on the specific steps the department plans to take in rectifying the ongoing issue of unauthorized solicitation and steering by CCSNCT towards ABI Waiver consumers for Project Genesis.

Your prompt response is highly appreciated.

All the best,
David Medeiros



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ABI Resources Connecticut home-based supported living and community care services for the MFP, ABI and PCA Waivers.

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

Sent: Tuesday, May 23, 2023 11:59 AM

To: Amy Dumont <amy.dumont@ct.gov>; Jennifer.Cavallaro@ct.gov <Jennifer.Cavallaro@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; elizabeth orejuela <Elizabeth.Orejuela@ct.gov>

Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>; ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Subject: Solicitation of ABI Waiver Consumers by CCSNCT

05/23/2023

Hello Amy and Department of Social Services (DSS) COU.

I am writing this letter to formally bring to your attention a matter of grave concern, which pertains to the activities of the ABI Waiver Program behavioral service provider, CCSNCT, with regards to Medicaid Acquired Brain Injury (ABI) Waiver consumers referrals and solicitation.

CCSNCT, in their capacity as a Medicaid ABI Waiver service provider, is involved in a concerning practice of actively referring, promoting and encouraging ABI Waiver consumers to register for events and services organized by Project Genesis, an entirely separate entity. These solicitations have included adding Project Genesis events to consumer calendars and communication logs, and verbal endorsements of their services during Medicaid Waiver Team meetings as well as directly with consumers.

This practice violates the established norms and principles of professional conduct and integrity. It unfairly influences the choices of ABI Waiver consumers who rely on CCSNCT for their caregiving needs, and creates an undue burden on these individuals to participate in services or events they may not have otherwise chosen or needed.

Given the sensitive nature of the services offered and the vulnerability of the consumers under the Medicaid ABI Waiver, such behavior by CCSNCT is highly inappropriate. It can potentially lead to a conflict of interest, and adversely affect the consumers' ability to make fully informed decisions regarding their care and participation in various events or services.

In light of these concerns, ABI Resources respectfully request immediate attention and intervention from the Department of Social Services. The promotion of Project Genesis by CCSNCT to Medicaid ABI Waiver consumers should cease forthwith to ensure the preservation of the consumers' rights, as well as to maintain the ethical standards that service providers are expected to uphold.

Thank you in advance for your attention to this matter. I have full faith that the Department will take appropriate action to rectify this situation.

Will DSS provide detailed information on the specific steps the department plans to take in rectifying the ongoing issue of unauthorized solicitation and steering by CCSNCT towards ABI Waiver consumers for Project Genesis.

Your prompt response is highly appreciated.

All the best,
David Medeiros



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ABI Resources is grateful for a response from DSS COU and has presented this advocacy request letter accordingly;

Enhancing Ethical Systems and Advocating for Consumer Rights

Dear [DSS and COU Representative],

I am writing on behalf of ABI Resources to address the challenges faced by our consumers when requesting a change of care managers. We understand that various factors, such as conflicts or other concerns, may prompt consumers to consider this change. Our organization is committed to advocating for consumer rights, and we request that DSS and COU collaborate with us to improve the current system for changing care managers.

Ethical Concerns in the Current Process:

The current process poses several ethical concerns, including:

- Fear of retaliation or negative consequences resulting from requesting a change.
- Uncertainty about the process and whom to contact for assistance.
- Concerns about the confidentiality of the request and potential breaches of privacy.
- Anxiety over potential disruptions in care and support services during the transition.
- Apprehension about establishing a new relationship with a different care manager.
- Worries that the new care manager may not understand or respect their individual needs and preferences.

Conflicts Arising from Case Manager Availability:

The DSS COU response statement, "The request will be granted based on case manager availability," may create conflicts and not align with the best interests of the individuals served. These conflicts include:

- Prioritizing agency interests over consumer needs.
- Restricting consumer choice.
- Inconsistency with person-centered care.

- Challenging self-advocacy.
- Potential for strained relationships.

We request that the system be revised to align with the principles of person-centered care, consumer choice, and individual rights.

Proposed Solutions:

We kindly request that DSS and COU work to implement transparent, effective and ethical systems for consumer self-advocacy. These may include:

- Developing easy-to-understand written materials and an online resource to document the request. Including a printable "Request to change Care Manager Form"
- Designating a dedicated neutral contact person within DSS / COU and not the Care Management access agency itself.
- Implementing regular training and education for care managers and relevant staff.
- Establishing transparent and accessible channels of communication.
- Regularly reviewing and assessing the effectiveness of the system.
- Developing a clear protocol for requesting care manager changes.
- Establishing a confidential reporting system.
- Ensuring all parties involved in the process are trained in effective communication, conflict resolution, and ethical conduct.
- Providing support and resources during the transition to a new care manager.
- Encouraging ongoing feedback from consumers.

Such a system would ideally offer transparency in terms of the decision-making processes, policies, and procedures that directly affect the consumers. Furthermore, it would provide them with easy access to relevant information, enabling them to make informed decisions and assert their rights and preferences.

Would you please provide some information on whether DSS COU will implement such a system? If so, what is the anticipated timeline for its rollout, and what steps are being taken to ensure its successful integration?

By working together, we can create a streamlined and accessible system, empowering our consumers to advocate for themselves during care manager changes. This will promote a positive and supportive relationship between consumers, care managers, and the wider service system.

We look forward to collaborating with you on this important matter.

Best regards,

ABI Resources

David Medeiros

All the best,
David Medeiros



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From: Dumont, Amy E <Amy.Dumont@ct.gov>

Sent: Monday, April 24, 2023 12:50 PM

To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>

Cc: Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>

Subject: RE: Steps for Consumers to Officially Change Care Managers in MFP and ABI Waiver Programs

David- If an individual would like to change case managers, they are permitted to do so by contacting their current case manager, access agency, or supervisor at the access agency to request such a change. The request will be granted based on case manager availability.

Amy

Amy Dumont, LCSW
Program Manager
CT Department of Social Services
Community Options Unit
55 Farmington Avenue
Hartford CT 06105-3725
Tel: 860 424-5173
Fax: 860 424:4963
amy.dumont@ct.gov

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

Sent: Monday, April 24, 2023 6:20 AM

To: Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>

Cc: Dumont, Amy E <Amy.Dumont@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>

Subject: Steps for Consumers to Officially Change Care Managers in MFP and ABI Waiver Programs

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Steps for Consumers to Officially Change Care Managers in MFP and ABI Waiver Programs.

Dear CT DSS and COU,

As a provider of waiver services for the Money Follows the Person (MFP) and Acquired Brain Injury (ABI) programs, ABI resources is reaching out to request information regarding the steps consumers must take to officially change their care managers. Your guidance in this matter would be greatly appreciated, as we aim to have a clear understanding of the process.

To help us have a comprehensive understanding of the procedures involved, kindly provide details on the following aspects:

The necessary forms or paperwork to be completed by the consumers, if any.

The appropriate channels or points of contact for consumers to submit the required documentation.

The expected timeframe for processing the change request and the potential impact, if any, on the clients' current services.

Any additional steps or considerations that consumers should be aware of during this process to ensure a seamless transition.

We appreciate your support in providing this information, as it will allow us to better understand the process and ensure that our practices align with the proper procedures. If possible, please provide any resources or guidance materials that could be helpful in understanding and completing the process.

Thank you in advance for your assistance. I look forward to receiving your response and any additional information you can provide.

Sincerely,
ABI Resources

All the best,
David Medeiros



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RE: Subject: Immediate Action Required: Solicitation and Protocol Violations by ABI Waiver Behaviorist Nichole Collins.

Dumont, Amy E <Amy.Dumont@ct.gov>

Fri 7/7/2023 5:00 PM

To:

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

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

Cc:

- legal@ctbraininjury.com <legal@ctbraininjury.com>

David- I am acknowledging the receipt of this email. As you know, I was in attendance at the referenced team meeting. We will look into your allegations.

Thank you!!

Amy

Amy Dumont, LCSW
Interim Director/Program Manager
CT Department of Social Services
Community Options Unit
55 Farmington Avenue
Hartford CT 06105-3725
Tel: 860 424-5173
Fax: 860 424:4963
amy.dumont@ct.gov

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

Sent: Thursday, July 6, 2023 2:04 PM

To: DSS, Commis <Commis.DSS@ct.gov>

Cc: Dumont, Amy E <Amy.Dumont@ct.gov>; legal@ctbraininjury.com

Subject: Subject: Immediate Action Required: Solicitation and Protocol Violations by ABI Waiver Behaviorist Nichole Collins.

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Subject: Immediate Action Required: Solicitation and Protocol Violations by ABI Waiver Behaviorist Nichole Collins.

To the attention of: DSS Commissioner and Amy Dumont, DSS / COU.

I trust this message finds you well.

In reference to our recent meeting, we, at ABI Resources, are writing with an escalating concern regarding a repeated breach of protocol by one of the ABI Waiver Behaviorists, Ms. Nichole Collins. Her continued actions are compromising not only the integrity of our client support system but also that of the Medicaid ABI Waiver program. Today's discovery is yet another additional request for DSS intervention.

It has been observed, reported and documented that Ms. Collins, in her role as a behaviorist, has been directing case management activities and implementing care plans without appropriate consultation or consensus, which are strictly against the established procedures of the ABI Waiver program. Her unilateral decisions and actions have violated the program's guidelines and potentially endangered consumer safety.

Additionally, her actions have involved unilaterally referring and transitioning a client to an agency of her choice, an act that unequivocally constitutes solicitation and an explicit violation of the ABI Waiver protocols. This approach not only infringes on the client's rights to explore all appropriate options but also has created unnecessary conflicts of consumer safety. Her repeated advocacy for preferred agencies, which has been shared with the conservator, is beyond the bounds of her role and is, quite frankly, unacceptable.

In line with the regulations specified by Sec. 17b-260a-17, we are formally requesting that the Department of Social Services (DSS) and the Chief Operating Unit (COU) urgently investigate this matter. It is clearly articulated in this section that providers must adhere strictly to the stipulated guidelines, with failure to do so leading to potential repercussions, including the termination of the provider's service contract, removal from the Provider Directory, or disqualification as a provider.

Our primary concern is to ensure the safety, well-being, and best interests of our clients. In pursuit of this, we hereby request the removal of Ms. Nichole Collins from the Waiver program based on the grievances described above and in compliance with Sec. 17b-260a-17.

We trust in your commitment to uphold the integrity of the DSS ABI Waiver program, ensuring its operations remain fair, transparent, and fundamentally client-focused. Should you require any further information or documentation pertaining to this matter, we stand ready to provide the same.

We look forward to your prompt action in this regard.

Thank you for your immediate attention to this matter.

Sincerely,

David Medeiros



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