

Waiver meetings is not just a procedural concern but one deeply rooted in the principles of patient autonomy, informed decision-making, and effective care delivery.

Ensuring a transparent, participatory, and holistic approach in these meetings is crucial for the actualization of patient-centered care—a gold standard in healthcare provision. If indeed there has been a policy or guideline change, it becomes paramount for providers like ABI Resources, who are at the forefront of service delivery, to comprehend the underpinnings of such decisions.

It is our shared responsibility, both as a government entity and as care providers, to safeguard the welfare and rights of our consumers. The gravity of this topic necessitates a prompt elucidation so that all stakeholders can function cohesively and in the best interests of the consumers.

Understanding that the vast responsibilities of your office might have led to inadvertent delays, we kindly underscore the urgency of our request and hope for an expedited reply. Ensuring clarity and coherence in our approach will undeniably further the cause we both deeply care for—the well-being of our service recipients.

Thank you for understanding the urgency of this matter and for your timely attention.

Warm regards,

ABI Resources.

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

Sent: Thursday, August 24, 2023 7:15 PM

To: Commis DSS <commis.dss@ct.gov>; ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <ABI@CTBRAININJURY.COM>; ABI RESOURCES LLC www.CTbrainINJURY.com <AABIWR@live.com>

Subject: Commissioner regarding Medicaid ABI Waiver 1:

Commissioner
Department of Social Services
Office of the Commissioner
55 Farmington Avenue
Hartford, CT 06105

Subject: Concerns Regarding Medicaid ABI Waiver 1 Meeting Protocols

Dear Commissioner,

I hope this letter finds you well. I am writing on behalf of ABI Resources, a dedicated provider of brain injury support services within the state of Connecticut. We have been privileged to work in collaboration with the Department of Social Services to provide essential services to many individuals under the Medicaid ABI Waiver program.

Recently, we were informed by Care Management that consumers of the Medicaid ABI Waiver 1 do not need to be present or be a part of their own Medicaid ABI Waiver meetings. This came as a surprise to us, as the active participation of consumers has always been central to ensuring their care plans reflect their specific needs, preferences, and goals.

It is our firm belief that direct involvement of consumers in these meetings is paramount. Not only does it respect their rights to be involved in decisions about their own care, but it also ensures a more tailored and effective care plan. Their firsthand input on their experiences, challenges, and aspirations is invaluable.

We kindly request clarification on this matter. If this is indeed a new policy or guideline, we are keen to understand the rationale behind such a decision. We genuinely believe that an open dialogue on this topic can lead to outcomes that best serve the interests and wellbeing of those under the Medicaid ABI Waiver 1 program.

Thank you for your attention to this matter. We deeply value our partnership with the Department of Social Services and are committed to ensuring the best possible outcomes for our shared consumers. I look forward to your prompt response and clarification.

Warm regards,

David Medeiros
ABI Resources

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.

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.

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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regulations. ABI-639-DSSIACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



Re: Inquiry Regarding Client's Option to Change Agency Service or Care Management Provider. MFP, ABI and PCA Waivers.

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

Wed 3/22/2023 5:00 PM

To:erin.kane@ctcommunitycare.org <erin.kane@ctcommunitycare.org>

Dear Erin,

I hope this email finds you well. As a provider of quality care for the brain-injured population, ABI Resources is dedicated to maintaining the highest standards of person-centered care and upholding client rights. In the pursuit of this commitment, we sent the email below with a detailed inquiry regarding the process for clients who wish to change their agency service provider or care management provider. Unfortunately, we have not yet received a response from you and are now increasingly concerned about the implications.

Given the importance of this issue and its potential impact on the community we serve, we would like to express our concern about the lack of acknowledgment and answers to our questions. We understand that everyone has a busy schedule, however, we believe that addressing these concerns is crucial for ensuring that our clients receive the best possible care and have their rights respected.

To recap, our previous email contained a series of questions aimed at understanding the process involved in changing an agency service provider or care management provider, as well as how the principles of person-centered care and client rights apply in such situations. We kindly request your assistance in providing us with information on the following topics:

The process for clients who wish to change agency service providers, care managers, or care management agency providers.

The required documentation and steps for clients to successfully submit and process their requests.

The procedures for handling cases in which clients are uncomfortable making these requests directly to their current providers.

We cannot emphasize enough the importance of addressing these concerns for the well-being of our clients and the community we serve. We understand that collaboration and open communication are essential for providing quality care, and we hope that you share our commitment to these principles.

We must reiterate the importance of addressing these concerns for the well-being of our clients, our staff, and our business. We kindly request your prompt attention to this matter.

Thank you again for your time and consideration. We look forward to resolving this issue together, ensuring the best possible care for our clients and a strong, collaborative relationship between our organizations.

We eagerly await your response.

Warm regards,

David Medeiros



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

Sent: Friday, March 17, 2023 7:30 AM

To: erin.kane@ctcommunitycare.org <erin.kane@ctcommunitycare.org>

Subject: Inquiry Regarding Client's Option to Change Agency Service or Care Management Provider. MFP, ABI and PCA Waivers.

Hello Erin,

Thank you for taking the time to read this email. As a provider of quality care for the brain-injured population, ABI Resources is deeply committed to upholding the highest standards of person-centered care and client rights. In line with this commitment, we are writing to inquire about the process involved in the event a client wishes to change an agency service provider or care management provider.

We understand that clients may sometimes feel uncomfortable with their current care manager or agency service provider, or may wish to have a different care management agency provider for any reason. We would like to know if clients have the option to request and receive a different agency service provider, care manager, or care management agency provider. If so, we would like to understand the process and how the rules of person-centered care and client rights are applied in such situations.

Furthermore, we would like to understand how this request is officially implemented.

- a. If a client wishes to document their request, what specific form or documentation must a client complete?
- b. What steps must they take to ensure that their request is successfully processed?
- c. Does the client sign an official request to change agency service providers, a care manager, or care management agency?
- d. Is this signed document provided to the current provider?
- e. Where can clients locate these documents?
- f. Is this document provided to the client by care management? and how does care management provide request forms such as these?
- g. What periods for notices are implemented?
- h. In the event that a client is uncomfortable with making this request directly to their care manager, agency service provider, or care management provider, how may the client do so?

As a valued partner in providing quality care to the brain-injured population, we understand that some clients may request the option to change care managers, agency service providers, or care management providers. It is essential for ABI Resources to better understand this process to ensure that our clients receive the best possible person-centered care and rights of the person served. We appreciate any information you can provide us on this matter to help us better serve our mutual clients.

Thank you again for your time and consideration, and we look forward to hearing from you soon.

All the best,
David Medeiros



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RE: Urgent: Investigation Request Regarding Ethical Concerns with Connecticut Community Care's Practices

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

Wed 9/13/2023 9:57 AM

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

Please resend unencrypted.

Thank you,

Debby

Deborah Alexson

Deborah.Alexson@ct.gov

DSS

55 Farmington Ave.

Hartford, CT 06105

860-424-5044 Direct

www.ct.gov/dss

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

Sent: Wednesday, September 13, 2023 6:54 AM

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

Subject: Re: Urgent: Investigation Request Regarding Ethical Concerns with Connecticut Community Care's Practices

ABI RESOURCES 860 942-0365 (aabiwr@live.com) has sent you a protected message.



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Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

RE: Verification Request | Fw: Request for Documentation to Update and Confirm Information on Provider Registries unsecure

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

Mon 3/20/2023 3:56 PM

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

Good Afternoon,

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
55 Farmington Avenue
Hartford, Connecticut 06105

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

Sent: Monday, March 20, 2023 7:12 AM

To: Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>; Chase, Paul <Paul.Chase@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; DSS, FOIA <FOIA.DSS@ct.gov>; Dumont, Amy E <Amy.Dumont@ct.gov>; Orejuela, Elizabeth <Elizabeth.Orejuela@ct.gov>

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

Subject: Re: Verification Request | Fw: Request for Documentation to Update and Confirm Information on Provider Registries unsecure

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Dear COU/CT DSS Recipients,

I hope this email finds you well. I am writing to inquire about a discrepancy in the correspondence I have been receiving from the COU/CT DSS.

On 3/10/2023, I received an email from ACR containing certain information that is crucial for ABI Resources to provide effective services to our clients and ensure the community has complete access to our services. However, I have not been receiving any correspondence from the COU/CT DSS regarding this matter. This has raised concerns about the accuracy and reliability of the information provided.

In light of this, I would like to kindly request your assistance in verifying the accuracy of the information provided by ACR in the email below:

[Again, Included within this email thread is the ACR email in reference]

Please confirm the accuracy of this information. If you find any inaccuracies or outdated information, kindly inform us and provide the correct details.

Additionally, I would appreciate it if you could look into the issue of why I have not been receiving correspondence from the COU/CT DSS on this subject, and advise on any necessary steps to rectify the situation.

Your assistance in ensuring that our organization has access to accurate and up-to-date information is greatly appreciated. Please let us know if there are any further steps we need to take in order to obtain this verification.

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

All the best,
David Medeiros



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

Sent: Tuesday, March 14, 2023 8:47 AM

To: Jennifer.cavallaro@ct.gov <Jennifer.Cavallaro@ct.gov>; Paul <paul.chase@ct.gov>; Slitt, Michael <Michael.Slitt@ct.gov>; foia.dss@ct.gov <FOIA.DSS@ct.gov>; Amy Dumont <amy.dumont@ct.gov>; elizabeth orejuela <Elizabeth.Orejuela@ct.gov>

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

Subject: Fw: Verification Request | Fw: Request for Documentation to Update and Confirm Information on Provider Registries unsecure

Hello COU / CT DSS,

I am reaching out on behalf of ABI Resources to request verification of the accuracy of the information provided by ACR within this email below.

As you know, it is crucial that our organization has access to accurate and up-to-date information in order to effectively provide services to our clients as well as ensure the community has complete access to our services. Therefore, we would like to request that DSS verify the accuracy of the following information provided by ACR below:

We kindly request that you confirm the accuracy of this information as soon as possible. If any of the information is found to be inaccurate or out of date, would you please let us know and provide us with the correct information?

We greatly appreciate your help in ensuring that our organization has access to accurate information. Please let us know if there are any additional steps we need to take in order to obtain this verification.

Thank you for your time and attention to this matter. We look forward to hearing back from you soon.

All the best,
David Medeiros



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

Sent: Monday, March 13, 2023 9:49 AM

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

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

Subject: Verification Request | Fw: Request for Documentation to Update and Confirm Information on Provider Registries unsecure

Hello Amy,

I am reaching out on behalf of ABI Resources to request verification of the accuracy of the information provided by ACR.

As you know, it is crucial that our organization has access to accurate and up-to-date information in order to effectively provide services to our clients as well as ensure the community has complete access to our services. Therefore, we would like to request that DSS verify the accuracy of the following information provided by ACR below:

We kindly request that you confirm the accuracy of this information as soon as possible. If any of the information is found to be inaccurate or out of date, would you please let us know and provide us with the correct information?

We greatly appreciate your help in ensuring that our organization has access to accurate information. Please let us know if there are any additional steps we need to take in order to obtain this verification.

Thank you for your time and attention to this matter. We look forward to hearing back from you soon.

All the best,
David Medeiros



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From: Marihonor Flagg <mflagg@alliedgroup.org>

Sent: Monday, March 13, 2023 8:25 AM

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

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

Subject: FW: Request for Documentation to Update and Confirm Information on Provider Registries unsecure

Greetings – the answers are in red. Also, the acr@alliedgroup.org is for general document submission only. You do not need to CC that email address on correspondences.

Marihonor Flagg

Outreach & Training Coordinator

Allied Community Resources

Fax: (860) 627-0230

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

Sent: Saturday, March 11, 2023 6:59 AM

To: Marihonor Flagg <mflagg@alliedgroup.org>; ACR@alliedgroup.org

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

Subject: Re: Request for Documentation to Update and Confirm Information on Provider Registries unsecure

Thank you Marihonor,

I hope this email finds you well. I am reaching out to inquire about the ACR Provider List and our listing on it. I noticed that several agencies are listed 3 to 4 times with the same information, and I was wondering if ABI Resources may do the same? Would ACR please list ABI Resources on the ACR Provider List in the same manner as other agencies listed 3 to 4 times with the same information? **The directory is produced by program. ABI Resources participates in the ABI Program and appears on that directory only.**

What is the process for being listed at the top of the ACR Provider List and how may ABI Resources ensure that we are consistently listed at the top of the list? **The directory is sorted by alphabetical order.**

As a reputable agency, we would like to ensure that our services are easily accessible to those seeking care, and being listed at the top of the provider list would help us achieve this goal. Therefore, I would appreciate any information you can provide on how this process works and what we can do to be listed at the top consistently. **The directory is sorted by alphabetical order**

Additionally, the ACR PIU document provided does not show areas and locations, which raises the concern that ABI Resources may not be listed for all areas. Therefore, I would like to ensure that we are listed for all areas to better serve our clients. **ABI Resources is listed for statewide services as indicated on the directory page I sent you on Friday.**

Furthermore, the ACR PIU document provided does not show service types, including PCA services. As ABI Resources offers a wide range of services, I would like to ensure that we are listed for all services, including PCA services, to make it easier for our clients to find us and access the care they need. **We have you in our system for the ABI Program only. If you wish to add the PCA Program, please send in current copies of your insurance certificates (liability, WC, theft) and your DCP. We will process your request and send you the letter you will need to enroll for PCA Waiver billing.**

Lastly, we would like to inquire about the accessibility of the ACR Provider List to the public and what steps consumers need to take to access the list? **Per DSS directive, the directory is not for public view. It is for program participants/ reps and DSS care managers**

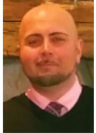
As a provider of services, we would like to ensure that our clients and potential clients can easily access the list to find the services they need. Therefore, I would appreciate it if you could provide information on the accessibility of the list and any steps that consumers need to take to access it. **It is not for public view**

Would it be possible for you to provide us with the link to the public ACR Provider List, so we may share it with our clients and make it easier for them to access? **There is no link to the Provider Directory that Allied produces and maintains**

Please let me know if there are any steps we need to take to update our listing or if you require any additional information from us.

Thank you for your time and consideration.

All the best,
David Medeiros



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From: Marihonor Flagg <mflagg@alliedgroup.org>

Sent: Friday, March 10, 2023 2:59 PM

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

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

Subject: RE: Request for Documentation to Update and Confirm Information on Provider Registries unsecure

Hi David – attached please find the directory listing for your agency. I have attached an Update form to make any changes in the contact information if need be.

Thank you.

Marihonor Flagg

Outreach & Training Coordinator

Allied Community Resources

Fax: (860) 627-0230

From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sent: Friday, March 10, 2023 2:33 PM
To: ACR@alliedgroup.org; Marihonor Flagg <mflagg@alliedgroup.org>
Cc: ABI Resources HIPAA Secure Correspondence www.CTBRAININJURY.com <abi@ctbraininjury.com>
Subject: Request for Documentation to Update and Confirm Information on Provider Registries

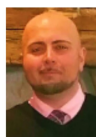
Hello Allied Community Resources,

I am writing on behalf of ABI Resources to request an update and confirmation of our information on your provider registries. We value our partnership with your organization and want to ensure that our information is accurate and up-to-date.

Could you kindly provide us with the documentation necessary to update and confirm our information on your provider registries? We are committed to providing quality services to our clients and believe that accurate information is essential to maintaining our reputation and credibility as a provider.

Thank you for your assistance in this matter. We appreciate your efforts to help us maintain the highest standards of professionalism and quality in our services.

All the best,
David Medeiros



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Re: Subject: Request for Attention to Unacknowledged Inquiries and Concerns Related to Medicaid Waivers.

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

Mon 3/27/2023 1:58 PM

To: Erin Kane <Erin.Kane@ctcommunitycare.org>

Cc: Julia Evans Starr <julia.evans.starr@ctcommunitycare.org>

Dear Erin,

It is important for me to apologize and ask for your forgiveness, I am sorry. I would like to express my gratitude for your previous response on March 13th. Your assistance and guidance have been valuable to me, and I truly appreciate your willingness to help.

As a TBI (Traumatic Brain Injury) survivor of 45 years and a recent stroke survivor, I sometimes have a hard time reading between the lines, making assumptions, and clearly communicating requests. I understand the importance of providing the best possible care and support for our clients and staff. In order to further enhance my understanding of the CCC process, I requested more clarity on certain aspects of the program. My goal is to utilize this information to better serve the individuals under our care and to contribute effectively to the growth of our community.

I understand that you have mentioned directing further programmatic questions to the Department of Social Services. However, I was hoping you could provide some initial guidance or point me in the right direction before I approach the department. DSS has established your agency team as our first point of contact. Your insights, based on your experience and expertise, would be invaluable in helping me navigate this process more efficiently.

My aim is to gather as much knowledge as possible to ensure that our practices are aligned with the broader goals and initiatives of the greatest good. As we both share a deep commitment to supporting TBI survivors, I believe that working together and exchanging information can be a crucial factor in achieving the best outcomes for our clients and staff.

Thank you in advance for your time and consideration. I look forward to hearing from you soon and hope to establish a productive and collaborative relationship in our efforts to support TBI survivors. I only wish to help the greatest good and provide real support for those in need, this is why I have asked you these questions. Would you please help me understand your team processes better?

Wishing you a great day!

David Medeiros



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From: Erin Kane <Erin.Kane@ctcommunitycare.org>
Sent: Monday, March 27, 2023 10:44 AM
To: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Cc: Julia Evans Starr <Julia.Evans.Starr@ctcommunitycare.org>
Subject: FW: Subject: Request for Attention to Unacknowledged Inquiries and Concerns Related to Medicaid Waivers.

Hi David,

The below was brought to my attention by Julia Evans Starr. I responded to your initial inquiry on March 13th and felt I was forthcoming in my response. As I mentioned then, additional programmatic questions should be directed to the Department of Social Services. The nature of these questions are much more global than CCC internal practices/processes.

Have a nice day,
Erin

Erin Kane
Head of Quality and Performance Improvement
43 Enterprise Dr, Bristol, CT 06010-7472
860-314-2227

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From: ABI RESOURCES 860 942-0365 <aabiwr@live.com>
Sent: Monday, March 27, 2023 9:45 AM
To: Julia Evans Starr <Julia.Evans.Starr@ctcommunitycare.org>
Subject: Subject: Request for Attention to Unacknowledged Inquiries and Concerns Related to Medicaid Waivers.
Importance: High

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. (Review email address of sender to ensure it looks familiar and valid).

Subject: Request for Attention to Unacknowledged Inquiries and Concerns Related to Medicaid Waivers

Dear
Julia Evans Starr, President,

I hope this email finds you well. I am writing to express our concern regarding a series of unanswered inquiries and concerns that we at ABI Resources have raised with Connecticut Community Care pertaining to Medicaid federally funded waivers. As we both strive to serve the same community, it is vital that our questions be addressed promptly to ensure the best possible support for the individuals who rely on our services.

Below is a list of unacknowledged email inquiries sent to Connecticut Community Care, Head of Quality and Performance Improvement detailing inquiries and concerns which have yet to receive a response:

Subject: Comprehensive Inquiry: Referral Process, Provider List, and Care Manager's Role.

a. Sent: Fri 3/17/2023 5:43 AM

b. Sent: Wed 3/22/2023 5:01 PM

Subject: Inquiry Regarding Client's Option to Change Agency Service or Care Management Provider. MFP, ABI and PCA Waivers.

a. Sent: Fri 3/17/ 2023 7:30 AM

b. Sent: Wed 3/22/2023 5:00 PM

Subject: Care Management Referral Process Inquiry for MFP Program and Waivers.

a. Sent: Sat 3/11/2023 7:17 AM

Subject: To the attention of David Medeiros CBIS.

a. Sent: Wed 3/22/2023 5:02 PM

b. Pertaining to the received communication from
Thu 9/1/2022 12:16 PM

We kindly request that these concerns be brought to the attention of the Board of Directors at the earliest opportunity, as they directly affect our mutual mission to serve the community. We believe that addressing these questions and concerns will not only strengthen our collaboration but also ensure that the individuals we serve receive the highest quality of care and support.

The lack of response to our inquiries is causing growing concerns for numerous reasons, particularly in relation to the well-being of Medicaid consumers and providers. This situation not only impairs our capacity to offer optimal care to our clients, but it also casts doubt on the effectiveness of communication and collaboration between our organizations, as well as the ability of care managers to effectively provide for the Medicaid waiver brain injured population while ensuring the rights of the person served are adhered to. It is vital to address these concerns swiftly to preserve trust and nurture a positive working relationship moving forward. At ABI Resources, we are committed to partnering with your organization to develop practical solutions to the challenges faced by Medicaid consumers. By working together, we can make a meaningful difference and enhance the quality of care provided to these individuals, ultimately improving their well-being and overall experience.

Please provide a timeline for when we can expect a response to the aforementioned inquiries. We appreciate your attention to this matter and look forward to a productive dialogue.

Thank you for your cooperation.

Sincerely,

David Medeiros



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

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

Wed 9/20/2023 7:59 AM

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

To: The United States Department of Labor (DOL), Connecticut Department of Labor, and Connecticut Department of Social Services.

Subject: Request for Investigation: Employment Concerns at Supported Living Group (SLG)

Dear Sir/Madam,

The information presented in this letter is based on joint communications and inputs received both from the said consumer and their conservator. It is intended to ensure that relevant authorities are made aware of potential concerns for their due consideration and investigation. Neither David Medeiros, ABI Resources, nor any affiliated entities or individuals claim full accuracy of the details however believe that they warrant the attention of the mentioned authorities. The representation of facts is made in good faith, and it is hoped that any action taken in response is with the objective of ensuring fair and just employment practices for all individuals involved.

I am writing to formally express concerns and request an investigation into the employment practices at the Supported Living Group (SLG) located in the Executive Office of Bethany, 23 Amity Rd, Bethany, CT 06524. The details provided below pertain to a brain-injured adult man from Madison, CT who may appear to be both a consumer and employee of SLG's Medicaid federally funded ABI Waiver day program.

Employment Details:

Wage and Hour Standards: The consumer works approximately 21 hours a week but may appear to be compensated at a rate of just \$10 a day. This does not meet the federal minimum wage standards. The format of this payment (cash or check) may appear to be unclear, which can raise concerns about wage documentation and tax implications.

Workplace Safety and Health: The consumer's duties involve several physically demanding tasks. The consumer aids with PCA services, which include assisting other consumers to the restroom, setting up commodes, and transferring them to and from these commodes. The consumer also aids attendees prone to falling and even assists in lifting these individuals from the floor. Given his own health challenges due to a spinal cord injury, these tasks pose significant risks. The consumer may appear to be advised against heavy lifting and has balance and impulsivity issues, which compound the health and safety risks. It's imperative to assess if this environment may appear to be compliant with Occupational Safety and Health (OSHA) regulations.

Employment and Training: The consumer was handed supervisory duties with minimal instructions, potentially jeopardizing the welfare of both himself and those the consumer oversees.

Workplace Discrimination: The potential exploitation due to his disability, given the disparity between his responsibilities and his compensation, may appear to be concerning.

Employee Benefits Security: The ambiguity about his employment status raises questions on whether the consumer receives any employee benefits.

Unemployment Insurance and Workers' Compensation: With unclear employment details and payment methods, there's uncertainty about his coverage under unemployment insurance or workers' compensation in case of a workplace incident.

Motivation and Future Prospects:

The consumer's commitment to his role, despite the challenges, seems largely influenced by the \$10 daily pay and the potential promises of full-time employment after a year with SLG.

Communication and Conflict of Interest:

It seems there may have been some level of coercion or undue influence in the consumer's appointment to this role.

A significant conflict of interest exists, as the consumer's ABI Waiver cognitive behaviorist provider may appear to be also an SLG employee, which can hinder transparent communication about workplace grievances or concerns.

Attendees' Profile:

The attendees, supervised by the consumer, are brain injury survivors with behavioral challenges, making the consumer's responsibilities even more demanding given his own health issues.

Conclusion:

The concerns outlined underscore potential breaches in labor standards and regulations for Connecticut's Medicaid ABI Waiver day programs. The potential exploitation, safety hazards, and conflicts of interest necessitate a comprehensive investigation into SLG's employment practices to ensure the rights and welfare of all its workers, including this specific consumer, are upheld.

Sincerely,

David Medeiros

ABI Resources
860 942-0365
AabiWR@live.com

Re: To the attention of David Medeiros CBIS

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

Wed 3/22/2023 5:02 PM

To: Erin Kane <Erin.Kane@ctcommunitycare.org>

Dear Erin,

I am writing to you on behalf of ABI Resources to formally inquire about the status of our previous correspondence concerning your Care Manager, Doreen Andrews. As a reputable provider of services to individuals receiving Medicaid waiver program services, we are deeply committed to ensuring that the care and treatment provided to our clients and care teams are of the highest standard.

Regrettably, we have yet to receive any follow-up regarding the information we requested in August of 2022, which has given rise to growing concerns on our part regarding the lack of communication and progress on this matter. We are gravely concerned that the lack of resolution to this matter may have a detrimental impact on the community of individuals we mutually serve. As such, we deem it necessary that this matter receives your urgent attention.

The handling of this challenge has resulted in significant expenses and financial challenges for ABI Resources. Therefore, we are requesting an immediate update on the status of our inquiry and investigation into this matter. Additionally, we would appreciate clarification as to why we have not received a follow-up regarding our initial inquiry.

Please be advised that we take matters such as these very seriously, and we expect a prompt response to these concerns. ABI Resources is committed to establishing a positive and professional relationship with your organization, and we strongly believe that clear communication is vital to resolving challenges like these.

We appreciate your attention to this matter and look forward to hearing from you soon.

Sincerely,

David Medeiros



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