

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: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

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

Tue 5/23/2023 3:33 PM

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

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

David- I will follow up with the Case Manager to determine when a meeting will be rescheduled for. I will also have him review with you the services that ABI resources should be providing on the clients plan. 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: Tuesday, May 23, 2023 2:43 PM

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

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

Subject: Re: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

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Subject: Request for Provision of DSS Plan and Inclusion of Conservator in Meetings

Dear Amy,

I hope this message finds you well.

I am writing to address a concern that has come to our attention regarding our most recent meeting and communications. The conservator, an integral part of our team, was not included in the previous meeting. This absence has unfortunately resulted in a lapse in communication and understanding of the current status and plans.

Furthermore, we have yet to receive the DSS plan you referred to in our latest correspondence. This has led to some confusion, as your previous response seemed to suggest that such a plan was already in place and available for review.

We appreciate your diligent work and understand that oversights can occur, however, it is crucial for the transparency and success of our shared goals that these documents and updates are disseminated

promptly and inclusively. The conservator, along with all the members of our team, should be kept abreast of these developments.

In light of the above, we kindly request that you share the referred plan with us at your earliest convenience, ensuring a copy is also sent to ABI Resources. Additionally, we would appreciate it if you could confirm the meeting date that will include the conservator, so we can ensure full team participation.

Thank you for your attention to this matter. We believe that, moving forward, enhanced communication and transparency will significantly benefit our joint efforts and help us work together more effectively.

Looking forward to your prompt response.

All the best,
David Medeiros



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

Sent: Wednesday, April 26, 2023 1:55 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: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

David:

Upon receipt of the critical incident report, the Department reached out to the Care Manager and the clinical professionals on the client's care team. Based on these discussions, including information conveyed by the

client's conservator, it was determined that the client is in a safe situation and had an appropriate plan of care. This case can be discussed further at next Thursday's team meeting, where the Department will be present.

Thank you!

Amy

Amy Dumont, LCSW
Program Manager
CT Department of Social Services
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Tel: 860 424-5173
Fax: 860 424:4963
amy.dumont@ct.gov

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

Sent: Tuesday, April 25, 2023 3:33 PM

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

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

Subject: Re: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

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To the DSS Care Management Team,

We are writing to address the recent critical incident report, which highlights pressing concerns related to liability and safety within your department. In response to these concerns, it is of utmost importance that immediate action is taken to implement clear and concise care management directives, ensuring compliance with industry best practices and relevant regulatory standards.

By prioritizing these concerns and demonstrating a proactive approach, we not only reaffirm our commitment to providing exceptional care but also protect our organization from potential adverse consequences. Your diligent attention to this matter is critical for upholding our reputation as a trusted care provider and fostering an environment that promotes continuous improvement.

Please be advised that failure to address these issues in a timely and effective manner may result in legal action, emphasizing the necessity for a prompt and thorough response on your part. We trust that you will take the appropriate steps to rectify the situation and safeguard the well-being of our consumers.

Sincerely,

All the best,
David Medeiros



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

Sent: Monday, April 24, 2023 1:09 PM

To: Dumont, Amy E <amy.dumont@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>

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

Subject: Re: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

Hello Amy

Nicolle Collins, Paige Chen and possibly others from their organization.

Please find a CIR attached to this email for your review. We are currently awaiting the development and approval of a care management plan tailored to address the consumer's specific needs and mitigate any potential risks.

As we work together to provide the best possible care for our consumers, input and collaboration is crucial. We kindly request that you review the attached CIR. ABI hopes this will help expedite the process and ensure a comprehensive and effective care management plan.

We look forward to working closely with you to address this and continue providing exceptional care for consumers.

ABI Resources - Is Awaiting Care Management Plan for the Attached CIR

Thank you for your attention and prompt response.

Sincerely,

All the best,
David Medeiros



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

Sent: Monday, April 24, 2023 10:25 AM

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: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

David- We are looking into this however, can you please elaborate on a couple of things:

1. I am not showing this agency, NeuroDiverse Consultant as a waiver provider in our Medicaid Management information system (MMIS). Are you aware if they go buy an alternate name?
2. Can you please provide specific examples and further elaborate of the conduct you are referring to for better understanding?

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

Sent: Sunday, April 23, 2023 5:15 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>; ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Subject: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

Importance: High

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Subject: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

Dear DSS and COU,

As an ABI Resources representative, I am writing to urgently express our concerns about NeuroDiverse Consulting, LLC, a service provider for the MFP and ABI Waiver programs. They have inappropriately pressured and directed our agency and staff to participate in activities outside the program scope, such as "off working hour" non-billable research, trainings, and non-working hour communications with consumers. This is consistent for each team we mutually serve.

Problematic actions include:

Directing staff to deliver waiver services without consumer presence.

Instructing staff to provide waiver services while consumers are unsupervised in their communities for undefined periods.

Insisting on "non-working hour" team research and trainings without consumer involvement conducted by NeuroDiverse Consulting LLC.

Conducting Medicaid Waiver meetings without consumer participation.

Communicating with consumers when not working.

These practices risk significant liabilities for DSS, DMHAS, Care Management, and ABI Resources and jeopardize consumer safety and person-centered care quality.

ABI Resources is committed to providing legally compliant training programs for our staff and adhering to established guidelines. We respectfully request DSS and COU to intervene and instruct NeuroDiverse Consulting to immediately cease activities exceeding the waiver program scope. Our staff's role is limited to providing non-medical and non-therapeutic support services, and we are dedicated to working closely with consumers and their support networks.

We seek your assistance in addressing these issues and ensuring adherence to waiver guidelines for consumer support, allowing us to provide exceptional care collectively.

Thank you for your prompt attention. We look forward to working together to find a constructive solution to resolve these concerns.

All the best,
David Medeiros



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RE: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

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

Tue 5/23/2023 3:33 PM

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

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

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Amy

Amy Dumont, LCSW
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Sent: Tuesday, May 23, 2023 2:43 PM

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Thank you for your attention to this matter. We believe that, moving forward, enhanced communication and transparency will significantly benefit our joint efforts and help us work together more effectively.

Looking forward to your prompt response.

All the best,
David Medeiros



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

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David:

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amy.dumont@ct.gov

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

Sent: Tuesday, April 25, 2023 3:33 PM

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

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

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Sincerely,

All the best,
David Medeiros



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

Sent: Monday, April 24, 2023 1:09 PM

To: Dumont, Amy E <amy.dumont@ct.gov>; Cavallaro, Jennifer <Jennifer.Cavallaro@ct.gov>

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

Subject: Re: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

Hello Amy

Nicolle Collins, Paige Chen and possibly others from their organization.

Please find a CIR attached to this email for your review. We are currently awaiting the development and approval of a care management plan tailored to address the consumer's specific needs and mitigate any potential risks.

As we work together to provide the best possible care for our consumers, input and collaboration is crucial. We kindly request that you review the attached CIR. ABI hopes this will help expedite the process and ensure a comprehensive and effective care management plan.

We look forward to working closely with you to address this and continue providing exceptional care for consumers.

ABI Resources - Is Awaiting Care Management Plan for the Attached CIR

Thank you for your attention and prompt response.

Sincerely,

All the best,
David Medeiros



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

Sent: Monday, April 24, 2023 10:25 AM

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: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

David- We are looking into this however, can you please elaborate on a couple of things:

1. I am not showing this agency, NeuroDiverse Consultant as a waiver provider in our Medicaid Management information system (MMIS). Are you aware if they go buy an alternate name?
2. Can you please provide specific examples and further elaborate of the conduct you are referring to for better understanding?

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

Sent: Sunday, April 23, 2023 5:15 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>; ABI RESOURCES 860 942-0365 <aabiwr@live.com>

Subject: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

Importance: High

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Subject: Urgent Request to Cease Activities Beyond Waiver Program Scope and Ensure Consumer Safety

Dear DSS and COU,

As an ABI Resources representative, I am writing to urgently express our concerns about NeuroDiverse Consulting, LLC, a service provider for the MFP and ABI Waiver programs. They have inappropriately pressured and directed our agency and staff to participate in activities outside the program scope, such as "off working hour" non-billable research, trainings, and non-working hour communications with consumers. This is consistent for each team we mutually serve.

Problematic actions include:

Directing staff to deliver waiver services without consumer presence.

Instructing staff to provide waiver services while consumers are unsupervised in their communities for undefined periods.

Insisting on "non-working hour" team research and trainings without consumer involvement conducted by NeuroDiverse Consulting LLC.

Conducting Medicaid Waiver meetings without consumer participation.

Communicating with consumers when not working.

These practices risk significant liabilities for DSS, DMHAS, Care Management, and ABI Resources and jeopardize consumer safety and person-centered care quality.

ABI Resources is committed to providing legally compliant training programs for our staff and adhering to established guidelines. We respectfully request DSS and COU to intervene and instruct NeuroDiverse Consulting to immediately cease activities exceeding the waiver program scope. Our staff's role is limited to providing non-medical and non-therapeutic support services, and we are dedicated to working closely with consumers and their support networks.

We seek your assistance in addressing these issues and ensuring adherence to waiver guidelines for consumer support, allowing us to provide exceptional care collectively.

Thank you for your prompt attention. We look forward to working together to find a constructive solution to resolve these concerns.

All the best,
David Medeiros



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

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

Mon 4/24/2023 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>

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: Solicitation of ABI Waiver Consumers by CCSNCT

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

Tue 5/23/2023 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>

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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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

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All the best,
David Medeiros



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Re: Solicitation of ABI Waiver Consumers by CCSNCT

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

Tue 5/30/2023 2:45 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>

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

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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

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Your prompt response is highly appreciated.

All the best,

David Medeiros



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DSSIAACCCACTIPSLGLHFSCSWCRCTACRCWCAAAR-REF-417



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



A.B.I. RESOURCES

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Main Office: 1-860-942-0365 | Ledyard Fax: 1-860-464-4960 | Windham Fax: 1-860-465-9591

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

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

Cc: legal@ctbraininjury.com <legal@ctbraininjury.com>

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

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Sincerely,

David Medeiros



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A.B.I. Resources LLC

39 Kings Highway, Suite C

Gales Ferry CT, 06335

Phone: (860) 942-0365

Fax: (860) 465-9591

<https://www.CTbrainINJURY.com>

August 1, 2022.

Connecticut Community Care Inc.
43 Enterprise Drive
Bristol, Connecticut 06010

Formal inquiry and request for internal investigation.

In reference to consumer services, provided under the guidelines of the ABI Waiver Program and protocols set forth by Medicaid and Connecticut's Department of Social Services. On July 25, 2022, at 8:00 am, Connecticut Community Care manager Doreen Andrews directed the immediate removal of ABI Resources without notice with a Willington Consumer of the Medicaid Abi Waiver Program. An ABI Resources Program Support Manager recieved a text message with the care management immediate directive. ABI Resources is concerned this action may appear to conflict with the regulations of the Medicaid ABI Waiver Program as well as the values and mission of ethical person-centered care provided by Connecticut Community Care as a whole.

ABI Resources is requesting a Connecticut Community Care internal investigation.

Regards,

David Medeiros CBIS

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

A.B.I. RESOURCES



ABI RESOURCES LLC
39 KINGS HIGHWAY SUITE C
GALES FERRY, CT. 06335
(860) 942-0365
WWW.CTBRRAININJURY.COM



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David Medeiros CBIS

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

A.B.I. RESOURCES



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GALES FERRY, CT. 06335
(860) 942-0365
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David Medeiros CBIS

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

A.B.I. RESOURCES



ABI RESOURCES LLC
39 KINGS HIGHWAY SUITE C
GALES FERRY, CT. 06335
(860) 942-0365
WWW.CTBRRAININJURY.COM



A.B.I. RESOURCES

A.B.I. Resources LLC

39 Kings Highway, Suite C

Gales Ferry CT, 06335

Phone: (860) 942-0365

Fax: (860) 465-9591

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CT DSS FOIA request 11/07/2022.

Medicaid Programs.

To the Connecticut Department of Social Services, DSS Legal, and FOIA request departments. In reference to Medicaid funding of ABI Waiver programs I and II, and MFP, Money Follows the Person program.

Medicaid FOIA request: Current Medicaid funding service information pertaining to November 7, 2022.

1. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and Connecticut Community Care Inc?
2. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and SWCAA Southwestern Connecticut Area on Ageing?
3. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and WCAA Western Connecticut Area on Aging?
4. What is the total number of Medicaid ABI Waiver programs I and II, and MFP Money follows the Person program consumers mutually served by The Supported Living Group Inc and Area on Aging South Central Connecticut?

Best regards,

David Medeiros

David Medeiros CBIS
Brain Injury Survivor and
Founder of
ABI Resources, LLC



ABI RESOURCES LLC
39 KINGS HIGHWAY, SUITE C
GALES FERRY, CT 06335
(860) 942-0365
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7615



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Connecticut Community Care ...
March 28 · 🌐

Sherry Ostrout receiving artwork from the Supported Living Group.

👍❤️👏 7

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March 28 · 🌐

Painting by a Supported Living Group artist.

👍❤️👏 5

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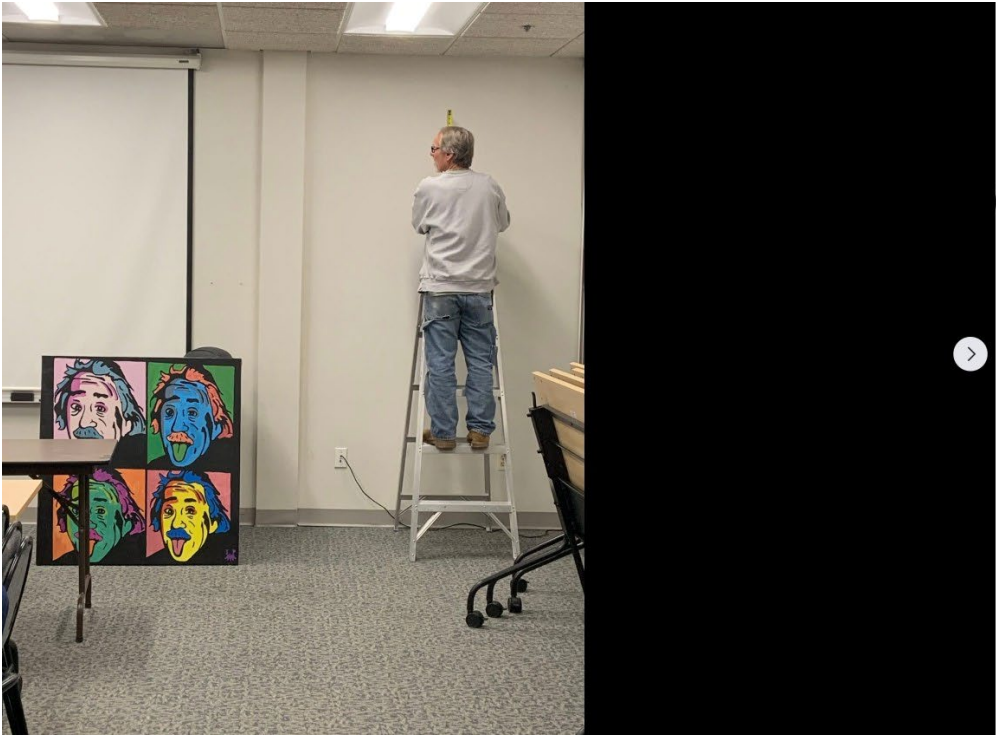
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Painting by a Supported Living Group artist.

👍👍👍 5

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Connecticut Community Care ...
March 28 · 🌐

Hanging Supported Living Group artwork in our office spaces.

👍👍👍 4

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The Supported Living Group

Intro

The Supported Living Group is an organization dedicated to the rehabilitation, restoration, and renew

Page · Home Health Care Service

113 School Street, Danielson, CT, United States, Connecticut

(860) 774-3400

Cbrisson@slg-ct.com

supportedlivinggroup.org

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The Supported Living Group

March 31 ·

The artists associated with SLG's vocational art program are thankful for the ongoing support that they have received from Connecticut Community Care in showcasing their work across their cooperate offices!

Thank you Ron Sturm, Amanda Gaipa, Sherry Ostrout, Michelle Moquin, Debbie Farslow and Karen Green for helping to make the collaboration happen! Interested in viewing the pieces for purchase? Email communications@ctcommunitycare.org

#ABI #TBI #Artist #CTBraininjury #Vocrehab #CTABI #CTTBI #DisabilityArt #ART



Connecticut Community Care

March 28 ·

We have the honor of displaying and admiring artwork on loan from a talented group of artists, participating in the vocational art program through [The Supported...](#) [See more](#)

Carol DeJesus and others

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The Supported Living Group

March 15 ·


The Supported Living Group

Intro

The Supported Living Group is an organization dedicated to the rehabilitation, restoration, and renewal

Page · Home Health Care Service

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supportedlivinggroup.org

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Rating · 4.9 (23 Reviews)

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Suggest Edits

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 Like

 Comment

 Share


The Supported Living Group

January 7 ·

The Supported Living Group (SLG) is thrilled to announce a newly established link with Connecticut Community Care (CCC) <https://www.facebook.com/ctcommunitycare> which will work to promote art pieces produced by brain injury survivors!

The link established will enable art pieces created in SLG's ABI Waiver associated supported employment programs to be displayed at CCC offices throughout Connecticut. It is hoped, that this link will provide greater levels of exposure for SLG's talented artists from the brain injury community and open dialogue around the complex recovery process that they have faced.

To learn more about SLG's array of specialized brain injury support services contact us today at: 860-774-3400.

#braininjury #braininjurysurvivor #braininjuryawareness #braininjuryrecovery #ctbraininjury #artist #artwork #artrehab #vocrehab #CCCI #community



Kerri Lynn Foster and others



Michelle Brisman, Ph.D.

Director of Clinical Services

Dr. Michelle Brisman comes to us with a B.A. from Binghamton University and a Doctorate of Philosophy from Yeshiva University. She began her formal career as a clinical neuropsychologist at the United Cerebral Palsy Association in NY before undertaking her internship at the Kessler Institute for Rehabilitation in NJ, where she specialized in cognitive rehabilitation of various medical and neurologically compromised populations — a specialization she continued to pursue when she was offered the position of Director of Medical Rehabilitation Services at the Capital Region/Eastern Connecticut Easter Seals in 2001, working closely with neurologically affected groups, such as those with TBI/ABI, stroke, Multiple Sclerosis, seizure disorders, and brain tumors.



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39 Kings Highway, Suite C

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Phone: (860) 942-0365

Fax: (860) 465-9591

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To.

Connecticut Department of Social Services, DSS Legal. Formal FOIA request.

In reference to what may appear to be ABI Waiver program discriminatory and biased practices, challenges, and concerns. Additionally, these concerns also relate to the MFP program.

Appendix D: Participant-Centered Planning and Service Delivery

D-1: Service Plan Development (6 of 8)

f. Informed Choice of Providers. Describe how participants are assisted in obtaining information about and selecting from among qualified providers of the waiver services in the service plan.

Case managers share with waiver consumers the provider listing, which is developed by a DSS contracted fiduciary. This listing identifies providers by service type and geographic coverage area who meet the qualifications as set forth by DSS to service waiver participants. The case managers facilitate opportunities for participants to speak with and/or interview prospective providers prior to selection. Program participants are able to contact the fiscal intermediary to get an updated and customized listing of the provider directory. For household employees, a background check is conducted by the fiscal intermediary and the results are shared with the consumer to aid in their selection.

The DSS contracted fiduciary listing may appear to be discriminatory to the disabled ABI Waiver population it serves and Medicaid providers:

- The listing is not accessible or viewable to the public.
- Locked and only accessible via an email address verification process, username and created password for consumers of the ABI Waiver Program.
- Much of the disabled ABI Waiver Program population cannot afford internet and the equipment needed to access the internet to navigate their listing.
- Much of the disabled ABI population are unable navigate and understand internet-based communication processes.
- The majority of the disabled ABI Waiver population live with communication, and memory challenges. Calling the DSS contracted fiduciary, waiting on hold, leaving voicemail requests for call backs or to request the listing be mailed to their home address is a very complicated process for most.
- Case Managers are providing verbal recommendations to ABI Waiver and MFP consumers of providers that they believe would be a good fit for the consumer without providing the complete DSS



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GALES FERRY, CT 06335
(860) 942-0365
WWW.CTBRAININJURY.COM

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www.CTbrainINJURY.com 860 942-0365

contracted fiduciary listing. This action is not ethical and biased as disabled ABI waiver consumers are not being afforded their complete options and possibly bias selection of providers that may provide a more beneficial Case Management relationship. ABI Waiver and MFP consumers may appear to be not completely informed and misled during the decision-making process and may be left completely out of the selection process. This may appear to be discriminating and misleading to consumers with disabilities and not providing them the same civil rights into their person-centered program decision process. An example of this would be a verbal phone conversation promoting a specific provider, leading or steering a client to meet with or arranging referral before a consumer is completely informed or provided their complete options by a Case Management selected provider.

- It may appear that DSS, Case Management providers and the contracted fiduciary listing provider are aware of these discriminatory processes and practices.
- How does DSS ensure the disabled population is not being discriminated against and provide the procedural validation system used to ensure civil rights are completely adhered to?
- Additionally, it may appear that the DSS contracted fiduciary listing is discriminatory and biased to intentionally confuse the disabled ABI Waiver consumer in this way as well. Below are the first 2 webpages of many, that DSS'S contracted fiduciary is listing, note that agency providers are listed biasedly and misleadingly, listing the same providers in duplicate, triplicate and more.

Juniper Homecare LLC	(860) 529-1818	West Hartford
Juniper Homecare LLC	(860) 529-1818	West Hartford
Absolute Independence LLC	(860) 347-3092	methuen@288@gmail.com
The Supported Living Group LLC	(950) 774-3400	kbrierson@slg-ct.com
The Supported Living Group LLC	(950) 774-3400	kbrierson@slg-ct.com
The Supported Living Group LLC	(950) 774-3400	kbrierson@slg-ct.com
Handz-On Inc.	(860) 560-7700	myra@handzon.org
Handz-On Inc.	(860) 560-7700	myra@handzon.org
Handz-On Inc.	(860) 560-7700	myra@handzon.org
Change A Life Time Companies Inc	203-526-2496	changealifetime@yahoo.com
Change A Life Time Companies Inc	203-526-2496	changealifetime@yahoo.com
Change A Life Time Companies Inc	203-526-2496	changealifetime@yahoo.com
Lifeline Nursing LLC	(203) 691-6243	info@lifelinenursing.net
Lifeline Nursing LLC	(203) 691-6243	info@lifelinenursing.net
Change Inc.	(860) 346-0771	dylibe@changenonline.org
Change Inc.	(860) 346-0771	dylibe@changenonline.org
Change Inc.	(860) 346-0771	dylibe@changenonline.org
Home Healthcare Companions LLC	(860) 808-7670	enjoyee.commer@gmail.com
Simple Home Care Solutions LLC	(860) 944-2770	nancyhackberth@att.net
Simple Home Care Solutions LLC	(860) 944-2770	nancyhackberth@att.net
A & B Homecare Solutions LLC dba Northwest Home Care LLC	(203) 495-1900	janooz@carefinders.org
A & B Homecare Solutions LLC dba Northwest Home Care LLC	(203) 495-1900	janooz@carefinders.org
A & B Homecare Solutions LLC dba Northwest Home Care LLC	(203) 495-1900	janooz@carefinders.org
A & B Homecare Solutions LLC dba Northwest Home Care LLC	(203) 495-1900	janooz@carefinders.org

- Note ABI Resources is listed once.

Positive Outlooks			sherry@mccowan@positiveoutlooka.com	Waterbury
Positive Outlooks			sherry@mccowan@positiveoutlooka.com	Waterbury
ABI Resources LLC		(860) 942-0365	ABI@CTBRAININJURY.COM	Gales Ferry
24/7 Harmony Home Care Services LLC		(860) 646-4193	asumadu@247hcare.com	Manchester
24/7 Harmony Home Care Services LLC		(860) 646-4193	asumadu@247hcare.com	Manchester
Helping Others to Succeed Inc		(577) 695-6516	ahewman@hotosabi.com	Newington
Helping Others to Succeed Inc		(577) 695-6516	ahewman@hotosabi.com	Newington
Helping Others to Succeed Inc		(577) 695-6516	ahewman@hotosabi.com	Newington
Prestige Companion & Homemakers LLC		(203) 262-0046	Prestigechcare@gmail.com	Southbury
Prestige Companion & Homemakers LLC		(203) 262-0046	Prestigechcare@gmail.com	Southbury
CareGivers Connecticut LLC		(860) 436-2779	mmanes@caregivershncp.com	Manchester
CareGivers Connecticut LLC		(860) 436-2779	mmanes@caregivershncp.com	Manchester
CareGivers Connecticut LLC		(860) 436-2779	mmanes@caregivershncp.com	Manchester
Second Chance Home Care LLC		860-263-6289	info@secondchancehomecare.com	East Hartford
Advanced Cognitive Development LLC		(860) 478-1910	crystal_ardain@outlook.com	Mansfield Center
Angel Touch Care LLC		(860) 461-7123	odak@edglobal.net	West Hartford
Angel Touch Care LLC		(860) 461-7123	odak@edglobal.net	West Hartford
Angel Touch Care LLC		(860) 461-7123	odak@edglobal.net	West Hartford
Liberty Homecare Options LLC		(860) 357-4112	syvia@libertyhood.com	New Britain
Liberty Homecare Options LLC		(860) 357-4112	syvia@libertyhood.com	New Britain
Liberty Homecare Options LLC		(860) 357-4112	syvia@libertyhood.com	New Britain
A&D Home Health Solutions Inc		(860) 667-2275	dshier@adhomehealthsolutions.com	Newington
A.L.L. Homemakers and Companions		(860) 507-6796	al216@att.net	Farmington
A.L.L. Homemakers and Companions		(860) 507-6796	al216@att.net	Farmington

- Note that disabled ABI Waiver consumers may have significant challenges with understanding the list of provider types.

ABI RESOURCES LLC

“Creating Opportunities for People”

[Home](#) [Directory](#)

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-Empd.

Click to Select Towns

Regions:
Click to Select Regions

Services:
Click to Select Services

☐ All ☒ Any [Next Step](#)

[Directory](#) [List](#)

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

Page Size

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- Note the services do not list the services that the disabled ABI Waiver consumers understand and are familiar with such as Companion, ILST, homemaker RA and more. This may appear to be misleading and confusing.

The screenshot shows the 'Directory Report Criteria' page of the ABI Resources LLC website. The page has a blue header with the tagline 'Creating Opportunities for People'. Below the header, there are tabs for 'Portal' and 'Directory'. The main content area contains search filters: 'Program' (set to ABI), 'Provider Types' (Click to Select Provider Types), 'Regions' (Click to Select Regions), 'Services' (Assistive Technology, Environmental Accessibility Adapt), 'Towns' (Click to Select Towns), and 'Additional Languages' (Click to Select Additional Languages). At the bottom of the filters are 'Directory' and 'List' buttons. A footer contains navigation links (HOME, ABOUT US, PROGRAMS & SERVICES, CUSTOMER SERVICE, QUALITY SERVICE, PROVIDER INFORMATION, CONTACT US), a 'Font Size' adjuster, and copyright information: 'Copyright © 2022 - All Rights Reserved. Third Party Notice Version 2022.0.21.0'. There are also 'Portal' and 'Log Out' buttons in the bottom right corner.

- CBT and or Behaviorist services are not listed on the DSS contracted fiduciary listing. This creates many questionable and concerning challenges that may promote a discriminatory and/or bias decision-making process. Case Managers are not providing the disabled ABI Waiver program listing to choose from and may be selecting, making proactive referrals, and promoting behaviorists that benefit Case management relationships more than the Disabled ABI Waiver consumer. This may appear to be a discriminatory and bias practice.

ABI Resources is formally requesting a Department of Social Services internal investigation of these practices and concerns as well as a FOIA request for the policies and practices of protecting the civil rights of the disabled under the ABI Waiver program guidelines.

Best regards,
 David Medeiros CBIS
 David Medeiros CBIS
 Brain Injury Survivor and
 Founder of
 ABI Resources, LLC



ABI Resources LLC 39 Kings Highway Suite C, Gales Ferry, CT, 06335
 www.CTbrainINJURY.com 860 942-0365

PH

Patricia Hinrichs

To: LAURA CLARK; HENRY C WINIARSKI JR ATTY (henrywiniarski@comcast.net); ABI RESOURCES LLC. CTbrainINJURY.com 860 942-0365
Cc: Guerreiro, John; Kyer, Danielle; Samantha Scott

Mon 10/10/2022 10:17 AM



Good morning,

I received notice that HFSC will no longer be able to provide services for JP, I have made a referral for CBT services with Ms. Brisman through SLG for 4 visits 1xmonth. I will keep the team update on this matter

Thank You,
Patricia A Hinrichs MS-HS-BCP
Lead ABI Care Manager
WCAAA
84 Progress Lane 2nd floor
Waterbury CT 06705
P-203-465-1000 ext 147
f-203-465-1030

A

A.B.I. RESOURCES LLC. 860 942-0365

To: Patricia Hinrichs; LAURA CLARK; HENRY C WINIARSKI JR ATTY (henrywiniarski@comcast.net)
Cc: Guerreiro, John; Kyer, Danielle; Samantha Scott

Mon 10/10/2022 11:04 AM



Hi Patty,

Would you please check with DSS on the CBT referral process in regards to the ABI wavier program?

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

 This message is encrypted. What's encryption?

PH

Patricia Hinrichs

To: A.B.I. RESOURCES LLC. 860 942-0365; LAURA CLARK; HENRY C WINIARSKI JR ATTY (henrywiniarski@comcast.net)
Cc: Guerreiro, John; Kyer, Danielle; Samantha Scott

Mon 10/10/2022 11:51 AM



Dave,

I was notified by HFSC and in returned confirmed this with JP and offered the new agency which he accepted. I have to go with what JP agrees to as he is not conserved.